
[Ticket: # 849938 - Told I have 1.5 mega bits of downloaded speed](#)

Date: 3/6/2016 12:53:54 AM

City/State/Zip: Springfield, Colorado 81073

Company Complaining About: Centurylink

Description

Because I live in a rural area I was told by Centurylink I would have downloaded speed of 1.5 mpsmps. I did a test and my download speed is 246s.b/s. I pay over \$50.00 prr month and they are really the only internet provider in this area. I feel I'm being robbed by a big company and they are in violation of the FCC neutrality act.

Ticket: # 849918 - Misleading information in reporting skews views

Date: 3/5/2016 11:45:26 PM

City/State/Zip: Prescott, Arizona 86305

Company Complaining About: Cable One

Description

I would like to file a formal complaint against Google for the way they are reporting the search results for, "primary results." As you can see in the screenshot attachment, Google has decided to include superdelegate "leanings," with the count of actual pledged delegates. The description provided in grey lettering below the polling results is extremely vague, and anyone who does not already know that the superdelegate votes are not final would not be able to deduce that information from the poor description provided. I feel that Google's erroneous reporting is a deceitful attempt to influence voters and this type of business ethics should be frowned upon. Please inform me if there is any additional information needed as I would like to see this biased reporting resolved in an expedient manner.

[Ticket: # 850067 - Suddenlink charging for Internet overages](#)

Date: 3/6/2016 12:29:52 PM

City/State/Zip: Bullhead City, Arizona 86442

Company Complaining About: Sudden Link

Description

We subscribe to suddenlink in bullhead city az. They just started charging for overages when you are watching netflix or gaming. We already pay for this service & I believe this is borderline illegal the way they are gouging. We have no other services available as people do in larger citys.

[Ticket: # 849966 - These people where illegally](#)

Date: 3/6/2016 3:18:34 AM

City/State/Zip: Madison, Tennessee 37115

Company Complaining About: Sony Playstation

Description

Streaming ur fight on the PlayStation 4 playrooms

[Ticket: # 850215 - unwanted e-mails](#)

Date: 3/6/2016 4:09:11 PM

City/State/Zip: Fort Payne, Alabama 35967

Company Complaining About: Host.dom@lists.actsweb.org

Description

These people will not stop sending me e-mails: host.dom@lists.actsweb.org

Ticket: # 850382 - tvguide.com

Date: 3/6/2016 8:39:47 PM

City/State/Zip: Panama City Beach, Florida 32408

Company Complaining About: Tv Guide

Description

When visiting tvguide.com homepage an offer popped up on my phone saying that I had been personally selected to receive a special free phone offer. It did not allow me to close out or say "no thanks" even after I hit the back button it forced me to the website and would not let me return to the previous screen. I had to physically close the browser then reopen a different website. It seems illegal to force a person to enter a website that I did not want to go to. Thank you for your attention to this matter.

[Ticket: # 851077 - Charter/TimeWarner merger](#)

Date: 3/7/2016 1:15:41 PM

City/State/Zip: Rochester, New York 14619

Company Complaining About: Time Warner

Description

You must reject the Charter/Time Warner merger. These companies are already too big and too monopolistic, and have abysmal consumer relationships. US citizens are already overcharged for internet service compared to other countries. You must promote more ISPs to promote competition rather than fewer.

Ticket: # 851131 - anonymous

Date: 3/7/2016 1:35:53 PM

City/State/Zip: Anonymous, Arizona 10017

Company Complaining About: Boost Mobile

Description

I would like to report that (b) (6) located in Rockland county ny has posted minors in a picture on his restaurants page. This is the link:

(b) (6)

They are located at (b) (6) Blauvelt, NY and the number of the head chef is (b) (6) and you can reach him at (b) (6)

[Ticket: # 852314 - Comcast/Xfinity limiting bandwidth](#)

Date: 3/7/2016 8:56:54 PM

City/State/Zip: Freeport, Maine 04032

Company Complaining About: Comcast

Description

Comcast is limiting bandwidth to 300 gb UNFAIRLY. Charging extra for going over the limit. This violates net neutrality and causes excess charges when I'm already paying extra for Netflix streaming services. They need to be stopped immediately.

Ticket: # 852423 - Time warner refusing to service my house

Date: 3/7/2016 10:00:22 PM

City/State/Zip: Bastrop, Texas 78602

Company Complaining About: Time Warner

Description

Time warner cable is rail roading my neighbors and myself. The (b) (6) are a wonderful family with four amazing girls they are homeschooling. We both recently built houses in Bastrop county and were told by time warner that we would be able to get internet at our new homes. Since breaking ground on our house in July I have made about 15 calls to time warner. Since moving into their new home in January they have made 20-30 calls to time warner to get the Internet set up. Time warner has told us everyone else in the area has access to Internet besides us and we have to pay \$2500 to have internet installed at their home. There are houses on our street that were built after ours and they have time warner yet for some reason we can not get it. Also No one else had to pay the fee and the (b) (6) and may family are being singled out. Time warner also has "the rights" to the (b) (6) property and my property and AT&T uverse can not service our homes for that reason. These girls have a right to an education and time warner has no right to deprive them of that. We believe we are being charged these fees because we are mixed race households, because none of the other families are mixed race.

[Ticket: # 852795 - Follow Up to Previous Complaint #529588](#)

Date: 3/8/2016 11:20:00 AM

City/State/Zip: South Charleston, West Virginia 25303

Company Complaining About: Sudden Link

Description

I filed the above mentioned complaint - and it is marked as solved - indicating that a response from the Suddenlink would be received in 7-10 days. I never received a response or a resolution in this case...I tried to create a follow up but the FCC page does not work in either Google Chrome or Internet Explorer.

Please contact email only as my cell service at my house is sketchy reception at best...

[Ticket: # 852983 - Non-service by Frontier](#)

Date: 3/8/2016 12:33:34 PM

City/State/Zip: Hedgesville, West Virginia 25427

Company Complaining About: Frontier Communications

Description

We are a customer of Frontier DSL and we experience many long periods of non-service. We have had periods of non-service for up to two weeks when others around us have had service. Yesterday a repairman found the problem and came to the house to make sure service was on. He explained there are problems with the equipment at our substation and it is difficult to repair. Unfortunately, in less than 8 hours service was out again. This is a recurrent problem.

Ticket: # 854054 - Constant increases for Internet service

Date: 3/8/2016 5:13:00 PM

City/State/Zip: Boca Raton, Florida 33431

Company Complaining About: AT&T

Description

In response to FCC unveils proposal for \$9.25/month low-income broadband subsidy dated March 8, 2016.

Dear Mr Wheeler,

Broadband service comes over the public airways. There is no reason why this service is not regulated. I cut the cable 9 years ago due to escalating cost and put up an outdoor antenna. So far there is no such option to defer these exorbitant costs for broadband Internet service. If the FCC does not put a cap on these excessive arbitrary increases, or provide more low cost competition, the \$9.25 monthly subsidy for low-income Americans will not make access any more affordable. The airways are free and open to the public. We are all entitled to access. Every licensed operator has a responsibility to insure no one is denied access on the basis of cost. Thank you, (b) (b) (6)

Ticket: # 854685 - Broadband Speeds and customer service

Date: 3/8/2016 8:46:04 PM

City/State/Zip: Anaheim, California 92804

Company Complaining About: AT&T

Description

1. Last year Time Warner 2015

2. This year AT&T 2016

TWC offered 100 mbps and they assured us it was 100 mbps but after having one of their technical support personnel we found out we had less than 18 mbps.

AT&T later dropped by and offered 24 mbps to which we bought into the offer. This is our current provider.

Last week a representative from TWC dropped by because our neighbors had lost their feed. After the technician dropped by he explained about the problem. I mentioned that TWC offered to provide a separate line for us but never materialized even though another technician told us the box we had was incorrect for the feed provided. He corrected the problem by feeding another line to eliminate the co-channel interference and showed me the results on his handheld device. Showing the before and after of the connection taps interfered with the other residents. The technician admitted that it was a lazy effort. So he corrected it.

We had Time Warner which lied about the setup and had tapped into a community feed with AT&T. Lies seem to rule. Also spoke to TWC local office in Garden Grove, Ca on Valley View st. The representative listened to the problem and offered to escalate to the next level.

If we don't have TWC or AT&T we are left with the limited antenna digital. The perpetual lies and slight of hands or smoke and mirrors leaves most residents ignorant of the facts.

I get tired of trying to see who will offer the honest truth about the future of communication we would pay for and still get basically minimal service for programming. As an American citizen and Veteran I see less and less per year. Is this the future for the next generation of tax payers money going nowhere?

[Ticket: # 854966 - they slow my data and then slowed it agen](#)

Date: 3/9/2016 2:04:40 AM

City/State/Zip: Pontaic, Michigan 48340

Company Complaining About: MetroPCS

Description

I called metroPCS to report slow data and when I called they hung up on me when I explained my issue twice and I just want to be able to servife the Web but my make my Internet so slow and I have unlimited data a high speed but I can't watch YouTube or use the Web till late at night I don't thank this is fare

Ticket: # 855036 - Got a text from an invalid number

Date: 3/9/2016 9:22:06 AM

City/State/Zip: Prior Lake, Minnesota 55372

Company Complaining About: Hidden Spa

Description

Got a text from Hidden Spa. Ad for Mindbody app. When I tried to text back #STOP, said the number is no longer in use. The number is (b) (6). Attached is a screen snapshot.

Ticket: # 857237 - Comcast 300GB Data Cap

Date: 3/9/2016 11:58:12 PM

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

I have been a comcast customer for around 8 years and recently they implemented a 300GB data limit to my account. I pay for a fast internet connection (125MB/per second) because I am an IT professional, my kids stream music, movies, etc all from online. At the present speed and data limit I can potentially blow through my data limit in about 7 hours.

With the advent of services like Amazon Video, YouTube, Netflix and multiple devices in a home a 300GB data limit seems very low for a 125MB internet connection. I can understand lower tiers of users, users at 20MB connection that just check emails, news and other reading sources. For everyone else as internet connected devices grow this is only becoming a bigger problem. My iPads, phones, tv, fridge, thermostat, computers are all talking to the internet.

When my kids use their devices to even view OnDemand material from Comcast it also counts against my limit. Which brings me to my overall point, Comcast is basically forcing it's customers to use their TV service and not use competitors like Google, Netflix and Amazon. When we discuss net neutrality and open internet this is just not acceptable.

[Ticket: # 857385 - Net Neutrality](#)

Date: 3/10/2016 9:27:51 AM

City/State/Zip: Watsonville, California 95076

Company Complaining About: AT&T

Description

see attached

[Ticket: # 857752 - Internet Monopoly](#)

Date: 3/10/2016 12:27:15 PM

City/State/Zip: Willingboro, New Jersey 08046

Company Complaining About: Comcast

Description

I live in Willingboro NJ 08046 and Comcast is the only ISP available in my region. Seeing how I only have one option for Internet, wouldn't that be deemed a monopoly? Seeing as how Monopolies are illegal, why is it that Comcast is allowed to remain unchallenged in this area?

Ticket: # 857794 - Re: [FCC Complaints] Re: Data usage metering with Comcast

Date: 3/10/2016 12:39:48 PM

City/State/Zip: Snellville, Georgia 30078

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #646600 "Data usage metering with Co..."

I have still not heard from Comcast regarding my complaint #646600
(<https://consumercomplaints.fcc.gov/hc/requests/646600>)

Have you backed-off from representing customers and citizens? Are my taxes only good for supporting businesses contributing money for campaigning of THEIR aliigned party politics?

I depended on you to be my voice

Ticket: # 858585 - Regulate Comcast ability to cap internet data usage

Date: 3/10/2016 4:51:50 PM

City/State/Zip: Hillsborough, New Hampshire 03244

Company Complaining About: Comcast

Description

Comcast should not be allowed to cap internet usage at their own discretion just to increase their profits from powerless broadband customers as they are threatening to do.

In Hillsborough, New Hampshire Comcast is effectively an unregulated monopoly. There is no one else to get this service from. Their predatory power should be constrained by making them a regulated utility.

Comcast should not be allowed to cap internet usage. With their uncontested dominant position, Comcast can engage in money grabs like this with impunity. The FCC should prohibit this corruption of the free market. It is why the FCC exists - to serve the citizens of the US and not an unregulated and exploitative mega-corporation.

Ticket: # 858743 - Zero-Rating Schemes

Date: 3/10/2016 6:03:47 PM

City/State/Zip: Boise, Idaho 83713

Company Complaining About: Time Warner

Description

Please rule that zero-rating schemes are against net neutrality, as it allows well established companies to gain an unfair advantage over others due to their large incomes. Bigger companies already have a large enough advantage as it is - they shouldn't be allowed a monopoly, and companies should neither be forced nor allowed to pay ISPs so that their clients don't have to pay for the data they use.

Ticket: # 860685 - ESPN outage on 3/12 16

Date: 3/12/2016 2:20:00 PM

City/State/Zip: Louisville, Kentucky 40229

Company Complaining About: Time Warner

Description

(b) (6)

Ticket: # 858867 - Crack down on telecom companies for circumventing Net Neutrality.

Date: 3/10/2016 6:52:20 PM

City/State/Zip: Beaverdam, Virginia 23015

Company Complaining About: At&t, Verizon, Comcast, T-mobile, And Any Other Company That Uses Zero-rating

Description

Companies such as Comcast, Verizon, AT&T, and T-Mobile are trying to work around your agency's title II rules by using something called "zero-rating". So far, you've been dealing with it on a case-by-case basis, which isn't good enough. Zero-rating should be outright banned according to your rules. See that such becomes the case, and do it ASAP. If this is allowed to continue, there's no telling what else big telecom will try doing to toy with consumers and the open internet.

Thank you for your time.

(b) (6)

Ticket: # 858971 - Bandwidth Usage Guidelines**Date:** 3/10/2016 7:44:46 PM**City/State/Zip:** Lewiston, Idaho 83501**Company Complaining About:** Cable One

Description

Cableone has followed other cable internet providers and added bandwidth usage guidelines (a cap) to our internet accounts. They do not offer a lower connections speed without a bandwidth cap, and this is clearly a conflict of interest. Cableone is determined to stop internet tv adoption and is using caps as a way to stop the loss of revenue. They claim this is a way to lower the bills of subscribers, and even Comcast has admitted that this is completely untrue. This is a very serious issue and as a cable operator should not be allowed this anticompetitive behavior. The FCC should take a very serious stance against all caps. Allow cable operators to lower speed, but the caps should not be allowed. Thank you.

Ticket: # 859050 - Online Video Game Trends**Date:** 3/10/2016 8:27:02 PM**City/State/Zip:** Pasadena, California 91107

Description

I wish to complain about online video games using downloadable content (DLC), Seasons Passes, and digital rights management (DRM). These models and practices make the games unfair to play unless the player buys the extra content. For example, players who buy DLC will have an advantage over players who do not buy the content. In addition, some DLC is timed limited, so you can only buy it at a certain time before it is gone forever. This means players will be forced to buy the content to make the game fair.

More recently, game companies are now forcing players to buy the extra content to play the entire video game - even though they already bought the game itself. A common scenario is exemplified by the upcoming game Dark Souls III's DLC and Season Pass, a game designed by FromSoftware: you buy the game for \$60, but have to buy the DLC and the Season Pass as well in order to actually play the game, because it's content is not included in the game itself. In other words, the company makes you buy an empty digital box, then make you pay the same price again to buy the actual game.

Game companies claim that these trends are used to fight online piracy and are alternatives to DRM). A common DRM practice in video games is only allowing the player to buy a license to play the game, while telling the player that they are not buying a license but the game itself - such as happens on Valve's Steam program. Valve's terms of use policy states that players can lose their licenses for any or no reason at all, and without refunding them.

DLC, DRM, and Season Passes are forcing players to be nickle-and-dimed by game companies. Please put an end to these trends.

[Ticket: # 859410 - unwanted spam emails](#)

Date: 3/11/2016 3:48:39 AM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: T Mobile

Description

I signed up for a service a while ago and no longer want there services. I tried to delete my account and email but they keep insisting that I call them so They can convince me to stay as a Starwood Preferred Guest. I don't want to contact them in any way and I want them to stop sending me emails which are cluttering up my inbox.

Ticket: # 860902 - Throttling

Date: 3/12/2016 9:28:09 PM

City/State/Zip: Empire, California 95319

Company Complaining About: Hughes Net

Description

YOU STILL HAVE DONE NOTHING ABOUT THESE PEOPLE VIOLATING YOUR (b) (6) G RULES AND THEY ARE CONTINUING TO ABUSE THEIR POWER OVER MY FAMILIE'S INTERNET CONNECTION!!! YOU ARE (b) (6) USELESS!!!!!!!!!!!!!!!!!!!!!!

Ticket: # 860159 - safelinkca.com website provides the wrong city for zip codes and I cannot apply for phone service

Date: 3/11/2016 5:19:48 PM

City/State/Zip: Shingletown, California 96088

Company Complaining About: I Have Frontier But The Website In Question Is Safelineca.com By Lifeline

Description

Lifeline has a program for a cell phone. I went to this website www.safelinkca.com to apply but I could not do so as the website reads the zip code of 96088 for Shingletown, CA as a city named VIOLA. The website gives the wrong city for the zip code and therefore an error box appears stating that the CORRECT ADDRESS AND ZIP IS INVALID AND INCORRECT. It is the website which is incorrect and I cannot apply. I have spent hours on the phone but can only get recordings. I can only apply on line and no applications are taken over the phone. I finally reached a supervisor at an alternate number but she told me that the only thing they do is fix the phones. I then sent the website a complaint but the website master refuses to fix the problem stating that it is my computer which is it not. It is the website which is providing incorrect cities against the zip codes. I am certain I am not the only person having this problem. The zip code of 96088 should read SHINGLETOWN, CA but instead it reads VIOLA and an err message comes on the screen that the CORRECT ADDRESS AND ZIP is invalid because the website is reading the wrong city of VIOLA.

**Ticket: # 860451 - Time Warner Cable (DBA Bright House Networks) QoS/DOS
Specific Protocols & Destinations**

Date: 3/11/2016 10:48:21 PM

City/State/Zip: Indianapolis, Indiana 46205

Company Complaining About: Bright House

Description

Terms and conditions of their service are found here (also attached, should they change):

http://help.twcable.com/description_of_network_management_practices.html

Ticket: # 860515 - Comcast Data Cap

Date: 3/12/2016 3:10:41 AM

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

Hello, my complain is about Comcast's Xfinity internet. When i signed for this plan i was told my contract would be of unlimited data. However, now they tell me im limited to 300 GB. In a household with 3 people, this goes by flying. I believe this does not only break a contract but affects the integrity and freedom of the American citizen in general. Today is March 12 and im already at 90 %. I believe one of your duties is to protect. Please, fulfill it.

Ticket: # 860518 - Commercials

Date: 3/12/2016 4:30:49 AM

City/State/Zip: Lemoore, California 93245

Company Complaining About: AT&T

Description

Watching NBC.com broadcast shows on free wifi connection, the show freezes on first commercial break. Commercial breaks should not 'break' my computer or freeze the show. The commercial breaks are generally too long in duration. Recommend limits be placed on both duration of commercial breaks and amounts of breaks strewn throughout a show. It is ridiculous to provide more commercial than content. It is ridiculous to assume that a commercial on repeat will receive a favorable response on the 10th time if the first 9 times during the same commercial break didn't do the trick. It is harassment by commercial. One hour of programming including commercials should never take 4 hours to suffer through. It is impractical. The commercials are also too loud online. Hitting the mute button should not disrupt the playback of the show forcing a viewer to re-watch both the content and the commercials from the beginning, hoping that the next commercial doesn't get stuck on repeat, again. I recommend 10% as a general rule: 30 minutes of content affords 3 minutes of advertising and no more than 3 interruptions to the content. Currently, there are 7 breaks in such content. It is infuriating. Stop harassing me or allowing the networks to harass me with excessive commercial ads. Stop assaulting my ear drums or allowing the networks to assault my ear drums with excessive commercial ad volume.

Ticket: # 860977 - Subliminal messages

Date: 3/13/2016 8:06:24 AM

City/State/Zip: Riley Two., Michigan 48041

Company Complaining About: You Tube And Individual People.

Description

I have stumbled across a group of people who are "under dubbing" audio of them having sex on you tube videos. I have found this on religious and children's videos. The under sounds are more clearly heard using an android Samsung 4., held up to your ear. I know the specific names of some of the people that are doing this. Please let me know if this is going to be investigated. I am unable to attach a good example, but the link is <https://YouTube.be/PpLZSooJJo>.

Ticket: # 860992 - CenturyLink Internet Speed - Suddenly slow

Date: 3/13/2016 11:11:54 AM

City/State/Zip: Easton, Washington 98925

Company Complaining About: Centurylink

Description

I have suddenly experienced the inability to stream videos. We have lived here for 6 years and NEVER had a problem until the past month. I was told by the CenturyLink repair man that our area was given a \$500,000 grant to upgrade internet speeds but CenturyLink has spent the money elsewhere. Our current speed ranges from .52 MPS to 1.0 MPS - We are paying for 1.5MPS and even at 1.2 we could stream videos - but NOW suddenly we can't stream any of the major streaming providers (Netflix / Hulu) without buffering every 2 minutes. Something has happened and the company can't give us any answers. During the football season - I was actually able to watch NFL live via my phone!!!! Now to suddenly have this happen is unacceptable.

Ticket: # 861223 - Comcast is ripping off my family with Data Caps

Date: 3/13/2016 10:07:51 PM

City/State/Zip: Sunrise, Florida 33322

Company Complaining About: Comcast

Description

The Internet is a unlimited resource that should not be managed. My household and I have suffered because Brian L. Roberts (the CEO of Comcast) has decided that billions he already has is not enough. It is the same with AT&T.

How can you choose between companies when all are scamming you? Limiting and charging for an unlimited resource is morally corrupt. Soon, they will start charging you for breathing air.

It is the job of the FCC to ensure fair competition and growth of technology.

Please step up and make this stop. You are the only ones who can.

Ticket: # 862358 - Degradation of Service for Online Gaming Applications**Date:** 3/14/2016 11:52:16 PM**City/State/Zip:** Berkeley, California 94709**Company Complaining About:** Comcast

Description

For months I have been experiencing frequent disconnections in online games hosted by NCSOFT. These disconnections are unique to the games hosted by NCSOFT and do not extend to games hosted by other companies. In my testing I have ruled out the possibility of equipment failure on my end or on the part of NCSOFT by testing with both a different ISP (DSL Extreme) and with a VPN. When using the DSL Extreme connection or the VPN connection I experience a stable connection to the game servers with no interruptions. Both of these change the way my packets get routed to the game servers. Since changing my routing eliminates the the issue the issue then must lie in the way that the Comcast connection routes the packets to the game servers. In order to determine where the problem in the route was I obtained the list of internet routers on the path to the game servers via the tracer command. By default my packets get routed to NCSOFT's servers via Level 3 Communications' network, whom I believe NCSOFT buys transit from. When testing nodes inside Comcast's network I did not uncover any issues, but when testing the first hop that is on Level 3's network I started to have periods of packet loss that coincided with in-game disconnections. As NCSOFT pays Level 3 for transit and has in their best interest to keep their players satisfied with stable connections, it is my belief that the problem lies at the interconnection between Comcast and Level 3's networks. This interconnection is not a stranger to issues and has a history of getting congested followed by Comcast refusing to add capacity. As my disconnection issue seems to track peak internet usage times in the US, with it being more severe at peak times, it is my best guess that the root cause of this issue is another congested link between the two networks. Links getting congested is an entirely normal problem, however this link has been having problems for over 6 months now, which is an unreasonable amount of time to fix such an issue. Based on the past history of Comcast and Level 3 it is my belief that Comcast is not making a good-faith effort to maintain its connection to Level 3's network.

Ticket: # 862393 - CenturyLink Peering Agreements

Date: 3/15/2016 3:45:51 AM

City/State/Zip: Phoenix, Arizona 85016

Company Complaining About: Centurylink

Description

CenturyLink has poor peering agreements with Netflix, Sling, YouTube, and Hulu. I am currently paying for 40Mbps DSL at home (that actually tests 36Mbps due to them counting "overhead" on the line and refusing to over provision to make up for it) but I digress at that point as usually I can fully utilize my "36Mbps" line, unless I am attempting to stream video.

I've attempted to contact CenturyLink over the issue and they blame the equipment on my end, even though I can use the same router and plug a different ISP in and get astoundingly different results. CenturyLink knows about the issue and seems to be doing nothing to correct their peering agreements, thus violating Net Neutrality by knowingly allowing peering points to degrade to the point of unusability thus affecting several million paying customers.

A simple google search on the issue will reveal pages and pages of complaints on Internet message boards from average consumers just looking for help, and even a few on CenturyLink's Fiber-Optic 1Gbps service experiencing the same issues!

Ticket: # 862398 - Discrimination --race and gender

Date: 3/15/2016 5:57:49 AM

City/State/Zip: Culver City, California 90230

Company Complaining About: Yelp

Description

The company Yelp has published a racially derogatory review about me on its website. I have asked them to take it down and also requested Yelp to close down the account.

Here is the complaint I made:

"Racial Discrimination: In a review of my business page, I am bringing to your attention, and this is my second time bringing it up to Yelp, an issue that I have with a review that is ruining my business and one that is defamatory and discriminatory based on my race, African American. In the review, the reviewer makes a personal attack on me based on my race and gender, African American woman. This is in violation of the Unruh Act, and various federal statutes that forbid discrimination against race in commerce. The review makes a racial attack, which is in violation of Yelps terms of service. Please remove the review."

Ticket: # 863285 - Verizon Fios Internet interruptions

Date: 3/15/2016 5:09:49 PM

City/State/Zip: Philadelphia, Pennsylvania 19148

Company Complaining About: Verizon Wireless

Description

We have tried to accept the many times that Xfinity's advertisement or join Xfinity page comes up and blocks our availability to access internet. I have called several times and it was recommended that we up our speed. I was told we would pay out of pocket \$5.00, I can't even understand our most recent bill, but appears to be greater than \$5.00 per month. What is more disappointing is the greater speed has not improved our capability to access the internet when needed, or updating our quickbooks at a reasonable pace. Pleas help.

[Ticket: # 863657 - Comcast Data Cap of 300GB and charging \\$\\$\\$ for overage](#)

Date: 3/15/2016 11:38:26 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

With elementary school having students watching lesson and instructional film as well as doing homework via the cloud - it is so easy to go over 300 gb.

There is no technical purpose for such as a cap...it is just a way for Comcast to suck money out of the consumer. If there is a cap, it should be at least 1000gb and need to grow with technology.

Ticket: # 865743 - Net Neutrality/Unjust Billing Practices

Date: 3/17/2016 8:26:11 PM

City/State/Zip: Crown City, Ohio 45623

Company Complaining About: Armstrong Cable

Description

See attached file

[Ticket: # 864821 - High data use](#)

Date: 3/17/2016 7:29:12 AM

City/State/Zip: Nashville, Tennessee 37221

Company Complaining About: Comcast

Description

Comcast claims I use over 10gb of data a day, we don't stream movies, or download any files. They show me using 6 gb overnight, and the gateway is unplugged from the wall!

[Ticket: # 864942 - excess repeat video ads from ad choices](#)

Date: 3/17/2016 10:30:31 AM

City/State/Zip: Poplarville, Mississippi 39470

Company Complaining About: AT&T

Description

ad choices is launching 15 second ads more than 3 times during live stream breaks of 2 min. duration. seems like brainwashing. gives me a negative response to chase bank, farmers, etc.

Ticket: # 868309 - Scan on the Internet

Date: 3/19/2016 5:08:13 PM

City/State/Zip: Baltimore, Maryland 21229

Company Complaining About: Comcast

Description

This person get into your computer and cause the screen to turn blue then charge you \$299.99 to repair your computer . There # 1-855-587-4384

Ticket: # 866103 - VIRGIN MOBILE

Date: 3/18/2016 10:54:17 AM

City/State/Zip: Houston, Texas 77007

Company Complaining About: Virgin Mobile

Description

I have an "UNLIMITED " access that I have had for over 4 years now, and EVERY month around the last week before I have to pay to RENEW the access for the NEXT MONTH, my internet access is slowed down to a crawl . I have to call in and some times it is cleared up with one call other times it take 4 to 6 calls and a lot of hassle to get them to do there right thing. These calls are on a LIMITED NUMBER OF MINUTES ON A CELL PHONE ALSO PROVIDED BY VIRGIN MOBILE.

So I lose minutes for having to call about the slow to no speed of the INTERNET PROVIDE BY VIRGIN MOBILE both cell, and Internet.

[Ticket: # 866112 - Internet Usage Caps](#)

Date: 3/18/2016 10:59:25 AM

City/State/Zip: Ankeny, Iowa 50021

Company Complaining About: Mediacom

Description

I live in Des Moines Iowa and pay 50 dollars a month for high speed internet alone to Mediacom Cable. They place an arbitrary 350 GB usage cap on me and charge me for every 50GB over that. We are trying to save money but cutting out cable and using services like Hulu and Netflix but with the arbitrary usage limits its really not even saving us money. Mediacom should not be allowed to tell me how much internet I can use.

Ticket: # 866231 - Comcast wont provide contract fee service

Date: 3/18/2016 11:44:45 AM

City/State/Zip: Nashville, Tennessee 37208

Company Complaining About: Comcast

Description

Currently i have Comcast internet, and i would like to upgrade my speed. But Comcast would not upgrade my speed without signing a 2 year contract.

I own my own equipment and I am already connected to their network. All they would need to do is flip a switch to allow for me to have a faster internet speed.

Why would i need to sign up for a 2 year contract. They are not trying to expense connection fees over a period of time as because it would not take anyone to come to my house and connect me... the network is there.

I feel that Comcast is trying to limit my ability to choose the best service provider by making me sign a 2 year contract.

Ticket: # 866359 - Communication block in AUDIO

Date: 3/18/2016 12:30:42 PM

City/State/Zip: Los Angeles, California 94102

Company Complaining About: Don't Know

Description

FCC,

Los Angeles Law Library blocked audio sound on Broadway and 1st in downtown Los Angeles when tried a few minutes ago. This is a violation to my right to information online and messages on the news for S. Korea. The office also blocks You Tube like SD Law Library in downtown in SD, CA. Can you find out how and why the internet is not fair for all customers? This is only for me? What company provides services? I am not paying for any company for any service in account fraud and ID theft. There is not one account I have opened for any company. I do not own a computer, laptop, tablet, cell phone, landline, or any method of communication. No car, bicycle, or skateboard or such.

Please investigate for terrorism and stealing information from the staff and their gang members. Note, you cannot contact me for my message phone or email address. Google's letter for a case number states I can print a form to open my email address (b) (6) but got an ERROR message this week. Google is a fraud. Can you let your staff know about this problem? Ms. Carolyn Fouch.

Thanks,

(b) (6)

[Redacted]

[Redacted]

[Redacted]

female & Disabled & Veteran

Ticket: # 866577 - COX cable blocking VUDU at my house.

Date: 3/18/2016 1:36:51 PM

City/State/Zip: Omaha, Nebraska 68116

Company Complaining About: Cox

Description

For 45 days I have been unable to access VUDU on demand video services through my COX account. After several attempts with customer support, I finally decided to unplug my Samsung BluRay player and take it to work to verify it works. It does. This eliminates my equipment being at fault.

I also attempted to do trace route to VUDU servers and they always timed out at home.

Last tech support person at Cox was named Crystal. Before that it was emailed to tech80@cox.com

Ticket: # 866633 - Billing and service issues with bundled service from Comcast**Date:** 3/18/2016 2:01:10 PM**City/State/Zip:** Dothan, Alabama 36303**Company Complaining About:** Comcast

Description

The consumer ordered service from Comcast. He has a bundle that includes TV and internet service . When he went into the local Comcast office, he made two separate payments - \$79.87 AND \$50.00. The \$79.87 was for the service. The amount of \$50.00 was for connection of the service. The consumer is disabled and could not connect services on his own and had to pay this connection fee. The consumer set it up so that going forward, the bill would be deducted from his checking account, automatically. However, 3-4 days later, the consumer stated \$225.41 was taken from his checking account w/o notice. He then called Comcast and asked why this amount was removed when he had just paid them at the office. He was not provided with any answers as to why this was done. When he then called his bank, the bank advised that it had been deducted.... but 3-4 days after, it was reversed/credited by Comcast. The consumer received his first bill in February that showed "No payment due" . The bill showed just the payment for the services (It did not list the \$50.00 payment for the installation/connection of the service) The consumer's bill, for March, now shows that there is an amount due of \$406.80. This amount includes charges for an NSF fee, a late fee, and a refund of \$83.73 ?? There was NEVER a late payment. Nor, was there an NSF fee. Because he disagreed with this bill, the consumer paid, via his debit card, on March 14, 2016. He paid \$367.30. He was provided with a confirmation, by the rep and was told that there was nothing else due until April 1, 2016. When the consumer accessed the Comcast account app, on his TV, it showed that he needed to pay another \$30.00 or services would be interrupted on 03/22/2016. The consumer stated that his bundled bill should be about \$141.00 per month and this would include taxes and surcharges. The consumer stated that in addition to the questionable billing practices, his email address was entered incorrectly, when Comcast set it up for him. He is NOT receiving all of his email. Comcast had entered his email address as iambless@comcast.net The actual email address should be iamblessed3@comcast.net He brought this to the attention of Comcast after finding this info on the account app shown on his TV. According to his last conversation, with the Comcast rep, this is still the email address on file and set up by Comcast. There has been no correction to this email address as requested. The consumer stated that he is not receiving emails from his contacts and has verified this through conversations with his friends. The consumer requests that Comcast honor the prices quoted, explain why he had to pay so much in March and provide appropriate credits for the late fee, NSF fee, and any other charges not quoted or incorrect. He also wants this NSF fee removed completely from his records - he stated that he does NOT bounce checks/payments and this is a grave allegation! He does not want this showing up on the TV account app OR his account...EVER! He also requests that his email address be immediately corrected. The consumer request an apology for the mishandling of his account, the issues involving his email address, along with an apology for the various billing mistakes and problems. He stated that he has received very poor customer service.

Ticket: # 866770 - Over charging for unreliable speeds and service and fraud

Date: 3/18/2016 2:51:52 PM

City/State/Zip: Bozeman, Montana 59718

Company Complaining About: Centurylink

Description

I have been with this company since 2015 and absolutely regret it now. On March 14th 2016 I was moving to a new apartment and I scheduled a tech only to come look at the outside the wiring I can't do myself. The tech never called came late and tracked in my house then when I went to plug the modem in it had a red dsl light so the tech had to come in to fix it. Along with that inconvenience century link caused they failed to tell me I was dropped from 40mbs to 10mbs and promised to up me to 20mbs and at the current moment I am not getting any more than 7mbs of speed not 20mbs and they never gave me my new account number 2 hours on hold for unreliable customer care fraudulent internet speed paying for 20mbs when only getting 7mbs is very wrong and so is charging for a tech when they don't call and mess up the house and disconnect your dsl is wrong and should not be legal

Ticket: # 866873 - extremely bad DSL service from windstream

Date: 3/18/2016 3:22:28 PM

City/State/Zip: Brownsville, Kentucky 42210

Company Complaining About: Windstream Communications

Description

i live one mile from the windstream central office. last year i had their 3meg service and it worked fair. due to bad (200kbs).ive lowered my DSL down to 1.5 MPS, with no differences. yesterday i tested my DSL and it was 28 kps. yes as slow as dial up. i talk to their windstream tech support, they say new technology is on the way. this is wrong.

Ticket: # 867709 - Cableone redirecting random website access

Date: 3/19/2016 1:20:51 AM

City/State/Zip: Kirksville, Missouri 63501

Company Complaining About: Cable One

Description

Some websites are being redirected to Cable One's website. There seems to be no pattern to which websites are targeted for redirect, except it will always happen to the same ones each time. This is the same thing that Cable One did to me before, in the same way, as referred to in previous ticket # 815337.

Cable One was trying to convince me that it was something stuck in the cache of my router, however, it is a page on their site that I had never gone to, and it magically got fixed after the FCC mentioned it to them. It's the modem / router they provide, not some oddball unit that they could blame.

It may not be intentional, but it's caused by their system, and they are ultimately responsible for the management & behaviour of that system.

[Ticket: # 868426 - Verizon false advertising](#)

Date: 3/19/2016 7:21:01 PM

City/State/Zip: Coralville, Iowa 52241

Company Complaining About: Us Cellular

Description

FWe went to Verizon and were planning on taking advantage of their deal to transfer carriers with Verizon paying off our U.S. Cellular contract. We went to Verizon on 3 separate occasions and discussed with the manager our plans. Verizon drew up a cost contract for us. However on the evening we were set to transfer our service and I was in the Verizon store and after we had cancelled part of our U.S. Cellular service, we were informed that our phones had to be worth one penny in order for them to pay off the lines. They said two of our lines that we do not have smart phones for did not qualify. So they could not pay the 75.00 off for each line nor could they refund me for the line I had already cancelled. Thank you

[Ticket: # 868520 - Comcast blocking march madness app](#)

Date: 3/19/2016 10:50:27 PM

City/State/Zip: Henrico, Virginia 23231

Company Complaining About: Comcast

Description

Comcast has blocked the march madness app on apple tv, fire tv, and roku from streaming live games.

Ticket: # 868535 - Comcast Throttling Netfli

Date: 3/19/2016 11:41:54 PM

City/State/Zip: Broomfield, Colorado 80021

Company Complaining About: Comcast

Description

I do a speed test while using comcast and I get a response telling me I get 50 mbps. But meanwhile netflix is bugging and won't load a video. When it does load I get SD quality. I wish I was getting what I paid for from netflix.

I feel like comcast is prioritizing netflix traffic traffic. This is despite their response to a precious fcc complaint and having my internet speed increased.

I don't feel like I'm getting what I'm paying for.

Ticket: # 868686 - Report to Portland Attorney & Report to US Senator Patrick Toomey
EMERGENCY ENFORCEMENT: :

Date: 3/20/2016 12:26:35 PM

City/State/Zip: Portland, Oregon 97205

Company Complaining About: Comcast

Description

MARCH 18, 2016:

PRIVACY RELEASE FORM: MUST RELEASE TO FEDERAL COMMUNICATION COMMISSION AND US SENATORS, US CONGRESS, SPEAKER OF HOUSE PAUL RYAN ON HIS REPORT:

Attention: Federal Communication Commission

The Honorable Serious Report to (b) (6):

I complain with all US Senators's email message that due to the high volume of incoming emails, I am only able to respond to inquiries from constituents. I was not happy with due to the high volume of incoming emails in adding that I was not happy with constituents did not reply back to me forward to

(b) (6). PLEASE EMERGENCY PULLING ME OUT OF THIS BAD FEDERAL HOUSING TODAY, ENFORCEMENT EMERGENICES REQUESTS:

EMERGENICES PULLING MR. (b) (6) OUT OF PUBLIC HOUSING WHICH PARK TOWER APARTMENTS INSULT ME HAVING NUT-DUMBEST GENTLEMAN AS GET UGLIGEST APPEARANCES MESSAGE TO (b) (6).

TELL US ATTORNEY WITH LEGALSHEILD ENFORCEMENT REQUESTS: REPORT TO US JUDGE REQUEST

I file complaint of Federal Communication Commission requires release information forward (b) (6) (b)) (6) give all information details to my Male Attorney takes in care of Mr. (b) (6) from FCC reports of AT&T and T-Mobile, all VP providers information. I want Attorney removes me from Oregon due of worst derogatory & scumbag growth request to be relocating me in other state (not Washington State) immediate action. I want staying away from West Coast because of bad derogatory & scumbag growth in West Coast addresses (included Oregon and Washington had poorest resources). Tell Male Attorney: I rather to die included sell to that scumbag because of that I do not like public housing and unfit Oregon & Washington resident in these scumbag discrimination against (b) (6) that I do not like Oregon and Washington area codes. Tell Male Attorney that I hate public housing that they will kill me under public housing tell US Senators! You will not believe in this story as stop blaming to Mr. (b) (6), periods. In addition, all Portland TV Broadcasters called me in heavy derogatory & scumbag messages to (b) (6) in getting worst ugliest appearances what they emailed me in discriminated derogatory & scumbag addresses to Male Attorney at formal requests.

I filed excessive complaints with AT&T, T-MOBILE, VP PROVIDERS refused to change area codes which they refused forwarded my complaints made forwarded to US Senator Patrick Toomey & Orrin Hatch in Washington because of All Staffs of Park Tower Apartments tells me – "I'm worst nut-dumbest & ugliest scumbag appearances and is always making worst derogatory remarks as" In addition, more derogatory remarks of that Park Tower Apartments insulted me in having accused mentality ill & accused baby diapers included scumbag discriminated against Mr. (b) (6). Please Federal Communication Commission reports to my Male Attorney in Los Angeles with my attorney's phone (b) (6) Ask our Male Attorney removes me from public housing because of excessive horrible derogatory & scumbag addresses making sure copying information sends to US

Senator Patrick Toomey, Senator Orrin Hatch, and Male Attorney at formal action requests. Let Male Attorney know that I got lot of complaint people with worst scumbag & surdophobia against Mr. (b) (6) (b) (6) In addition, what I do not appreciated with Oregon due of unfitted resident Oregon in worst derogatory & worst scumbag growth addresses. Requirement forces changing code areas from 503/971/541/458/360 to 215 or 213 or 818, or other code areas when if I eligible to uses 215 and other code areas kills to 503/971 at requests. 503/971 is bad scumbag addresses unfits to my devices at requests. I do not want using these code areas of Oregon/Washington that's periods, telling to male attorney requests why Federal Communication Commission refused to listen to my filed complaints. EMERGENCIES PULLING MR (b) (6) RELOCATE TO OTHER PRIVATE HOUSING ON FOLLOWING UP THE LAW, I DO NOT WANT FIRST HOUSEHOLD AS PARK TOWER APARTMENT KEEPS BLAMING TO MR. (b) (6) .

I required to male US Attorney in Washington DC, US Senators, I complain against with Federal Communication Commission insulted me stup up my mouth about complaint with area codes as they refused to listen to this below. They added insulted me in dumbest scumbag gentleman as I do not happy with Federal Communication Commission due of that they refused listened to these/those addresses before, present, and future telling to male Attorney as Enforcement taking me seeing to Male Attorney tell the judge requests with no excuse requests: I do not appreciate with Federal Communication Commission about area codes what I do not happy with area codes with my devices along unfit Oregon and Washington resident as Most Oregon citizens laughed and insulted me ugliest appearance and get me in die due of scumbag and derogatory addresses. In all heavy complaints of unfit resident of Oregon and Washington must release to appoint me works with Male Attorney requirement then enforced me relocates from public to private housing in following serious law. Public Housing is horrible scumbag that I do not like living in public housing telling to Male Attorney requirement. In addition, US HUD insulted me in dumbest scumbag as called me in baby diaper addresses that I do not want live in a first household, relocates me into second household with private housing what I seek for public housing repellent request. What HUD insulted and stup up my mouth what they told me. Calling to (b) (6) letting her that Park Tower Apt with public housing & Federal Communication Commission called me in worst scumbag and worst derogatory addresses because of bad involved with US Housing Urban Development blamed me into having scumbag as they can beat me goes in die (getting killed) addresses.

EXTREMELY FORCE EMERGENCY PULLING MR. (b) (6) OUT OF OREGON/WASHINGTON AERA CODES DUE OF SCUMBAG AREA CODES OF OREGON/WASHINGTON. Tell Male Attorney: I rather die included sell to that scumbag of Oregon & Washington Area Codes that I unfit in these area codes. Your Responsibility must release report to US ATTORNEY in enforcement release charge report to Male Attorney takes me in meeting requests report to US Senators in Washington, DC serious matters. Most Oregon citizens called me in horrible scumbag addresses as they insulted me in dumb gentleman!

Thank you for Federal Communication Commission contacts with our Male Attorney in Los Angeles, CA immediate action as please FCC's hearts! EMERGENCIES PULLING MR (b) (6) OUT OF PUBLIC HOUSING RELOCATES TO PRIVATE HOUSING ENFORCEMENT REQUESTS FOLLOW UP IN ORDER LAW!

Enforcement Pulling Mr. (b) (6) out of public housing relocates to private housing as I do not want first household so I seek for moving me into second household avoid of scumbag addresses.

Tell Male Attorney Emergency Request.

Sincerely, Mr. (b) (6)

Contact: (b) (6)

Ticket: # 868785 - Discrimination in provision of internet service

Date: 3/20/2016 3:19:01 PM

City/State/Zip: Sandy, Utah 84092

Company Complaining About: Centurylink

Description

(b) (6) High speed fiber optic cable goes by house on public right of way or easement. Not allowed to access it through any service. Why no right to access. Stuck with extremely slow Centurylink.

[Ticket: # 869196 - Comcast internet usage max at 300](#)

Date: 3/21/2016 8:52:10 AM

City/State/Zip: Johns Creek, Georgia 30097

Company Complaining About: Comcast

Description

Comcast states unlimited internet usage but limits at 300 which is unfair

Ticket: # 869253 - Comcast Xfinity Data Charge

Date: 3/21/2016 9:29:54 AM

City/State/Zip: Miami, Florida 33165

Company Complaining About: Comcast

Description

Comcast's new surcharge for "data overage" is ridiculous. I did not agree to this when I signed the contract! There is no way that they can justify this as being fair or right: it's price gouging, pure and simple.

Ticket: # 876838 - Sending and Receiving Email

Date: 3/24/2016 5:54:47 PM

City/State/Zip: Roosevelt, New York 11575

Company Complaining About: Verizon

Description

Sending and Receiving Email from verizon FIOS account does not work .repair request and gentlemen did not thought comply.

Ticket: # 869730 - Comcast Data Cap

Date: 3/21/2016 1:11:52 PM

City/State/Zip: Briceville, Tennessee 37710

Company Complaining About: Comcast

Description

I make little more than minimum wage and have been looking for a better paying job for a while. I do not make ends meet. To add to that, I live in a rural area where I don't have cell service or can afford a hard wire phone or cable TV. I depend heavily on my internet/Wi-Fi service and now are experiencing \$175/mth Comcast charges due to the 300 GB cap. I can choose to have access or buy groceries now.

[Ticket: # 870566 - Suddenlink](#)

Date: 3/21/2016 5:19:01 PM

City/State/Zip: Flagstaff, Arizona 86001

Company Complaining About: Sudden Link

Description

Suddenlink has openly admitted they plan on monopolizing the internet business in America. In areas where they have they are vastly overcharging for basic unreliable service.

[Ticket: # 871175 - Throttling](#)

Date: 3/22/2016 12:46:30 AM

City/State/Zip: Milwaukee, Wisconsin 53220

Company Complaining About: Time Warner

Description

I checked just checked my internet speed at 11:35 pm on 3/21/2016 and my speed was 0.5 Mbps download and 0.2 Mbps upload. On another occasion it was 3 Mbps download. I am suppose to me getting 15 Mbps download and 1 Mbps upload. Oh, by the way I have Time Warner Cable Internet.

[Ticket: # 871454 - Comcast Data usage cap](#)

Date: 3/22/2016 11:05:09 AM

City/State/Zip: Knoxville, Tennessee 37922

Company Complaining About: Comcast

Description

I do not agree with Comcast applying a cap on data usage. This is corporate greed at it best, and I have children that use the internet for school. They also watch informative material via YouTube. This cap will only hinder their ability to access this material. There is no reason to add additional fees for this service. If they want to reward their customers who do not use that much data they should have cheaper options their services fees have never been what a normal working person would call reasonable to begin with. They come up with anyway possible to charge additional money for services that we already receive. Please stop this!!!! The next step is we will be charged for the air we breathe

[Ticket: # 872623 - Comcast unfairly targeting high internet usage customers](#)

Date: 3/22/2016 4:51:23 PM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

Currently, Comcast Xfinity broadband subscribers may use up to 300GB of data per billing period. If they use more data for any reason, Comcast will charge an additional \$10 for each 50GB used until the next billing cycle begins. This is purely a money making scheme to force customers to shell out additional 35 dollars a month for their so-called 'unlimited' internet plan. Comcast rates are already high and someone needs to look into their business practice.

[Ticket: # 873058 - paying for speed I never get](#)

Date: 3/22/2016 7:38:22 PM

City/State/Zip: Lakeside, Arizona 85929

Company Complaining About: Cable One

Description

CableOne in Show Low/Pintop/Lakeside charges different tiers for data usage and speed. I never get the speed I pay for. I am charged \$90 for 70 mbps but I rarely get anything Higher than 40 mbps, which is half that cost. However, If you switch to a lower speed, it, again, never reaches what you supposedly pay for. This is a rural area and there is no competition here. It's CableOne or no internet at all.

Ticket: # 873161 - Verizon Fios Bait and Switch/False Advertising of Prices**Date:** 3/22/2016 8:24:58 PM**City/State/Zip:** Rockville, Maryland 20852**Company Complaining About:** Verizon

Description

I am a Verizon Fios customer and recently contacted the company as my two year contract was ending and I wanted to go to a 100% internet service and to drop TV and Phone. I looked on the website and saw that 100/100 MB/s internet was offered for 59.99/month and 50/50 MB/s internet offered for 49.99/month. I called in to request the 100/100 service and was told that my only option is 50/50 or 75/75 both of which cost \$64.99/month. This occurred after waiting on hold for approximately 15 minutes for the customer service representative. The advertising practice seems deceptive, especially when told that the 100/100 service isn't available to me.

Ticket: # 873170 - Cannot get unused AT&T DSL email account closed

Date: 3/22/2016 8:28:40 PM

City/State/Zip: Fleming Island, Florida 32003

Company Complaining About: AT&T

Description

There was no logical category for this complaint, so I selected Internet because the issue relates to the DSL account we had with AT&T from 1998 through 2013, and the email account that went with it. The old email account, (b) (6) was never turned down - even after we turned off AT&T service in August 2013 (after we moved).

After discovering this and finally figuring out to get into the old account, there are thousands and thousands of emails that have accumulated there, and among them, people who sent mail there and are probably wondering why we did not respond.

We contacted AT&T to get the email account turned off, and they said it was now a Yahoo account and to call Yahoo. Funny thing is that Yahoo has no customer service at all (no telephone, email, or anything), and I am guessing that AT&T knows this, but sent us there anyway.

After attempting to follow the do-it-yourself online Yahoo instructions for closing an email account (I attach screenshots of what I was given to do), it did not work. Instead of terminating the email account, I was referred to a "SBC Customer Care" telephone number which is an AT&T customer service number. [Evidently, Yahoo thinks AT&T should close it.]

After 3 phone calls to AT&T with countless holds, and over an hour of my time, I was passed around AT&T to different people who said they cannot help. All said only Yahoo can help. Once I got circled back where I had started at At&T , I gave up.

If AT&T can simply "pass" email accounts over to Yahoo, they must have a way of communicating with someone over at Yahoo to get this email account turndown done. And, AT&T should not be able to close a customer's DSL account and then hand off their open email account to an email provider (Yahoo) who has no customer service!

Please make them comply with getting the account turned down. Thank you.

[Ticket: # 873341 - open internet/net neutrality](#)

Date: 3/22/2016 10:13:48 PM

City/State/Zip: East Brady, Pennsylvania 16028

Company Complaining About: Arrmstrong Cable

Description

we have Armstrong cables internet service. it constantly disconnects or has verrrry slow internet speeds. I have called them numerous times to fix the issues. they send a technician out and say everything looks perfect and that theres no problem so they leave.

Ticket: # 873553 - Internet Speeds

Date: 3/23/2016 9:16:29 AM

City/State/Zip: Pembroke Pines, Florida 33027

Company Complaining About: AT&T

Description

I have filed a recent complaint in regards to the AT&T unlimited data plan. However, i wanted to add an extra problem when a customer upgrades their data sharing plan into the unlimited data plan. AT&T will provide a tota of 22GB of data per month. If the cutomer happens to use up all of the 22GB then AT&T will reduce the speed of the customers internet, meaning that if he or she watches a movie or tv show on their phone the video will be either choppy and buffering or simple will be unavailable to watch.

This is another illegal factor that AT&T is doing.

[Ticket: # 873598 - Internet Wifi Limits on Data?](#)

Date: 3/23/2016 9:50:00 AM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

How is it that Comcast can UNILATERALLY impose limits on Wifi service without due notification or process? I have spent hours on the phone trying to get an answer on where this is properly disclosed and not one single person can answer a question. Instead I am handed off from person to person both in and out of the US with ZERO accountability on their behalf. I pay for a service. Comcast does not pay me. And unilateral decision on their behalf to impose a limit is where exactly????? This is incomprehensible.

Ticket: # 873814 - WOLB Baltimore 1010 AM Radio Live Link

<http://wolbbaltimore.newsone.com/>

Date: 3/23/2016 11:23:33 AM

City/State/Zip: Reisterstown, Maryland 21136

Company Complaining About: Verizon

Description

The Link DOES NOT connect for (b) (6) Wednesday, 11:00 AM Radio Broadcast...WHY?...IT APPEARS TO BE CENSORSHIP due to the TRUTH he SHARES...PLEASE ADVISE. Thank you. Sincerely, (b) (6)

[Ticket: # 873846 - Comcast is attempting to block 3rd party voice over IP phone services](#)

Date: 3/23/2016 11:32:50 AM

City/State/Zip: West Bloomfield, Michigan 48322

Company Complaining About: Comcast

Description

We are a business customer with Comcast. I am the network engineer. We have multiple locations. We require static IPs. Comcast has informed me that they are phasing out the only business class modem that does not have sip alg enabled. Essentially, all of their modems are configured to block voice traffic and cannot be turned off. Since we are a static IP customer, they informed me that we must use their modem. I pressured them to provide me a solution to allow me to use my phone system, they told me that I need to get a solution through Comcast.

[Ticket: # 875346 - Cricket forces me to pay extra \\$10 to tether my data.](#)

Date: 3/23/2016 11:11:47 PM

City/State/Zip: Columbia, Missouri 65216

Company Complaining About: Cricket

Description

And I can't even use that service since it is only available to users who have \$50 plan or more. This is utter nonsense since i cannot even utilise my own data that i paid for. Please correct this.

Ticket: # 875208 - False Advertising on Internet

Date: 3/23/2016 8:47:54 PM

City/State/Zip: Castro Valley, California 94546

Company Complaining About: Facebook

Description

The communist china companies have FB websites that sell or give away cheap products but disguising themselves as military or veteran sites. Example: You Are In The Army; I'm a Biker; America Stands Together; Oo-rah; Honor our Vets; Proud US Marine Corps Veterans; Sally Dress; GearBest, etc. They hide their origin and when you receive your order it would show that they are made in communist China.

[Ticket: # 875380 - Throttled speeds from google services, general loss of speed](#)

Date: 3/24/2016 1:25:40 AM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: Comcast

Description

I'm getting terrible speeds viewing content off Youtube.com and using google.com. I have been paying for 150Mbits Download throughput and during peak hours all the way until I go to bed I have a bad time. Other websites aren't as bad, just these few. Attached is a graph of my throughput which shows the dips in performance; blue line is download speed. I'm choosing "net neutrality" as my internet issue since the issue is limited to a few websites and services.

Ticket: # 875428 - CBS News Website is posting news stories with untrue information

Date: 3/24/2016 5:44:37 AM

City/State/Zip: Medway, Massachusetts 02053

Company Complaining About: Comcast

Description

I would like to officially complain about this article on the CBS News website. the story cites a link as a source for candidate tax figures and then proceed to show your graphics for each of the four top candidates. Funny thing is cited source only lists Trump & Clinton. CBS News appears to have just fabricated information for Cruz & Sanders, particularly damaging fabrication for Sanders.

<http://www.cbsnews.com/news/2016-race-donald-trump-ted-cruz-hillary-clinton-bernie-sanders-tax-plans-impact/>

[Ticket: # 876905 - Service partify across application platforms](#)

Date: 3/24/2016 6:28:53 PM

City/State/Zip: Fishers, Indiana 46038

Company Complaining About: Comcast

Description

Comcast refused to allow logins for viewing in the NCAA March Madness AppleTV, Roku and Amazon FireTV apps (deviced connected to TVs), but allowed them for the iPhone, iPad, and web applications.

[Ticket: # 877717 - Comcast blocking access to HBOGO on PS4](#)

Date: 3/25/2016 11:33:38 AM

City/State/Zip: Boston, Massachusetts 02111

Company Complaining About: Comcast

Description

I have a PS4. I have Comcast TV and internet. I pay for HBO. I cannot access HBOGO on my PS4.

Ticket: # 877760 - Spectrum(Charter) cable Broadband Internet

Date: 3/25/2016 11:52:22 AM

City/State/Zip: Spring, Texas 77386-1213

Company Complaining About: Charter

Description

Spectrum (Charter) Business Internet Broadband has not improved the cable network and support equipment necessary to provide competitive Internet speed, VOip services as competitors in the cable Internet market in South Texas, North of Houston, Spring, Texas, specifically 77386 zip code. In addition, it's commonly know not all customers are served by High-Definition TV, still Analog. The maximum available Internet in this territory of Charter is 22Mdown/ 3Mup, highly unreliable. Comcast surrounding all sides within 1/3 of a mile offers up to 250M down / 25 M up. I am requesting an audit of Spectrum (Charter) services in this area of complaint.

[Ticket: # 877822 - Comcast 300GB Data Limit per Month](#)

Date: 3/25/2016 12:15:42 PM

City/State/Zip: Ft Lauderdale, Florida 33312

Company Complaining About: Comcast

Description

I pay for 75Mbps so I should be able to download at that speed all month long without a penalty. They recently imposed this after losing the net neutrality battle and I think this is, in some way, illegal since I have no other cable internet choices in the area. There's only DSL or unreliable over-the-air services.

Ticket: # 878018 - AOL slanderous reporting of Donald Trump

Date: 3/25/2016 1:12:22 PM

City/State/Zip: Broomall, Pennsylvania 19008

Company Complaining About: Comcast

Description

Regarding the section on the FCC website titled Obscene, Indecent and Profane Broadcasts, I would like to make a complaints regarding AOL and the United States internet overall. Including but not limited to the following description of my complaint and what I and the United States at large have been subjected to ongoing. Ongoing for several months, every day, all day, from the second I sign onto the internet and my AOL account in the morning, 99% of all reporting on AOL and internet overall of presidential candidate Donald Trump is obscene, indecent, profane, slanderous, completely biased and completely offensive. It has been particularly offensive this week during Holy Week for those of the Christian religion. Reports calling Donald Trump's wife a "slut" and countless other horribly obscene, indecent and profane names are particularly offensive. Bloggers are also allowed to use unedited obscene, indecent and profane language daily on AOL. Two reporters that would specifically like to single out who have been particularly slanderous and offensive on AOL are Colin Campbell and Pamela Engel. In addition to AOL, I'd like to make a complaint about the United States internet overall and how obscene, indecent, profane and slanderous the reporting has been during this election cycle. It is unbelievable that this is allowed by the FCC and considered legal.

Ticket: # 878126 - Disruption of VOIP service (Net Neutrality)**Date:** 3/25/2016 1:53:24 PM**City/State/Zip:** Glendale, Arizona 85308**Company Complaining About:** Cox

Description

I'm a amateur radio operator (K7CAE) who uses VOIP to connect my radio equipment through the internet to repeaters around the world. My system has operated without a problem for over 1 1/2 years until March 7, 2016 when Cox Communications did an upgrade to their system that made use of VOIP impossible. The audio decoded at the data center is so distorted that it can't be allowed on the network. Other Amateur Radio Operators in the Phoenix Area are experiencing the same issue. Over the past three week Cox has not been able to fix the issue and has continued to roll out their upgrade to other states they serve. Las Vegas was the next area to experience this issue and Amateurs in many other states are reporting this problem in their area. This problem doesn't only affect Amateur Radio, but includes other devices that uses VOIP to transmit audio over the internet. I have been working with the local service teams and the Cox Corporate Office, but there doesn't appear to be a resolution to this issue in sight and Cox continues to roll this upgrade across the county where COX internet is being provided. I have been a Cox customer for over 35 years and that is why I have delayed filing a complaint thinking that they would find a solution to this problem. This appears to be a violation of Net Neutrality since only Cox devices, such as their telephone service, work properly using VOIP over their internet service.

Ticket: # 886567 - Complaint about Amol Sarva - Excessive Spam

Date: 3/30/2016 8:12:38 PM

City/State/Zip: New York, New York 10014

Company Complaining About: Verizon Wireless

Description

I keep receiving spam from an individual named (b) (6) He is associated with "Knotable."

I have asked several times to be removed, and he keeps sending through different email addresses.

This is illegal. He should be stopped.

Ticket: # 878300 - Frontiernet in CA, TX, FL

Date: 3/25/2016 3:04:06 PM

City/State/Zip: Bermuda Dunes, California 92203

Company Complaining About: Frontier Communications

Description

"You all allowed slamming? Really? So you could get more FiOS on the East coast? How ethical of the FCC! I am filing a complaint at YOU!"

No, actually I am not. I understand there are probably complaints coming in like this, but they are somewhat legitimate. Verizon was allowed by the FCC and California Public Utilities Commission to essentially sell a whole customer base to another company. This is illegal, but an exception was made on the basis that customers would not be affected.

This was a false assumption. I am filing (with both agencies) to inform you that no, Frontiernet already- before the transfer is officially supposed to happen- failing in this promise. And this could have been seen with a short internet search of customer dissatisfaction, and when you couple this with Verizon's reasoning that they would focus their Fiber networks on the East coast with the monies gained by this "transaction", some might be understood in the assumption that the FCC did this out of selfish personal interest.

I however will not go there. My complaint is that I have been brushed off by both networks when seeking technical support, and have had select services shut off- in other words, a net neutrality violation.

Ticket: # 878309 - Time Warner Cable Deceptive Speed Test Practices

Date: 3/25/2016 3:06:35 PM

City/State/Zip: Austin, Texas 78749

Company Complaining About: Time Warner

Description

My OnHub router reveals Time Warner Cable cheating on internet speed test. They obviously recognize the popular speedtest.net by Ookla and boost your speed during the test. But they don't recognize the OnHub router speed test which shows the true speed that they give me. Must be nice to be an oligopoly and do whatever you want. Thankfully soon I will have Google Fiber and won't have to put up with their shenanigans any more.

Ticket: # 878320 - Comcast Data cap!

Date: 3/25/2016 3:12:16 PM

City/State/Zip: Oakland Park, Florida 33309

Company Complaining About: Comcast

Description

I am getting charged an additional \$10-20 a month for data usage that exceeds 300 GB! doesn't this violate net neutrality? My wife and I are home schooling three kids and we all use internet based apps and programs for a variety of educational programming.

Ticket: # 878511 - Verizon is violating net neutrality with their go90 app

Date: 3/25/2016 4:24:29 PM

City/State/Zip: Valdosta, Georgia 31602

Company Complaining About: Verizon Wireless

Description

According to Verizon's website on FreeBee 360 at <http://freebee.verizonwireless.com/business/freebeedata/pricing>,

it allows companies to sponsor data for users. For example, theoretically, Netflix could PAY to sponsor their Netflix app, so that customers can download the app and/or watch movies without it affecting their data plan usage.

This sounds great in theory, but is anti-net neutrality and anti-competition. What if I start a small video-streaming business and/or music-streaming business and can't afford to sponsor my app? People would flock to Netflix in this scenario because my app would count against their data but Netflix wouldn't.

A new and upcoming business may not be able to afford to sponsor their app, but larger companies like Netflix, DirectTV, Hulu, etc. are large enough and could sponsor their app.

Verizon is using this to push their own app, Go90 at the expense of other providers.

Ticket: # 878705 - Sudden Link Modem/Router Scam

Date: 3/25/2016 6:10:17 PM

City/State/Zip: San Angelo, Texas 76904

Company Complaining About: Sudden Link

Description

I moved to San Angelo this week. I get my internet service through my apartment, which uses Sudden Link. I have a perfectly fine router, which is an Apple AirPort Time Capsule. I plugged the router into the modem, and though I was able to connect devices to it wirelessly, none of the devices were able to connect to the internet. I called and the help desk tech tried a number of things before telling me I had to have a technician come to look at the issue.

One of the things we tried was directly attaching my Mac to the modem. This got me online, and the address my Mac received was a WAN address, not a LAN address. I was able to share my internet via the Mac's wifi, and I got very curious results, for example, on my iPhone, Speedtest was non-functional, Safari was non-functional, but Facebook functioned fine. On my laptop, Safari did not function.

The technician came out and tested the signal strength, and we were able to prove that all my wires were good by accidentally provisioning the Mac running through the AirPort with wires, but the AirPort itself was left with no connection. I could connect to it with my iPhone, but that was as far as the connection went. Resetting the AirPort with the Mac disconnected and then connecting the Mac resulted in the AirPort showing the green 'connected' light, but the Mac was unable to get an IP address.

I had a similar issue some years back with Comcast, who wanted me to rent their specific box. I asked the Sudden Link technician to try the wireless router they offer for \$10/mo. to see if that would resolve my issues, and we installed the wireless router, which allowed me to hook up the AirPort and share wireless to all my devices.

Obviously my AirPort was never the issue, nor was anything wrong with my equipment, save the fact that I was not paying them \$10/mo.

One could program a firewall to disallow any packets not associated with the MAC address of the device which was provisioned the IP address in order to create the scenario I experienced. I suspect that, or something like that, is what I just witnessed.

I think I am being scammed by Sudden Link. I'd like you to look into it. I have both devices (modem and router).

Ticket: # 878731 - Cricket Wireless tethering restrictions**Date:** 3/25/2016 6:41:41 PM**City/State/Zip:** Decatur, Georgia 30033**Company Complaining About:** Cricket

Description

Cricket wireless, which I believe is a 700MHz C block licensee or sublicensee of AT&T is charging their customers \$10/mo. extra to pass already paid-for mobile broadband internet service through to other devices such as laptops. (i.e. they prevent using the smartphone as a modem). They also disable the ability to install 3rd party applications which will allow doing this, and force terms of service which prohibit doing this. I believe this is in violation of the common carrier, net neutrality / open access and their spectrum license rules. According to some guy on the internet: "open access rules state that licensees offering service on C Block of 700 MHz spectrum 'shall not deny, limit, or restrict the ability of their customers to use the devices and applications of their choice on the licensee's C Block network.' "

According to the somewhat more reliable FCC website, Verizon paid a \$1.25M consent decree in 2012 for exactly this violation. "FCC Chairman Julius Genachowski said, "Today's action demonstrates that compliance with FCC obligations is not optional. The open device and application obligations were core conditions when Verizon purchased the C-block spectrum. The massive innovation and investment fueled by the Internet have been driven by consumer choice in both devices and applications. The steps taken today will not only protect consumer choice, but defend certainty for innovators to continue to deliver new services and apps without fear of being blocked."(From FCC press release: https://apps.fcc.gov/edocs_public/attachmatch/DOC-315501A1.pdf)

Is Cricket subject to the same rules as Verizon? If so, as a new Cricket customer, I petition the Commission to:

- 1.) State that Cricket may not disable the ability to tether devices nor prevent applications from running that achieve this end, nor impose terms of service that prohibit tethering or open access, nor may it act against customers for using the data transfer and bandwidth for which they have paid.
- 2.)Bring appropriate enforcement actions against carriers including Cricket who flout such rules.

Ticket: # 878915 - False Product Advertisement**Date:** 3/25/2016 9:11:27 PM**City/State/Zip:** Farmington, New York 14425**Company Complaining About:** Godaddy.com, Llc

Description

I recently purchased a Domain Backorder service from GoDaddy.com LLC. The product describes daily monitoring of domain name status along with commitments to obtaining domain name when the domain name expires. The description and FAQ section of the product offering is false which lead me to purchase a product under false assumptions. The description clearly states (per the screenshots attached ss1.jpg) "After the current registration expires, we attempt to capture the domain name before the registry releases it to the public. If we are successful and you are the only backorder holder, you become the domain name registrant." This implies that once the registration expires (which in my case was 3/23) the domain would be mine. After speaking with Christa from GoDaddy (3/25 8:45pm) she indicated that the all domain go through an auction which makes the above statement false. Another issue is that the monitoring / last checked date was well over 24 hours since it was last updated (Attachment ss2.jpg). Daily by definition is once per 24 hour period. I would like a full investigation of this product and business practices around this product as I feel the misleading information is leading to purchases under false expectations.

[Ticket: # 878995 - Throttling](#)

Date: 3/25/2016 11:48:31 PM

City/State/Zip: Crown Point, Indiana 46307-9312

Company Complaining About: Comcast

Description

We ditched the Comcast provided modem, had them resend the signal, now the Internet barely works. Comcast has a monopoly in our area, this has been an ongoing abuse of their customers trying to distance themselves from the company. Things immediately got worse when we stopped paying for cable tv as well.

Ticket: # 879171 - Comcast Data Usage Discrepancy**Date:** 3/26/2016 11:47:06 AM**City/State/Zip:** Arlington, Tennessee 38002**Company Complaining About:** Comcast

Description

Comcast/Xfinity recently changed their data plan in a way that causes a dramatic increase in data usage. On 24 March I received notification that I had used 271 GB of my 300 GB plan. On 26 March I received notification that I had gone over my 300 GB plan and was now in a (one of three) extensions at no cost of 50 GB and I had used 38 GB of that. In three days, with no changes in habit and no additional users on my data plan, I somehow managed to use 67 GB of data. I contacted them and they told me about new changes but they blamed the usage overages on my use of Netflix. I have lived in this area for 10 months and use the same systems the same way and never went over. My average use per month was 270 GB.

I have long heard that Comcast and Netflix did not get along but changing the policy to charge me more data usage rates is malicious and bad business.

Ticket: # 879858 - torture of women and cant skip comercial

Date: 3/27/2016 5:16:32 PM

City/State/Zip: San Diego, California 92101

Company Complaining About: Cox

Description

<https://www.youtube.com/user/statefarm>
advertizement

Could show guy playing with kids, or natural orgasmic birth, but instead depict a woman screaming(implied straincaused by pit and bad position). This is a lie and fear mongularing.

[Ticket: # 879439 - Unlawful Content...](#)

Date: 3/26/2016 4:45:05 PM

City/State/Zip: Laguna Woods, California 92637

Company Complaining About: Modi

Description

At a dinner party last night a young man pitched an "all-in-one entertainment media device" called Modi. For a one time purchase price of \$399, the digital system brings a host of programming into the home with no subscription required.

When the young man triggered a vast array of current feature films, I began asking questions. When asked about copyright, the representative claimed legal access to the Internet, and that "programmers" in other countries uploaded the proprietary material. If this not purely illegal, it seems totally unethical, and not a he spirit is US copyright laws.

My complaint is that this company should be stopped. By the way, I they were also looking fo people to join their sales team.

Ticket: # 892167 - Unable to close account (transfer domain away) from Network Solutions

Date: 4/3/2016 5:30:49 PM

City/State/Zip: Oakland, California 94608

Company Complaining About: Network Solutions

Description

Network Solutions has a reputation for being very, very hard to leave. Much like comcast does, they require their customers to jump through hoops while trying to get away, in the hopes that people will give up and stay. Below is my recent experience.

One of my customers had a domain name registered with NetSol. I am trying to transfer the domain name to a not-evil registrar where my customer can then manage the domain themselves.

The first step was to get control over the domain name, so I could update the administrative contact to myself. The administrative contact is the person who receives the emails that are sent to verify the transfer of a domain name - before the name is allowed to be transferred.

I was able to get control over the domain name by providing several documents that proved that I was the rightful owner of the domain. Hooray! I received an email stating that I was now the administrative contact for the domain.

When I logged into my account I was unable to locate any interface anywhere that actually showed me the administrative contact for the domain name, but since I got those emails I figured everything was fine, and proceeded with the transfer. (Every other Registrar has a very clear interface allowing you to see the exact values of all the contacts on each domain. I suspect the confusion here is intentional, to keep NetSol customers in the dark.)

The first step is to request a transfer from the other registrar. Did that. The second step is to generate "auth codes" from Network Solutions - these codes allow the transfer to begin. When I requested the auth codes from NetSol, I got an email saying that it could take UP TO THREE DAYS to generate the codes. This is complete BS. Every other registrar I've worked with will give them to you immediately, either by email, or allowing you to download a spreadsheet of codes for all the domains you own - in seconds. I suspect this delay is only in place to prevent people from leaving.

I eventually got my auth codes - after complaining loudly on twitter and opening a support ticket - demanding them immediately. The next step is to enter the auth codes and start the transfer. I did that. This step fires off emails to the administrative contact listed with the domain name. The emails contain links that need to be clicked in order for the transfer to complete.

I never received the emails. After about a day, I thought - perhaps I was not actually the admin contact for the domain. After all, I never was able to confirm that. Okay, no problem, now that I have control over the domain I can make myself the admin contact. I went in and changed the contact on the domain name. Then I immediately got an email stating that my domain had been LOCKED FOR THIRTY DAYS! THIRTY!!! Apparently they suspected SOMEONE was trying to transfer the domain

away from them! (Yes, that was EXACTLY what I was trying to do) In an attempt to prevent their customer from leaving, I am now locked in for THIRTY MORE DAYS!!!

There was a note in the email about calling them ON THE PHONE to have the domain unlocked. (Every other registrar provides a lock/unlock button in the user interface, so if a domain gets locked by accident it's easy to fix the problem.)

Fine, I thought, I'll call them. So I did. Guess what? The department that is "authorized" to unlock domain names DOES NOT WORK ON THE WEEKENDS. Yes, that's right. There is nothing I can do to get my domain out of their evil clutches until Monday morning.

I'm still not sure I'll be able to get it out on Monday (since it's apparently locked for 30 days) but I'm hoping.

I'm positive most of their customers would have given up by now and just decided to stay with them. It's SO HARD to get your domain away from them...

Is there anything we can do to stop them from praying on innocent people like this?

- Sad panda.

P.S. I'm not sure where to file this complaint. It's internet related, but not internet access related. Please let me know if I should be reporting someplace else?

Ticket: # 879923 - Data Caps

Date: 3/27/2016 6:59:02 PM

City/State/Zip: South Berwick, Maine 03908

Company Complaining About: Comcast

Description

I am Comcast subscriber in Maine and recently have been told by Comcast that my internet usage is now capped at 300 GB and that if I go over the "cap" I have to pay addition for every 50 GB. This is not happening to all Comcast subscribers, only some of us in test markets. We were not told, not given notice nor a choice. I use the internet for both personal and professional use and capping data and forcing me to pay when I go over the cap is a scam. I don't have any other viable choices for internet, so I am forced to pay. This needs to be stopped.

[Ticket: # 880019 - Comcast Cap my Internet because I Cut the Cord...](#)

Date: 3/27/2016 9:50:45 PM

City/State/Zip: Decatur, Georgia 30034

Company Complaining About: Comcast

Description

This is a rip off. The government needs to do something to stop this practice of capping. If they are going to meter our internet usage like an electric power company then we should be charged only for data that we call up. This means a ban on all forced internet advertising. PLEASE do something. We have no one to protect us!

[Ticket: # 880083 - Centurylink is throttling video services](#)

Date: 3/28/2016 12:22:50 AM

City/State/Zip: Phoenix, Arizona 85018

Company Complaining About: Centurylink

Description

I am paying for a 40/20 connection, but, for the past few months, every night starting at around 7pm my connection speed to Netflix and Youtube (and possibly others) slows to a crawl while the rest of my internet connection remains unaffected. Netflix will connect at anywhere from .7 to 1.1Mb/s when it should be at 3.5-4.8Mb/s with my connection. Youtube will be transferring at rates comparable to a 56k modem. When I have tried contacting Centurylink about this, they say that my internet connection is working correctly and that the problem "must be on Netflix's end".

[Ticket: # 880855 - Xfinity on Demand internet computer programing](#)

Date: 3/28/2016 1:52:17 PM

City/State/Zip: Indianapolis, Indiana 46235

Company Complaining About: Comcast

Description

During Commercial breaks of the on demand series "Elementary" a "DeWalt tool commercial plays with about double the volume than others!

Ticket: # 881937 - Net Neutrality Rules are being Broken by Comcast, Verizon, AT&T, and T-Mobile!

Date: 3/28/2016 8:17:33 PM

City/State/Zip: Monee, Illinois 60449-0296

Company Complaining About: Comcast

Description

It has come to my attention that Comcast, Verizon, AT&T, and T-Mobile are defying the Net Neutrality Rules that the people won last year, and are therefore defying the FCC and the people! Please institute strong repercussions for their arrogance and defiance and let them know there are strong penalties for breaking the rules!!

[Ticket: # 900780 - Non-compliant bulk email from Front Gate Tickets](#)

Date: 4/7/2016 4:48:25 PM

City/State/Zip: Aliso Viejo, California 92656

Company Complaining About: Front Gate Tickets

Description

I received a non compliant email from Front Gate Tickets livemusic@frontgatetickets.com. I did not opt into this bulk email and there is no unsubscribe option.

[Ticket: # 882313 - Somebody is playing on my email.](#)

Date: 3/29/2016 9:17:54 AM

City/State/Zip: Auburn, Georgia 30011

Company Complaining About: T Mobile

Description

Somebody is playing on my internet. This person is sending me emails from myself to myself. It's nothing provocative, or interrogating. But, it's a former of harrassment, and I would like for it to stop. They have done this before, but I would just delete them. But, I'm tired of the nonsense.

Please help.

Thanks,

Ticket: # 882818 - TMobile Account 7921744777

Date: 3/29/2016 12:40:09 PM

City/State/Zip: Miami, Florida 33156

Company Complaining About: T Mobile

Description

Cell (b) (6) after 5 years of service I have not had adequate service for 6 months - My calls are cut off; no service in certain areas - I have a 78 year old mom and 47 year old sister with cancer - I cannot afford to lose communication with their doctors. I just had the phone replaced; the reception is horrible. Communicating with TMobile is useless. I even asked them about their governing board - would not tell me it was the FCC. I propose returning the iPhone and walking away - considering the lack of service I feel this is a good settlement. Please assist me with this - I just want to walk away and acquire adequate service. Feel free to ask them for copies of the array of complaints and calls to them. (b) (6)

[Ticket: # 884819 - Uninvited pornographic solicitation](#)

Date: 3/30/2016 11:00:18 AM

City/State/Zip: Lawton, Oklahoma 73505

Company Complaining About: AT&T

Description

Unsure how my email address was obtained but I need this trash to CEASE IMMEDIATELY!!!!!!
There's is no where that you can unsubscribe. The web site is THE PORNHUB

Ticket: # 883896 - complaint of caller telling me my internet had been hacked.

Date: 3/29/2016 5:55:49 PM

City/State/Zip: Virginia, Virginia 23690

Company Complaining About: Cox

Description

I have been recently looking online for a new job. This afternoon 03/29/16 at 5:05pm call came in from the number 718-664-4378. ID call showed call came from Ontario, CA telling me to get on line with him as someone from my area is hacking into my computer. I acted shocked and stated I need to call you back. I was told to call back on line 909-234-3812 and to ask for (b) (6) I know this is a scam, and that they are trying to hack into my computer to access my information and banking acct. This happed to my ill brother in law.

[Ticket: # 894424 - Surveypace.com](#)

Date: 4/4/2016 9:35:39 PM

City/State/Zip: Lawrenceville, Georgia 30046

Company Complaining About: Metropcs

Description

This company is scamming people and not paying them it . They claim to have sent the money to my pay pal account.. But I am have not received anything and I did plenty of Email to the company .And have not got any response. The amount is \$2300. Please help me

[Ticket: # 884054 - Denial of Service](#)

Date: 3/29/2016 6:59:24 PM

City/State/Zip: Lakeland, Florida 33810

Company Complaining About: Frontier Communications

Description

I am a Verizon Fios customer in Florida being transitioned to Frontier communications based on an announced sale. Beginning Friday March 25 I have been denied access to IP addresses used by Wargaming.net to use their online game products. Verizon is not able or willing to address this issue.

Ticket: # 884516 - extremely bad DSL service from windstream

Date: 3/30/2016 7:27:11 AM

City/State/Zip: Brownsville, Kentucky 42210

Company Complaining About: Windstream Communications

Description

sorry to say I'm back. my first complaint was 1.5 meg dsl from windstream. testing at my home is from 15kbs to a high of 200kbs, i got a voice message from windstream for me to call them back last Friday, unfortunately I 2 unable to call back until the next Monday. her voice mail said that she's on vacation for the next three Weeks. windstream s7"('#.

[Ticket: # 884420 - Xfinity Data Cap](#)

Date: 3/29/2016 11:31:32 PM

City/State/Zip: Hialeah, Florida 33010

Company Complaining About: Comcast

Description

I should not be charged because there should not be a data limit.

Ticket: # 884490 - Comcast

Date: 3/30/2016 3:28:10 AM

City/State/Zip: Marietta, Georgia 30064

Company Complaining About: Comcast

Description

I have a family of 6, 2 adults, 4 children. One child is in elementary, one in high school and two children are away at college, but come home fairly frequently. The two adults work from home over the internet. The only two internet providers available where I live, in Marietta Georgia, are AT&T U-Verse and Comcast. After nightmares with Comcast, we switch to AT&T, however the best internet they can provide is 18Mbps down and only 2 Mbps up. With just regular internet usage the service would become slow, even crashing the TV streams, including shows scheduled to record. After multiple attempts with AT&T to remedy the problem, I finally went back to Comcast just for internet. The 300GB monthly cap has been ridiculous. I absolutely believe Comcast misleads customers with false advertising, thwarts the success of innovative internet services and unethically charges customers for ethereal services we can't control nor do they provide guidance or tools to allow us to control them. I will preface this by saying for the first 8 months of service the basic usage meters Comcast provides would not work at all - I would only receive a recorded phone call, usually half way through the month, notifying me that we were about to exceed our limit. After exceeding our monthly allowance every month I wanted to know where our data was going so I had a routing server setup to account for all our data - assuming there was something wrong since Comcast states only 5% to 10% of their users reach the limit. The results: #1 Apple, #2 Google, #3 Netflix. These top three consistently use between 60% to 210% of our data usage. The most concerning is Apple since we have 6 iPhones, 3 iPads and 3 Apple TVs (if you include the college kids that's 8 iPhones and 4 iPads). All of them back up automatically and update automatically. Any month that apple comes out with an iOS update we blow our limit out of the water - and that gets even worse if we have to replace one of them and restore. I could go into Google and Netflix, however I feel as though our usage with them SHOULD be considered normal - we do not have pirate downloading softwares or anything out of the ordinary like that. The two 40 hour work weeks over the internet barely make the charts on a heavy month. All this to say, there are many lists out there by accredited institutions that claim Apple and Google as the #1 and #2 spots for the most innovative technology companies - Not to leave out Netflix, which is typically in the top ten as well. If I still have to state it - it appears Comcast is directly thwarting innovation and covering it up as tools are not readily available for people to discover it. I believe this will catch up with them by competition, but living in what should be the most innovative country in the world, we shouldn't have to wait for typical consumers to have to figure out how they are setting us back.

Final note - I moved here from Tampa, where I had Verizon FiOS internet service, which is not capped. I falsely became accustomed to the service as though this was standard across the country. For the last 5 years I have felt like I moved back in time with the services provided in this area - not only does the service not compare, but they want to charge extra on top of below par service for things I cannot control.

[Ticket: # 884496 - CenturyLink is heavily reducing bandwidth without any reason provided](#)

Date: 3/30/2016 4:56:51 AM

City/State/Zip: Seattle, Washington 98133-8565

Company Complaining About: Centurylink

Description

For the past several months, CenturyLink has drastically reduced the speeds of my family home's DSL connection, without notifying us. Sites have, from time to time, been completely unavailable due to extremely low speeds (sometimes hitting under 0.10 Mb/s). I have previously filed a complaint with the FCC, only for you fuckers to turn around and have CenturyLink "deal with the situation" and "contact me," both of which they never did.

Since my last attempt to handle the situation, my home's suffered over a dozen cases of complete connection loss, without compensation.

The FCC's refusal to take action against these problems is unlawful, and should NOT happen again.

[Ticket: # 884527 - Blocking of e-mail service by locking out my present provider.](#)

Date: 3/30/2016 8:12:55 AM

City/State/Zip: N/a, Oklahoma 74133-3034

Company Complaining About: AT&T

Description

AT&T has cut off my internet mail, seeking to force me to sign up for their internet "att.net" My present provider is YAHOO. This has been going on on and off. I have on 3 occasions been forced to seek tech support from computer engineers who can no longer assist me. Know that if my e-mail is not restored within 24 hours I will seek assistance from the local offices of my U.S. Senator Inhofe and Congressional Representative Bridenstine.

Please respond by calling (b) (6) insomuch as my e-mail service is not available

Ticket: # 884864 - Internet Overage Charges

Date: 3/30/2016 11:10:29 AM

City/State/Zip: Boca Raton, Florida 33431

Company Complaining About: Comcast

Description

Hello,

Please consider regulations to disallow providers like Comcast to place a limit on how much bandwidth can be used before incurring extra charges. In this age of cord cutting, the limits imposed are simply not realistic in a family household.

Further, please consider unbundling "last mile" operation; This industry needs competition as we are clearly seeing by the almost-monopolies in place by providers. Municipal Internet options would be one avenue, but generally having options is the root solution. If there was a competitor I could choose I would have a simple, accessible solution to my problem.

Thanks,

Ticket: # 885629 - Bcc news confirms walking Dead propaganda murder mutilation

Date: 3/30/2016 2:42:10 PM

City/State/Zip: San Diego, California 92154

Company Complaining About: Cox

Description

<http://www.bbc.com/news/world-africa-35877272>. We dont have live babies more important than women. Womb builds and animates a fetus like a pottery wheel., like adam, it was a corpse or zombie until air went into nostrils. Save mother , save will be baby. We dont mutilate organ that reeates.

Walking Dead sliced a woman alive in a way that would killl in a minute and destroy fetus. They should have stood her up and rubbed to debreech. Stop baby in danger lie and dispose of women. Let them know women come before children especially when they extension like hair. She is source, save her save her creation.

we dont have cancer ridden men cutting nuts off and flinging them to sperm banks, no this unnecessary hate and would be impractical dumb drama.

they could put a dispository in vag or stand her up and push those corpses out, that why its event an decision to by pass nature and mutilate organ.<https://www.gopetition.com/petitions/stop-propaganda-for-unnecessary-surgery.html>

they agree.

Ticket: # 886117 - Jobdiva Spamming and Email Harvesting

Date: 3/30/2016 5:05:13 PM

City/State/Zip: Annapolis, Maryland 21401

Company Complaining About: Jobdiva

Description

There is a job search harvestor that then sells email addresses and such and there is not global opt out procedure. I have never signed up with Jobdiva nor do I want any of their services or services from their clients. It's relenting getting emails daily.

It is clearly that they are a business practice in doing this without my consent.

<http://www.jobdiva.info/transcripts/demos/harvesting.htm>

Ticket: # 886960 - Net Neutrality/Cox Cable

Date: 3/31/2016 9:01:41 AM

City/State/Zip: Las Vegas, Nevada 89128

Company Complaining About: Cox

Description

Ham Radio user using voip to connect to conference groups. recently quality of voip has degraded to the point of not being able to use it. I have been told that this falls under Net Neutrality laws.

[Ticket: # 887264 - Remove the data caps](#)

Date: 3/31/2016 11:35:57 AM

City/State/Zip: Lexington Park, Maryland 20653

Company Complaining About: Metrocast

Description

We use Metrocast for our internet provider here in Lexington Park, MD and it is our ONLY high speed internet choice. They currently have a cap of 350GB per month. Each month we're getting closer and closer to the cap due to streaming, smartphone wifi and general web browsing. There should not be any cap at all. Metrocast is NOT paying for the data we use--it's only responsibility is to deliver the data. Doesn't matter if we use 10GB per month or 1TB per month--their costs are the same.

Ticket: # 888030 - Data caps

Date: 3/31/2016 3:11:48 PM

City/State/Zip: Gillsville, Georgia 30543

Company Complaining About: Comcast

Description

Internet essentials was to be an affordable way to pay my bills, study for school and because I have a 2nd grader in school , it was a necessary as we are low income on every level. My income as well as my mother's don't even allow for cable t.v. But as anyone who has a child knows that everyone needs some source of entertainment now and then. I however am being charged 10\$ for every 50GB over the bottom total of, 300GBPS for a month. That has cost me over 40\$ last month and will continue to rise if comcast is allowed to cap now. Internet essentials was affordable at the time, but it's not. I feel it allowed comcast to make more money off the low income consumers it was led to believe. How can a company claim to help the poorest and now legally be able to rob them blind T the same time. It was only 6mths after applying that I felt trapped and no where to find a more affordable internet plan. As they all jumped on board . The only form of the outside world will not be in my home or anyone else in my position. I'm on disability benefits , my daughter and granddaughters education depends on it now! But I suppose the explanation of cheep internet was just a ploy. If there was any truth to helping educate the less fortunate then this CAP on internet has to end or my daughter and granddaughter will no longer have what it was meant to be in the first place. And comcast needs to stop bragging a out how much there helping? Because that is no longer true and post on there web site what the rates of internet will really cost in the long run.

[Ticket: # 888420 - Broadband Caps](#)

Date: 3/31/2016 5:17:26 PM

City/State/Zip: Orange, California 92867

Company Complaining About: AT&T

Description

The newly imposed broadband caps that somehow only effect DSL only users and not TV subscribers are ridiculous and anti-competetive. If your existing network cannot handle a given amount of traffic, use the large profits your company makes to fix them.

Ticket: # 888446 - ATT usage caps aka

Date: 3/31/2016 5:31:34 PM

City/State/Zip: Dallas, Texas 75248

Company Complaining About: AT&T

Description

ATT is imposing a \$30 fee to have uncapped/unsurcharged internet service. However, this fee is waived if you sign up for their TV service. This is no different than adding on a surcharge if you have internet only service and do not use or want their TV service.

Source: <https://www.dslreports.com/shownews/ATT-Follows-Comcast-Will-Charge-30-More-to-Avoid-Usage-Caps-136602>

Ticket: # 888489 - Usage Cap by AT&T

Date: 3/31/2016 5:39:25 PM

City/State/Zip: Republic, Missouri 65738

Company Complaining About: AT&T

Description

I have just been informed by AT&T that they will be charging me for Internet usage in excess of 600 GB per month unless I either pay them \$30 more a month or sign up for TV service. This seems to be a violation of my understanding of the net neutrality rules as this is obviously not a bandwidth issue since they will not charge me anything extra if I sign up for TV service which would only add to the bandwidth strains as both TV and Internet come into my home using the same line (there is no coaxial connection).

Ticket: # 889083 - Electronic Communicated Transmissions

Date: 4/1/2016 2:21:49 AM

City/State/Zip: San Jose, California 95132

Company Complaining About: AT&T

Description

I composed a letter not sure if it is being directed to the appropriate place here on the internet. See attached please.

[Ticket: # 889420 - Unlimited data](#)

Date: 4/1/2016 11:19:46 AM

City/State/Zip: Spring Hill, Kansas 66083

Company Complaining About: Sudden Link

Description

Unlimited data is not being offered to all of Sudden link consumers. I currently pay for the highest available in my area and pay an extra 30.00 a month for 225 gig of memory.

[Ticket: # 889455 - Lack of service and dishonesty by Frontier](#)

Date: 4/1/2016 11:30:10 AM

City/State/Zip: Longboat Key, Florida 34228

Company Complaining About: Frontier Communications

Description

I was assured that my service would continue w Frontier the same as Verizon. My internet speed has been significantly degraded - from 100 mbps to 3 upload w no assurance of it being fixed in the immediate future. It seems Frontier is not particular honest in dealing customer. They refuse to give any names to contact or even addresses.

Ticket: # 890830 - Instagram

Date: 4/1/2016 9:00:50 PM

City/State/Zip: Boothwyn, Pennsylvania 19061

Company Complaining About: Comcast

Description

This is a trivial complaint. I do feel that it is warranted. First I am not very good with computers. I had to reset my password on Instagram. When I entered my email address a message came up that my email address had been removed. I received no notice at all. I contacted Instagram and ask to delete my account. I gave both email addresses. I was then ask to send a picture of myself with a code that they provided. Which I did. Today I received a email stating that they could not help me because I had not sent them the right information stating that I was not the owner of the account. I feel now like I've been misled and lied to.

[Ticket: # 891174 - Forced to join Marketing List when transferred from Verizon to Frontier](#)

Date: 4/2/2016 11:49:57 AM

City/State/Zip: Plano, Texas 75074

Company Complaining About: Frontier Communications

Description

I was a Verizon customer, now I'm a Frontier customer even though I don't want to be. Frontier sent me an email to create an account on their system. Their registration process forced me to sign up for marketing emails and calls to get my account, even though on the page it said was optional. If I did not agree to advertising, the system would not let me move forward.

I want off of all Frontier and affiliates marketing lists that I was forced onto.

Ticket: # 891352 - Re: subsidy for Broadband The low income seniors are always left out of everything !!!!

Date: 4/2/2016 2:20:30 PM

City/State/Zip: San Rafael, California 94903

Company Complaining About: Comcast

Description

So I just read the FCC is finally going to give a credit to low income for the cost of the internet, similar to Life Line for phones. But as usual, NOTHING is done for the seniors. You should have said, everyone on Lifeline will be eligible for the discount on the Internet but NO, tie it to SNAP and TANF, and all these programs Seniors are NOT on. The average Soc. Sec. benefit check is \$1,295/month. This is not in line with all the seniors being gouged by the high rents which surpass this, yet \$1,295 makes seniors "too rich" for SNAP and "too rich" for Medicaid too. 19% of seniors today can no longer afford to sign up and be on Medicare because the cost of Part B & Part D +deductible and co-pays makes it about \$2,000/yr minimum and they can't afford their prescriptions either. Since they are "too rich" for SNAP they depend on Food Banks for food. They do not have Cable TV, do not have cell phones, and this is why they die in heat waves or deep freezes too. Rent takes everything and sucks them dry. I gave up ATT Internet last Oct when 12mbps (do you realize how slow that is) went from \$26/mo to \$52/mo. Comcast has Essentials which is only 10mbps and it is impossible to stream shows on that slow speed. Also although Comcast has "hot spots" you have to have speed of 25mbps or greater to get access via wifi. Essentials is for families w/kids. As usual seniors are left out. There are two markets San Francisco and West Palm Beach County, FL where Comcast is doing a pilot for Seniors. I have been begging Comcast to extend SF to the whole Bay Area but it falls on deaf ears. The speed is still too slow anyway, so what good is it? The FCC needs to consider that the Boomer generation of seniors is huge and many are winding up homeless because of HUD's failure to build low income housing for the boomer generation seniors. We started work at \$1.20/hr min wage, never earned much and women have been discriminated in pay inequality our entire working lives, and many with short marriages or no marriages can't claim Soc Sec off a high wage earner spouse. Many began claiming at age 62 with a life time penalty of 25% deducted off every check for life. Boomer generation women --28% age 55+ are homeless and that's growing. The FCC should help the seniors because access to the internet is critical to survival, absolutely critical. I get access to medical information, tax information, AARP information, all the .gov information, Medicare Information, camping (homeless, remember!) information, discounts for seniors, voter information, etc. Seniors can't afford postage so the internet is critical too. So the FCC needs to go back and make things right and fix this situation for the seniors. Please use the Lifeline income guidelines to determine eligibility. It stands to make sense that if a senior is eligible for the Lifeline for phone, then they'd be eligible for the Internet under the same Lifeline income guidelines and eligibility could be determined annually with the same verification process. Also speeds need to be higher so that seniors can utilize the wifi hot spots and/or stream shows too. Please keep seniors in mind with all FCC rulemaking. Thank you. (b) (6) extremely low income senior in Marin County, CA (N of San Francisco) who earned \$22,137 in 2015 and paid \$15,180 of that in rent and why as of May 1 (just had another rent increase) I'll be living in my car. Marin County has over 11,000 age 62+ seniors on their closed wait list to nowhere for less than 1,700 spaces. St. Vincent de Paul says of their clients, they know of 20,000 age 62+ Marin residents living below the Federal Poverty Line which is 11,880/ single. Marin county is one of the wealthiest counties in the country and over 30% of their

population is 60+ and increasing, so it is the extreme wealthy and the extremely poor living in this county. Since the population rich and poor alike is highly educated, having access to the internet is really critical to the poor seniors. Thank you.

Ticket: # 891386 - Unsolicited E-mail

Date: 4/2/2016 2:53:49 PM

City/State/Zip: Casselberry, Florida 32707

Company Complaining About: Bright House

Description

On 4/2/2016 I went on my computer and into "live mail". I was greeted with an e-mail that said "Do you want to have sex with me?" Not only is this embarrassing, it is probably unlawful. It specifically mentioned oriental girls and the picture looked extremely young. To me it looks like a come-on for prostitution.

Ticket: # 891479 - Data Usage Cap

Date: 4/2/2016 4:20:41 PM

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Comcast

Description

Comcast's data usage cap has been a thorn in my side ever since I started using them 2 years ago. I feel, along with many, many other consumers, that I should not have to pay overages for using the internet. Comcast and other large ISPs treat the internet as if it were a commodity, such as oil or gold! The truth is, it is not! Internet is not something that is non-renewable. The internet will never deplete. How can other countries, such as Germany, Japan, and South Korea, have the fastest internet speeds in the world, yet still not implement data usage caps on their consumers? The United States lags years behind on internet technology. Furthermore, how can Charter Communications comparable services and STILL not implement data usage caps? Something needs to be done to stop Comcast and other companies that impose these data usage caps on their customers! It's an obvious money grab and the government is letting it's citizen's get "raped" by these multi-billion dollar corporations. I want my voice to be heard AGAIN! I will not continue to be bullied by Comcast.

Ticket: # 891675 - Comcast/Xfinity data cap

Date: 4/2/2016 8:28:17 PM

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

Recently Comcast/Xfinity Internet has chosen to impose a cap of 300GB to a few select customers. When I chose Comcast's plan it was not capped. Comcast sent an email which states, "The median usage for XFINITY Internet customers is 40 GB of data in a month. And based on your recent usage history, it appears this new 300 GB data plan will not impact you." This statement is FALSE. In January 2016, we used 543GB. In February 2016 we used 372GB. In March 2016 for 3 weeks, we used 288GB. The statement made by Comcast is not based on reality. 300GB is not enough after speaking to all my other friends who still have Comcast. On April 1 I used less than 5GB watching 1 hour of video from a set top box. On April 2 watching 30 minutes video it jumped to 17GB. I did try to address this matter a month ago on the phone with customer service but twice was put on hold until I hung up. I am not a person who takes the time to write, but on this point the internet has become a necessity/utility. My daughter uses it for college courses that are streamed, my son uses websites with video for homework, and I use it to watch documentaries and my wife keeps in touch with her mother on video chat and backing up data to the cloud. 20GB a day would be easy to surpass every day. If Comcast doesn't realize that 300GB is unrealistic in the year 2016, then your business model is out of touch. It is unfortunate Comcast has the speed that no one else has in our area to keep up with streaming and backing up large data files. The only competitor in this area, AT&T's internet speed is not feasible for a digital family that needs to be connected. We tried using our neighbor's service and only Comcast can deliver what a family of 4 who are connected digitally in 2016.

Ticket: # 891932 - Internet usage Cap

Date: 4/3/2016 11:14:22 AM

City/State/Zip: Mount Pleasant, South Carolina 29466

Company Complaining About: Comcast

Description

I do not agree with teh policy, and believe that if theya re going to charge for overage, they need to provide tools to consumers to determine where theya re using the bandwidth and what applications are the data hogs. For the first three moths of the trial here in Charleston, I averaged 200GB per month. All of a sudden in march I am using 392GB. I have no idea how it jumped or the source of the jump. My notification are only emails form Comcast telling me when I get to 75%, 100% and 125% +above.

Comcast charges enough for their services. I want better monitoring source, better connectivity for this program.

I think the FCC needs to protect the consumers.

[Ticket: # 891953 - unwanted advertisements with no valid opt-out option](#)

Date: 4/3/2016 11:48:40 AM

City/State/Zip: Fresno, California 93720

Company Complaining About: AT&T

Description

I keep getting unwanted advertisements. When I try to opt-out, it sends me to an email address; Yassin_us37@yahoo.com When I email him to ask me to take him off of his email list. It comes back as undeliverable. I keep receiving advertisements from this same person.

[Ticket: # 892015 - Data Usage CAP in Residencial](#)

Date: 4/3/2016 1:00:51 PM

City/State/Zip: Homestead, Florida 33033

Company Complaining About: Comcast

Description

Comcast should remove the data usage cap from his internet service inmediately the internet broadband has always been unlimited what to put this restriction that will limit the usage of site like youtube nextflix and other

Ticket: # 892598 - Frontier Internet issues

Date: 4/4/2016 10:03:11 AM

City/State/Zip: Fort Ashby, West Virginia 26719

Company Complaining About: Frontier Communications

Description

the consumer signed with Frontier approximately a year ago for internet service. She wanted to use the internet to observe cameras she has placed on her building where she has her business. Most of the time she can't log on to the internet at all. She pays \$71.85 a month for service that is not usable. She has talked to the company who instated the camera system, and they have told her everything is working fine on their end. She has talked to tech support with Frontier and they can't find any issues. She doesn't feel she should be held to a contract with Frontier when it never worked the way it should. She has spend \$3000 on a camera system because she was told by Frontier that her internet would be able to pick up the cameras - and it doesn't

[Ticket: # 893130 - Hacker attached popup](#)

Date: 4/4/2016 1:45:31 PM

City/State/Zip: Brighton, Michigan 48114

Company Complaining About: AT&T

Description

I bought a new lap top from Best Buy and was setting up my e-mail in the browser when a pop up appeared with a load warning sound "we just added a virus to the secured site of windows" or something like that. The only thing we could do is call the number (844-331-0740). The person on the other side of the phone said he needed access to and we needed to but a software. I immediately took the computer back to Best Buy and the confirmed it was a pop up and to contact to.

(b) (6)

Ticket: # 893804 - RE: [FCC Complaints] Re: DATA USAGE on Comcast

Date: 4/4/2016 5:07:06 PM

City/State/Zip: Miami, Florida 33172

Company Complaining About: Comcast

Description

Good afternoon,

I was contacted by Comcast and in simple words they say that my case doesn't make sense as the rest of their customer don't have this issue.

Not sure if this is true, as I mention in my case I'm paying for the high speed so of course my case is not typical. If you have a slow speed you won't have this issue as you will not stream very often due of the frustration.

If I'm already paying a premium to have high speed I should have the right or the package should have to allowed more data as my speed allows me to get it a lot faster; as I mention with a low speed this shouldn't happen.

Please let me know if any additional information is required or what should I do.

Regards.

(b) (6)

Date: Fri, 2 Oct 2015 16:38:38 +0000

From: consumercomplaints@fcc.gov

To: ecos66@msn.com

Subject: [FCC Complaints] Re: DATA USAGE on Comcast

##- Please type your reply above this line -##

This ticket (#510378) has been updated.

Oct 2, 12:38 PM

your carrier for its review and response.

Your carrier has provided the FCC with a response to your complaint. You should receive a copy of the response from the carrier within 7-10 days via postal mail. As such, no further action is required. Your complaint is closed. Thank you for your complaint and help in furthering the FCC's mission on behalf of consumers.

10:40 AM

Have received a notification that I will need to pay additional fees if I go over 300GB/monthly, and the fee will be \$10 for each 50GB that I go over.

Already paying a higher cost plan which is the: Extreme 105, which is the purpose to pay more to get a restriction on it?

FCC Consumer Complaints (FCC Complaints)

Hi Erik, Your Ticket No. 510378 was served on

Your carrier has provided the FCC with a response to

your complaint. You should receive a copy of the response from the carrier within 7-10 days via postal mail. As such, no further action is required. Your complaint is closed. Thank you for your complaint and help in furthering the FCC's mission on behalf of consumers.

Ecos66

Sep 4,

My average usage is around +380GB/month so I will need to at least \$20 for the overage or pay the unlimited option of \$30 per month which i think is not right if i'm already paying for more services.

Have 3 kids and most of their homework is using internet now, during the summer the usage went a little down.

This email is a service from FCC Complaints. Delivered by Zendesk

Message-Id:N2ZKW5XRYJ_560eb30e37c03_73ba3f8a2a2cd320335647_sprut

Ticket: # 893972 - ADULT PORNOGRAPHIC CONTENT ON INNOCENT AND SPECIFIC SEARCH OF INTERNET

Date: 4/4/2016 5:46:31 PM

City/State/Zip: Elgin, Arizona 85611

Company Complaining About: Yahoo!

Description

The results returned by Search Engine Yahoo! for a name returned sexually explicit, hard core pornography. This was shocking. This content is served up without any attempt to shield minors from exposure to information they should not have until they are over 18. The providers of search engines should hold much higher standards and be concerned with protecting the innocence of children. A search for a sexual term also returned hard core pornography. Is anybody regulating this stuff?

Ticket: # 894140 - Netflix VPN Ban Complaint

Date: 4/4/2016 6:45:58 PM

City/State/Zip: Broomfield, Colorado 80023

Company Complaining About: Comcast

Description

I've been a customer of Netflix for nearly 15 years and paid well over \$3000 in fees.

Netflix is freezing customer accounts and refusing to allow paying customers to access their services when using a commercial VPN provider. Their job is to serve content. If an account is legitimate, and in good standing, regardless of their TOS/TOU, they have no right to dictate how a customer accesses their services. That is a violation of net neutrality.

Most people use commercial VPNs legitimately for privacy as you are aware. The reach of big data is too pervasive and there are inadequate protections in place for consumers.

I began to use a VPN after searching for a health issue I was experiencing. Shortly after, I began receiving targeted web ads everywhere, emails and even postal mail concerning. I view this as a violation of my HIPAA rights. What if my neighbor accidentally received a clinical trial notification?

Travis LeBlanc Of the FCC recently highlight the important of choice in consumer privacy. I see this in the same vein. Please do something!

Ticket: # 894319 - Stop Data Caps

Date: 4/4/2016 8:17:26 PM

City/State/Zip: Memphis, Tennessee 38112

Company Complaining About: AT&T

Description

AT&T and Comcast are ruining the free spirit of the internet by capping our data and making us pay for overage. As a professional who has a home office and enjoys streaming media as well as online games, I feel that I am being punished for cutting the cord. If we let this go too far, where will the capping stop? Soon enough we will have to pay by the gigabyte. Enough is enough, we already pay around \$100 for internet service alone, when will the madness end?

Ticket: # 894371 - Device discrimination

Date: 4/4/2016 8:55:38 PM

City/State/Zip: Washington, District Of Columbia 20001

Company Complaining About: Comcast

Description

My current service provider is Comcast, which also happens to be the only service provider operating in my area. For the past several weeks I have had noticeably much slower internet. I have called Comcast three times in the past week to resolve the issue, and there has been no resolution. Despite having a brand new Motorola router, Comcast tells me they cannot help since I do not have a Comcast router. I believe Comcast, especially since they have a monopoly over my area, is deliberately declining to give equal service to my router since I do not pay them for a Comcast router. I have spoken to others with Comcast service who have purchased their own personal routers, and they all have experienced similar issues with Comcast.

[Ticket: # 894512 - Re: \[FCC Complaints\] Capped data](#)

Date: 4/4/2016 10:43:13 PM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #649634 "Capped data"

i never received my letter and i now have a cap on my internet again.

[Ticket: # 894434 - Internet change over](#)

Date: 4/4/2016 9:44:32 PM

City/State/Zip: Bradenton, Florida 34203

Company Complaining About: Frontier Communications

Description

When Verizon was bought out by Frontier , we were advised to change our business to AOL March 14 in the Tampa region. We lost business folders in the transfer.

AOL set up a case number and is currently attempting to recover folders of emails for the business.

"Verizon will not do any recovery. They don't have a business in Florida. "

[Ticket: # 894478 - Comcast violates Open Internet](#)

Date: 4/4/2016 10:05:48 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

They don't let me search the internet freely as they charge for a service that all of the sudden the started capping. I also seen they double the amount of bandwidth every month from my I actually consume. At the end I am not able to surf freely and even getting rip off, on the amount I am supposedly entitled to by a ruled they just threw, violating the open internet concept.

[Ticket: # 896049 - A hotel breaking net neutrality](#)

Date: 4/5/2016 4:23:48 PM

City/State/Zip: Venice, California 90291

Company Complaining About: Park Central Hotel In New York

Description

I'm staying at a Park Central Hotel in New York. The hotel is filtering the traffic, which includes banning computers from the network if they use certain protocols. This is a blatant violation of net neutrality.

Ticket: # 895764 - Open Internet Concerns

Date: 4/5/2016 3:10:45 PM

City/State/Zip: Bradenton, Florida 34208

Company Complaining About: Frontier Communications

Description

I am a Verizon customer in Florida that was caught off guard when Frontier took over. We have a contract with Verizon for 50/up and 50 down.

Since Frontier has taken over recently, we are receiving 14-24 up. I have been very unsuccessful speaking with their company representatives.

We had no warning at all this merge was taking place. Any friends and neighbors we've spoken with too, were completely caught off guard. We had no idea we'd been "sold".

Ticket: # 896588 - Unfair billing practice

Date: 4/5/2016 8:16:26 PM

City/State/Zip: Cape Coral, Florida 33993

Company Complaining About: Comcast

Description

I have internet only my bill started at \$29 a month after a year it went to \$44.99 this I understand because I was past the promotion but this month I got a bill for \$66.95, I called and the response I got was they could add Cable and bring it down to \$49.95. I told them I don't want cable and they said then the price is \$59.95 plus tax that's what this month's bill is, with the taxes \$66.95, to me this is price gouging the person who only wants internet, so I can have Internet and cable for \$49.95 but if I only want internet it's \$59.95 that's insane

Ticket: # 896741 - Macy's Credit Card Throttling

Date: 4/5/2016 9:56:24 PM

City/State/Zip: Boise, Idaho 83716

Company Complaining About: Macy's

Description

I made the mistake of creating a Macy's store credit card, and instead of paying them with the money I had with me I was told I had to go online to pay. However, when I went on to pay, every other page would load on the Macy's website, EXCEPT for the page that goes to managing the credit card and making payments. And on top of that, their interest rate was over 25%. So while I was trying for days to load this page and pay off my simple payment, they were racking it up. I know I am not the only one this is happening to and they are causing a lot of people to go into debt because of it. And even when I told customer service about the issue of it not loading after days of trying, it still was not solved and will not load. I had to spend an hour on my phone before I was able to pay off my bills and cancel the card. I am not sure if Macy's can legally make it so the page cannot load, but I would like to solve this before other people have to go through the stress I did.

Ticket: # 896958 - capping high speed internet & speed reductions

Date: 4/6/2016 7:20:04 AM

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

I have internet service with XFINITY, and the last 6 months, I have been getting pushed to pay more for the same service I signed up for last year. I purchased 150MB service from comcast, and the initiated a program to limit my usage to 300GB. I have been getting notices every month for the last 6 months threatening to disconnect, and fine me for going over their new 300GB usage limitation. When I subscribed to the service through Comcast, I used NetFlix, Hulu, and Amazon Video services. I don't believe I am an abuser, but watch about 2-3 hours of programming a day. I know their usage measuring system is inaccurate because the first day of the month, their usage system said I already used 58GB of usage. On another topic, I pay for 150MB of service, but I routinely have to call them and complain. Support tells me that there is nothing they can do, but after an hour of my complaint, my service returns back to 150MB from the sub 100MB that I was getting. This company is acting unethically and should be investigated.

[Ticket: # 899323 - Constant emails from the same email address](#)

Date: 4/7/2016 8:16:54 AM

City/State/Zip: Asbury Park, New Jersey 07712

Company Complaining About: Comcast

Description

I have "unsubscribed" to these emails 30-40 times and they still keep sending.

I have NEVER requested information from this company.

The email address is newsletter43@binternet.com

Ticket: # 897172 - Internet - COMCAST

Date: 4/6/2016 10:27:17 AM

City/State/Zip: Chester, Pennsylvania 19013-3545

Company Complaining About: Comcast

Description

CONTACT INFORMATION

(Colons below designate locations for responses)

First Name: (b) (6)

Last Name: (b) (6)

Street Address/ PO Box: (b) (6)

City or Town: CHESTER

State: PA

Zip Code: 19013

Telephone Number and extension (if applicable): (b) (6)

* I screen my calls, please identify yourself on my answering machine for me to receive your phone call. If I'm not available, please leave your name and toll free number for me to return your telephone call. Thank you.

Best Time to Contact You if Additional Information is Needed: 8 A.M.

E-mail Address: revjoannecountee@yahoo.com

COMPLAINT INFORMATION

Your Issue (choose all that apply by placing an "X" on same line):

Internet Section

Availability: X

Billing:

Equipment: X

Speed: X

Identify the name of the company that you are complaining about:

COMCAST

Describe what happened so that we can understand your issue. If relevant, include the name of the company you are complaining about, your account number and any other information you think might be pertinent. You may attach any documents you believe will support your complaint: April 6, 2016 A.D.

COMCAST Interrupted my connection to Free Wi-Fi in Matopos Hills Senior Apartments many times until they succeeded in preventing me connecting to a Good and Free Wi-Fi Network in my area. I am no longer able to connect to any Free Wi-Fi in my area.

There are Many Available Networks for Free Wi-Fi for (b) (6).

(b) (6), Chester, PA 19013. I no longer may access them because Comcast has BLOCKED THEIR CONNECTION TO MY COMPUTER in (b) (6)

(b) (6), Chester, PA 19013.

Ticket: # 897334 - Comcast Data Caps and Overage Charges**Date:** 4/6/2016 11:31:28 AM**City/State/Zip:** Mount Pleasant, South Carolina 29464**Company Complaining About:** Comcast

Description

After signing up for an online photo backup service and uploading vacation photos and videos, I was greeted with a Comcast pop-up notice (inserted and displayed on a non-Comcast Web page and disrupting my use of the Internet) informing me that I had used 90% of my allotted data for the calendar month. This comes as news to me. I am currently paying more for Comcast service than I ever have in the past, yet my service now appears to be restricted and limited. What's the deal here? I tried calling Comcast to ask them, and I was met with non-English-speaking reps, misinformation, and hang-ups during a half dozen transfers. I would leave Comcast in a heartbeat if they weren't the only broadband Internet provider in my area. They have an effective monopoly on service here, and the service is absolutely abysmal.

Ticket: # 897857 - e-mail

Date: 4/6/2016 2:05:38 PM

City/State/Zip: Huntingdon Valley, Pennsylvania 19006

Company Complaining About: Verizon

Description

My complaint with e-mails is that an individual must type their entire e-mail address to unsubscribe from receiving future messages. More messages equals more wasted time retyping this information

It would benefit everyone who receives unwanted e-mail if the senders would provide a checkbox to automatically unsubscribe from future emails rather than having the recipient type their entire e-mail address.

Whatever the FCC to implement would be greatly appreciated.

Ticket: # 898398 - AT&T Capping Internet Data Plans**Date:** 4/6/2016 4:40:24 PM**City/State/Zip:** West Sacramento, California 95605**Company Complaining About:** AT&T

Description

Hello,

Today I received an email from AT&T, my internet service provider, advising me they would be moving me from my current unlimited home internet subscription to a capped data plan that would only give me 50gb of data per month with a subsequent charge of \$10 for each overage of 50gb there after. AT&T advised via the email that if I choose to subscribe to additional services such as TV through them or an affiliate, I would be automatically placed on an unlimited data plan for my home internet or I could pay an additional charge to have my current plan remain unlimited. I do not feel I should have to pay more or purchase additional services to maintain my current internet plan as I have subscribed to it for years. I find it outrageous that AT&T is capping home internet plans but then offering unlimited data plans to their cell phone customers that are also AT&T internet subscribers. Effectively, by not subscribing to AT&T for cellular service and with the changes they will be inacting to my current plan I will be limited to 54gb of data per month between my cellphone and home internet, which is not enough to cover my streaming services for a full month. I cannot afford an additional charge to maintain my services or purchase additional services to maintain my plan and do feel I am being bullied by AT&T.

[Ticket: # 898406 - AT&T is resisting our efforts to install fiber optic Internet access](#)

Date: 4/6/2016 4:43:03 PM

City/State/Zip: Milpitas, California 95035-8666

Company Complaining About: AT&T

Description

I'm the president of a 367-unit HOA in California. For the past couple of years, we've worked with a local vendor to install fiber optic Internet throughout our community. Now we're stuck because AT&T is dragging their heels on approving our vendor's use of their conduit (this is evidently a problem at 18 different construction projects).

What recourse do we have to make AT&T comply with the law?

Thank you.

[Ticket: # 898900 - Comcast internet data cap](#)

Date: 4/6/2016 7:33:46 PM

City/State/Zip: Nashville, Tennessee 37214

Company Complaining About: Comcast

Description

I am outraged and feel I am being punished because I choose to have my family stream from online services, instead of buying cable tv. This is clearly a move to keep people from using Netflix, hulu, etc... and instead opt for cable. Furthermore, if I am still using their internet, why should I be charged more if my family streams content using their service? Isn't that the point of having internet? Also comcast themselves have admitted their data monitoring process is at the least somewhat unreliable. This is NOT fair to the consumer, no isp should be able to get away with this!!

[Ticket: # 899039 - Binge On, FreeBee and more](#)

Date: 4/6/2016 8:49:23 PM

City/State/Zip: Long Beach, California 90808

Company Complaining About: T-mobile, Verizon And Other

Description

I'm filing this complaint because I see no progress by the FCC in combating the large corporations that create free data for certain services. I feel this is a violation of net neutrality and an open internet because these companies can continue to increase prices and decrease data availability forcing users to utilize specific services targeted by these companies. This is a bad precedent and should be stopped before it escalates into a bigger issue.

Ticket: # 899342 - Unwanted email

Date: 4/7/2016 8:43:35 AM

City/State/Zip: New Preston, Connecticut 06777

Company Complaining About: Charter

Description

I have repeatedly unsubscribed using the provided link. I have also emailed support and interacted with staff paul@mentorhealth.com nathan@mentorhealth.com). I have been assured I will be removed and occasionally go a single day without an email from them, then they are back. My guess is that they are adding journalists to this email newsletter without consent. So I unsubscribe, and someone else adds me back. Just a guess though. I have NEVER opted in. I have opted out repeatedly and can not get off this list. I want off. And I want them to stop adding those who don't opt in and to honor opt outs.

[Ticket: # 899357 - Armstrong charging extra data](#)

Date: 4/7/2016 9:00:34 AM

City/State/Zip: Saxonburg, Pennsylvania 16056

Company Complaining About: Armstrong Cable

Description

I am getting fed up and not sure if there is anything you can do, but it doesn't seem quite right/legal to continue to charge overages on our internet every month when we are already paying through the roof! Is there not anything that can be done? We are stuck w Armstrong bc they are the ONLY cable company we can use! Just a huge ripoff!!

Ticket: # 899439 - Comcast forced internet use

Date: 4/7/2016 9:37:21 AM

City/State/Zip: Gilbertsville, Pennsylvania 19525

Company Complaining About: Comcast

Description

I have Comcast Xfinity. Good service. Issue they force you to use the service on your cell or mobile device. A screen comes up and you MUST put your Comcast email and password in to go online. You can not opt out you can not remove it you cant do anything up be captured. You should have a right to chose 4G, unsecured net, friends but or comcast. I called customer service Tech support.....NO way to remove.

Ticket: # 900564 - Cyber Bullying

Date: 4/7/2016 3:33:23 PM

City/State/Zip: Oakmont, Pennsylvania 15139

Company Complaining About: Comcast

Description

On the website Yelp, An ex-employee by the initials RC has written a scathing review about myself personally and my manager. Yelp removed the horrifying review on Tuesday, 4/5 and it was reposted again today, 4/7. Also, Ann C. wrote a review which posted today, 4/7 and we have NEVER had a customer by that name. It is the same person. I wish to file charges against these ex-employees ASAP and would like you to help.

[Ticket: # 900547 - internet billing](#)

Date: 4/7/2016 3:27:35 PM

City/State/Zip: Delray Beach, Florida 33484

Company Complaining About: AT&T

Description

ph #88888050-receiving callks that my computer is in trouble and needs there repair at \$330 plus - computer works fine-its a scam to scare me into a false feeling of security

[Ticket: # 901625 - unwanted e-mail](#)

Date: 4/8/2016 9:17:33 AM

City/State/Zip: Columbus, Ohio 43213

Company Complaining About: Not Sure Of Company

Description

See attachment

[Ticket: # 901444 - stolen internet streams](#)

Date: 4/7/2016 10:48:46 PM

City/State/Zip: Los Angeles, California 90036

Company Complaining About: Time Warner

Description

www.iptvsubs.is

Ticket: # 901770 - internet

Date: 4/8/2016 10:31:26 AM

City/State/Zip: Port Huron, Michigan 48060

Company Complaining About: Earthelink

Description

It is not earth link they have a good service it is att lines they need to change to fiber optic and the wiring in the building. The out side lines are 80 years old and there equipment is 30 years old and att will not do anything because they pay u people off. Get your head out of your asses and do something about att. internet neutrality says you can not keep people in the slow lanes and att is you will not do a [REDACTED] thing about it because you people kiss there ass. You people make a rule and not in force it close down if you can not do your job.

Ticket: # 902079 - Unfair Bandwidth Caps by AT&T

Date: 4/8/2016 12:34:22 PM

City/State/Zip: Oak Creek, Wisconsin 53154

Company Complaining About: AT&T

Description

Dear Sir or Madam:

AT&T "U-verse" is starting bandwidth caps on May 23rd, 2016. In the past, they have never enforced these bandwidth limitations. They are using this new policy to punish those who use streaming services like Netflix. Therefore these new bandwidth caps should be considered anti-competitive behavior against the customers of Netflix and other streaming services.

If customers do not want these bandwidth caps, AT&T said they will increase the price of their internet to an additional \$30 a month ("unlimited allowance"). I'm currently paying over \$62 per month, which would lead to a new total of over \$92 per month. AT&T said they would only waive this price increase for people who already have cable TV. Thus proving that AT&T is implementing these bandwidth caps to punish cordcutters and people who watch Netflix.

I ask that the FCC intervene to stop companies like AT&T from implementing these unfair bandwidth caps and price increases. Thank you.

Ticket: # 902100 - AT&T Raising Internet cost after I cancelled DirectTV

Date: 4/8/2016 12:41:21 PM

City/State/Zip: Monterey, California 93940

Company Complaining About: AT&T

Description

I just received an email from AT&T Uverse stating the following:

Beginning on May 23, 2016 we will be increasing the U-verse® Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance amount. If you choose to bundle your U-verse Internet with DIRECTV® or U-verse TV you will be provided an unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling. Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your Internet service.

I had just cancelled Direct TV over a month ago and now I get this. I watch TV primarily through Sling TV, which uses the internet. I am afraid this is AT&T using its internet service to make up for me cancelling DirectTV (which has saved me a ton of money).

Ticket: # 902124 - Data plan limits**Date:** 4/8/2016 12:48:51 PM**City/State/Zip:** West Monroe, Louisiana 71291**Company Complaining About:** Comcast

Description

I am someone who represents an average internet user, perhaps even less than the average user as I don't have netflix, which most people I know do have. I use my internet for basic browsing, some work related activities, mild downloading/video viewing, light gaming, along with my devices and the apps running on them auto updating. I come close to the 300GB limit every single month. Given the usage so far, I find it likely to be impossible to add other services, such as Netflix, for example, without going over the limit and being imposed additional fees on a monthly basis. It's also frustrating having to closely monitor my usage and telling my wife and family not to use the internet except in an emergency towards the end of most months. I'm also aware that this limit is in "test markets" only and not imposed nationwide. Given I never consented to this nor feel it should be allowed or even legal to apply rules to some customers while not to others, I find this data limit to be extremely anti-consumer centric. I am also aware there are a vast number of internet providers out there who do not impose limits like Comcast. If available to me, I would gladly go with whoever provided the best service, however Comcast has a monopoly in my area and I do not have any other options. Comcast does not impose this data limit to all customers, and I, being in the area I am, have no choice but to succumb to them forcing me to pay extra for data usage that I would not have to do if I simply lived somewhere else or was capable of using another provider. Optimally I'd like for this limit to not exist, but if it must, I do not wish to be a "test" consumer. If this were a national rollout, I would be more understanding (although not happy), but I do not feel unfair treatment to the customer base is right in any form.

Ticket: # 902480 - Armstrong Internet

Date: 4/8/2016 2:59:35 PM

City/State/Zip: Kinsman, Ohio 44428

Company Complaining About: Armstrong

Description

I am having trouble with Armstrong internet services. Last year we moved to a rural area 20 miles away. We were previously getting Century Link internet basics (Lifeline program) but they do not provide service at our new address. The closest thing to "unlimited" we could get was Armstrong. Every month we go over our allotment, they charge a high amount for service, and they keep increasing their prices. We live on a fixed income, my husband has a disability, and internet access is necessary for us. It is a hardship when we have to limit our internet usage when this was never an issue before. Armstrong was unable to tell me if they offered Lifeline internet services. I feel like people in my area have no other choice and are stuck paying Armstrong's high prices. It is very frustrating.

Ticket: # 903093 - Bully and slander of women misogynistic bigotry with no adulation or encouragement

Date: 4/8/2016 7:28:50 PM

City/State/Zip: San Diego, California 92111

Company Complaining About: Cable One

Description

<https://www.yahoo.com> a beauty of surrogacy and embarrassing pregnancy. pregnant means body dominate but you have control, sick people loose control. This is self evident agenda to mock or talk women out of starting family and celebrate giving them away. How many times can one tell them that she is not pregnant with some guy's baby or passively became another. She grows and animates her baby, mom at conception. Tell them to stop the down side, and mocking of women are in optimum health who powerwalked naturally, or who could do cartwheels. these are normal capabilities of human being, and examples of dignity. tell them to stop the extreme kudos and sympathy for dads to be.

[Ticket: # 904749 - Comcast](#)

Date: 4/10/2016 9:59:51 PM

City/State/Zip: Miami, Florida 33161

Company Complaining About: Comcast

Description

How is this even possible? Why am I all of a sudden being penalized and hit with extra charges for using the Internet as I always have?

Ticket: # 903257 - AT&T Uverse Data Cap

Date: 4/8/2016 9:27:19 PM

City/State/Zip: Houston, Texas 77003

Company Complaining About: AT&T

Description

AT&T has come up with a way to charge customers more money unnecessarily by capping the data they use and forcing them to pay for TV services that they don't need.

Here is the information from AT&T:

Beginning on May 23, 2016 we will be increasing the U-verse® Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance amount. If you choose to bundle your U-verse Internet with DIRECTV® or U-verse TV you will be provided an unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling. Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your Internet service.

[Ticket: # 903476 - Hughesnet](#)

Date: 4/9/2016 10:13:20 AM

City/State/Zip: Sugar Island Twp., Michigan 49783

Company Complaining About: Hughes Net

Description

My ISP (Hughesnet) is reducing my connection speed to certain websites, while others load at full speed, thereby effectively censoring certain legal internet content. I know this to be illegal, and I'd like to know what's going to be done about it.

[Ticket: # 903879 - AT&T data cap is bait and switch pricing \(\\$30 fee vs overage charges\)](#)

Date: 4/9/2016 4:21:36 PM

City/State/Zip: Laguna Hills, California 92653

Company Complaining About: AT&T

Description

AT&T, a common carrier sent me an email stating I would be charged \$10 overage fees or an opportunity to opt into an 'unlimited' plan for \$30 more/month. This is bait and switch.

[Ticket: # 903840 - Comcast's 300gb Data Cap](#)

Date: 4/9/2016 3:51:16 PM

City/State/Zip: Cutler Bay, Florida 33190

Company Complaining About: Comcast

Description

It is incredible that during this time and age when almost everything we do revolves around the internet, including schooling, a company can impose a data limit. This is a crime! I would like to understand why a 300gb data limit is imposed on the customer? Not only that but any 50gb over is \$10!? That blows my mind. As far as I was concerned I paid for unlimited internet. Oh how kind of them to allow me to go over the 300gb 3 times without charging me extra, they shouldn't be charging me at all! I already pay enough!

Ticket: # 903862 - Shameful Content

Date: 4/9/2016 3:59:39 PM

City/State/Zip: Atlanta, Georgia 30325

Company Complaining About: AT&T

Description

This site is completely disrespectful and the creators/owners of it need to be dealt with. This site needs to be removed from the internet.

<http://niggermania.net/forum/showthread.php?15868-Nigger-pleads-guilty-to-burning-his-former-ho-LaKendra-to-deff>

Ticket: # 903943 - false advertising and too loud commercials and ads plus other videos coming in too loud

Date: 4/9/2016 5:01:03 PM

City/State/Zip: Stanley, Wisconsin 54768-1078

Company Complaining About: Charter

Description

Things that really bother me about the internet and the way people abuse it, is that like on YouTube and other video sites is that some videos come in so loud that I have to turn the volume way down, but then I have to suddenly turn it way up for others. Sometimes it is even I have it set at a normal level, yet it still happens. Another problem is the false advertising that is going on. They advertise that something is free and then when you actually sign up for it, it really isn't free at all. They tell one thing is free, but you can get only if you sign up for a subscription. That is not free, free means free, period. They also have ads that say something is free, but when you fill out the information they tell you that you have to pay so much for shipping and handling. That is not free either. Free means free, in which you don't pay anything at all. When you advertise that you have something that is free, that means you're giving it away in the hopes you will get them as a customer, and free means you don't even charge shipping and handling either. Then there are so many investment place that says they're going to help you invest and it won't cost you any initial investment (free), yet when you sign up they tell you to actually invest you need anywhere from \$100 to \$500 or more. In other words they lie, because the original ad said it was free. Why aren't you going after these people? But just to let you know, this is not a complaint about Charter who supplies me my cable TV, internet and phone service. It is about YouTube, Facebook, and many other sites out there that supply videos to watch and listen to, and those who advertise on the internet.

(b) (6)

Stanley WI 54768-1078

(b) (6)

[Ticket: # 904262 - Open Internet](#)

Date: 4/10/2016 8:06:47 AM

City/State/Zip: Pleasant Garden, North Carolina 27313

Company Complaining About: Time Warner

Description

The FCC is full of [REDACTED]. The FCC ALLOWS TIME WARNER TO "NON COMPLY"rules on open internet. Period.

[Ticket: # 904282 - Unfair data usage](#)

Date: 4/10/2016 9:37:57 AM

City/State/Zip: Dallas, Georgia 30157

Company Complaining About: Comcast

Description

Comcast is unfairly imposing a data limit on services that are not Comcast's. In other words, Comcast charges customers for 300 gigs a month. Services such as Netflix or Hulu are counted under this cap. However, anything streaming done on a Comcast service does not cost any data towards this limit. This gives Comcast an unfair advantage under net neutrality. Either Comcast should count everything or nothing under its limit.

As a Comcast customer and with a household of 3, we have to constantly monitor our data so we aren't charged above our already high price.

Ticket: # 904385 - Internet Caps for Home Internet is Damaging to All eCommerce

Date: 4/10/2016 12:48:42 PM

City/State/Zip: Anaheim, California 92807

Company Complaining About: AT&T

Description

Dear FCC,

It has come to my attention that AT&T will be joining Time Warner Cable and Comcast in introducing internet caps on home internet. While I understand the necessity of caps in mobile internet due to the cost and maintenance of the infrastructure, I do not believe home internet should also be capped.

The primary reason why ISPs are introducing these caps is to prevent cord cutters from watching internet TV services such as Netflix. However, the internet is a utility and by capping it, there are unintended side-effects that affect other industries not even related to TV and video.

One example is the video game industry. The new video game systems (PS4 and Xbox One) use digital downloads to distribute games rather than physical CDs. This has been a big innovation in this industry and has allowed small developers to create and distribute games they otherwise never could. However, video games are very large (40-50gbs).

Cable companies are capping users at 250gb/month. Purchasing one 50gb video game would consume 20% of my monthly allotment in one sitting.

This is just one industry example. People are increasingly buying digital goods on the internet and they should not have to worry about the cost of the good and the cost of the GB for that good.

The Cable companies in their ongoing battle with Netflix are imposing rules that hurt the internet as a whole. These bandwidth caps have unintentional consequences that affect industries completely unrelated to TV.

This would not be as big of a problem if there were more internet options. In my region, there is only a duopoly between Time Warner and AT&T and these two players have both colluded to introduce internet caps.

[Ticket: # 904495 - Poor Connectivity, Service Goes Out For Days](#)

Date: 4/10/2016 3:55:21 PM

City/State/Zip: San Francisco, California 94123

Company Complaining About: AT&T

Description

Service goes out for days, says the only way to fix the issue is for a technician to come out to the property. They threaten to bill me every time someone comes out, even though the internet never works! Every time a technician comes out, I need to take off of work. I've had to take off four days since February for them to fix their service. I've had to call them eight times since February. Please hold them accountable.

[Ticket: # 904627 - Comcast lying about informing us about a data cap. And putting a limit on our internet](#)

Date: 4/10/2016 6:25:15 PM

City/State/Zip: Davie, Florida 33324

Company Complaining About: Comcast

Description

We have been lied to about our internet. Out of nowhere we were told that we have a 300gb limit. I was contacted by a Comcast rep who just read a bunch of bs and told me to pay extra for unlimited data. And I am not paying 100 dollars for internet alone. this is false advertising and deception. I want my limit removed not a piece of crap rep to keep telling me the same lies.

[Ticket: # 904662 - AT&T U-Verse Change of Service - Bandwidth Cap](#)

Date: 4/10/2016 7:17:49 PM

City/State/Zip: Austin, Texas 78703

Company Complaining About: AT&T

Description

I was recently informed of a change to my current contract with AT&T stating they will begin enforcing bandwidth limits on my Internet usage. Previously, no such caps were made clear (or enforced). As far as I understand, this constitutes a material change in contract, which I am strongly against. Additionally, the proposed "cap" has not even increased for my bandwidth plan.

[Ticket: # 904838 - Capping internet usage](#)

Date: 4/11/2016 1:32:10 AM

City/State/Zip: Irving, Texas 75062

Company Complaining About: AT&T

Description

I am being notified by AT&T that there may be charges if I go over the amount of data is use on the Internet. Before, I had unlimited internet for a specific price per month. Now, if I "use the Internet too much" then AT&T will charge me even more. This SHOULD NOT BE LEGAL.

[Ticket: # 904975 - XFINITY /Comcast](#)

Date: 4/11/2016 9:37:20 AM

City/State/Zip: Plymouth, Minnesota 55447

Company Complaining About: Comcast

Description

XFINITY/Comcast has twice in the last 2 months made me reactivate my account. I have internet connection and they seem to be trying to get me to use their XFINITY browser or force me to use one other than Google/Chrome which is the one I want to use. This appears unethical to me. When I asked to speak to a supervisor, they hung up on me!

Ticket: # 904977 - Broadband Caps and Cable Monopoly

Date: 4/11/2016 9:39:34 AM

City/State/Zip: Douglassville, Pennsylvania 19518

Company Complaining About: Service Electric

Description

My internet provider, Service Electric, is the only cable provider that currently serves my home. The only other option is a satellite provider. My Service Electric bill increases every year because they say that are constantly improving their service. What they seem to do every year is come out with a faster top internet speed. Then they re-number the available internet plans so that if you were on the previously fastest plan you automatically get moved to the new faster plan for a price increase or you are forced to go into a lower speed plan that they set to be slower than their previous fastest plan. So your choice is to pay more for the faster speed or go to a slower speed than you currently have. I don't know how or if broadband providers are regulated but they need to be because they still have a monopoly in many locations and they treat customers badly by constantly increasing prices. I can't even drop the cable tv option and use streaming services like netflix, sling, and hulu to get tv content because Service Electric has internet usage caps which should also be illegal. This is just another way to allow these companies to hold onto their monopoly. I am typically against increased government regulation but honestly I am tired of getting ripped off by cable companies.

[Ticket: # 905007 - Change of data limits with consent or knowledge.](#)

Date: 4/11/2016 9:57:58 AM

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

Back in December I was moved to a 600gb allowance of data through Comcast. Since then I have not had any data overages and everything has been smooth sailing. This month, April, my data limit was changed back to 300gb without my knowledge, and 11 days into the billing cycle I have already reached that data limit. Since I am already into my billing cycle, Comcast does not allow the moving up to the unlimited option, which is an additional \$35 per month, so I am stuck with how every many overages I accrue this month with no hope of backdating the unlimited data.

[Ticket: # 905184 - Internet Broadband for excessive usage \(300GB\) charges being put in place](#)

Date: 4/11/2016 11:12:51 AM

City/State/Zip: Fayetteville, Georgia 30214

Company Complaining About: AT&T

Description

I have been informed that ATT is modifying my contract Mid-term to add Broadband service fee of \$10 dollars per 50GB over the limit. Since this is not an congestion issue, but purely a method to force you back to pay TV. The same cables are used for both with no hardware updates. This is a means to cripple NETFLEX and other content providers. Now that the cable industry has consolidated they are pushing up prices

[Ticket: # 905233 - Non stop emails from Rabbit TV even after unsubscribing from their list](#)

Date: 4/11/2016 11:34:47 AM

City/State/Zip: Phila, Pennsylvania 19132

Company Complaining About: Verizon Wireless

Description

Good morning. I have been receiving non-stop emails from Rabbit TV even after un-subscribed from their email list. I've even gone as far as emailing them directly asking to be left alone which only seemed to aggravate the matter resulting in multiple emails a day. What can I do to stop these harassing emails?

Ticket: # 905661 - phone calls about computer problems with windows

Date: 4/11/2016 1:39:19 PM

City/State/Zip: Texas City, Texas 77590

Company Complaining About: Comcast

Description

I have been called daily for weeks about a problem on windows and they have used 5to6 different numbers and they are now putting software errors on computers. Because most the people they call are older people that let them log into their computers and then they insert software that mimic errors. They use different phone numbers. Here's a list that claim to be from Microsoft.

18009220204

17273626798

18508950181

18454592750

18454512672

19152170424

But the problem is now they infecting older peoples computers with viruses. They only call older people that do not know what is going on. All those phone numbers are from the same company acting as Microsoft.

Please look into this.

Thank you

[Ticket: # 905832 - Internet signal will not work](#)

Date: 4/11/2016 2:23:39 PM

City/State/Zip: Philadelphia, Pennsylvania 19144

Company Complaining About: Verizon

Description

Verizon continues to deny a strong internet signal to customers who don't need FIOS.

I have been forced by verizon to use my 4G service for the internet, when I am paying for wireless Internet through Verizon. Please help and protect consumers who are experiencing this problem with Verizon. I have contacted them 5 times within a 30 day period regarding this issue.

Thank you for your professional assistance.

Ticket: # 905966 - CBS

Date: 4/11/2016 3:09:31 PM

City/State/Zip: West Hollywood, California 90069

Company Complaining About: Verizon Wireless

Description

CBS frauded everyone out of prizes and tax money from their daily live game show with open air behind sidewalks means everyone standing on line to get into the building, past the guards into, towards, and through cbs into the Bob Barker Studio have been adversely, unintentionally affected by me accidentally when I told everyone in line I walked to and from past and forward on Fairfax Avenue within the past 20 years of my life have been a mistake. I advised on how to get on a game show when I am a game show host, I thought retired. But I've produced, hosted, directed, knew Barbara Hunter, Bob, Fred Wostbrock, Richard Lawrence, Lucy Johnson, Donald Kushner, Peter Locke, Delta Burke. (b) (6).

[Ticket: # 906341 - net neutrality](#)

Date: 4/11/2016 5:04:00 PM

City/State/Zip: Montgomery, Alabama 36117

Company Complaining About: Charter

Description

the local Alabama congress is trying to override you net neutrality .It is called the broad band inetn access regulation .It is design to give power to cable companies to raise up their rates without your permission .It's called bill HR2666.It has to be squelched .It violates net neutrality

Ticket: # 906552 - ATT Data cap

Date: 4/11/2016 6:17:01 PM

City/State/Zip: Kansas City, Missouri 64118

Company Complaining About: AT&T

Description

While checking my ATT account, I was notified with this information.

Starting May 23, we are increasing the U-verse Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance. Want unlimited data? You can:

- Bundle your U-verse Internet service with DIRECTV or U-verse TV. This gives you an unlimited Internet data allowance (\$30 value) for no additional charge.
- Purchase an unlimited allowance for your Internet service for \$30. This option doesn't require a TV bundle.

After May 23, log in to your account at att.com/myatt. There, you'll find helpful tools you can use to check your Internet data usage. Questions? Go to att.com/internet-usage.

Ticket: # 906745 - Pornographic Website Access

Date: 4/11/2016 7:49:59 PM

City/State/Zip: North Warren, Pennsylvania 16365

Company Complaining About: Atlantic Broadband

Description

Hi, I noticed that many pornographic websites have content load upon entering the web address. There are no filters or verification for users to submit to verify their legal age and it seems anyone has access to these "free" videos. I read on the net that the FCC has declared that "Free" pornography is now illegal, but these sites still allow access to it. I hope that they are all modified to require that the age of consent is verified before access is granted to our computers. Thank You.

[Ticket: # 906686 - StraightTalk Wireless blocking VPN access](#)

Date: 4/11/2016 7:23:10 PM

City/State/Zip: Saint Peters, Missouri 63376

Company Complaining About: Straight Talk

Description

Straight Talk Wireless does not permit VPN access to lawful websites and applications over cellular connection as required by FCC regulations.

Ticket: # 906949 - Internet service

Date: 4/11/2016 9:31:32 PM

City/State/Zip: Azusa, California 91702

Company Complaining About: Frontier Communications

Description

since the version swap, I have had no Internet service since April 8, 2016. I have called Frontier 4 times and I get hung up on or the turn around. They are not solving my issue and they are not being helpful.

Ticket: # 907057 - ELCO School is violating CIPA

Date: 4/12/2016 12:08:24 AM

City/State/Zip: Newmanstown, Pennsylvania 17073

Company Complaining About: Elco School District Lebanon Pennsylvania

Description

The ELCO SD has rolled out an iPad deployment this year with inadequate security for the children. They deployed them with no content filtering when off campus and when on campus you can view explicit videos and M-Rated Video Games such as Call of Duty in 6th grade classrooms. This has been brought up to the school board and they required the incompetent IT Staff to enact restrictions immediately. However, they still fall short as 12 year old children in 6th grade can view any You Tube video available. I work in the technology industry and brought up to the IT Director that what they had in place was in-adequate before they handed them out to the children. There have been several incidents of children in middle school (6-8) viewing pornography on ELCO owned iPads. This is not acceptable and the people responsible for securing these devices need to be held accountable. It was also brought to my attention that they created Google accounts for all of the 12 year old 6th graders without parent permission and they were accessible from the internet. They teach not to use your real name in such an account but created all of the students accounts as first.last@elcosd.org using their cafeteria number as their password. In my opinion, ELCO and all parties in support of rolling out iPads without the knowledge of how to accomplish effectively are accountable to Corruption of Minors. Most families in this rural area have no clue how to effectively filter their home internet, I have been contracted by several families to assist in making their homes safe, yet the school still is not. I appreciate you looking into this matter. I have several other parents you can talk to if you desire.

Thank you.

[Ticket: # 907423 - Comcast Data Caps](#)

Date: 4/12/2016 10:48:55 AM

City/State/Zip: Memphis, Tennessee 38117

Company Complaining About: Comcast

Description

Its a blatant move to wring more money from consumers for what amounts to a utility.

[Ticket: # 907629 - Internet connectivity](#)

Date: 4/12/2016 11:46:56 AM

City/State/Zip: Houston, Texas 77068

Company Complaining About: AT&T

Description

We lose our internet outside our facility. We can trace route to drops in the "spider web" of service, but ATT will not resolve issue, only claiming it is internal.

Ticket: # 909979 - Term Agreements

Date: 4/13/2016 9:37:59 AM

City/State/Zip: Palm Beach Gardens, Florida 33410

Company Complaining About: Comcast

Description

I keep getting told that I have a 3 year agreement. I have never saw anything when I ordered the service nor was I ever given a chance to review, read and agree to. I have been unable even to get a copy of something that I have never seen or agree too.

Ticket: # 908651 - Data Usage Cap

Date: 4/12/2016 3:59:33 PM

City/State/Zip: Columbia, Missouri 65202

Company Complaining About: Mediacom

Description

This isn't necessarily a complaint against Mediacom but more about the idea of data usage caps in general. Mediacom's data usage caps are rather generous compared to some other providers, however the cap should not exist at all.

In my particular situation, I have yet to go over my data usage cap; however I spend each month actively watching my usage to verify that I don't do so. This prevents my wife and myself from consuming and or purchasing additional digital content.

This includes but isn't limited to watching Netflix, Hulu & Sling, purchasing games from Xbox Live & Steam, or purchasing digital movies from iTunes or Google Play movies.

The natural monopolies ISPs have continues to stifle innovation, and attempts to extract as much money as possible from consumers. While I would love for the FCC to make the internet an utility, I understand that comes with it's own challenges. However in the mean time, I would like for the data usage caps to be outlawed, as ISPs are currently using them as a way to generate additional income.

[Ticket: # 908855 - unauthorized use of my at&t u-verse wifi](#)

Date: 4/12/2016 4:59:28 PM

City/State/Zip: Wilmington, California 90744

Company Complaining About: AT&T

Description

Unauthorized users hacked on to my at&t WiFi

Ticket: # 909128 - Centurylink quality to some sides being hindered

Date: 4/12/2016 6:13:57 PM

City/State/Zip: Coon Rapids, Minnesota 55433

Company Complaining About: Centurylink

Description

For the past few months Centurylink's service to streaming sites has degraded to the point of unusable. I cannot watch streaming sites such as netflix or amazon without the quality being less than something that is viewable. This issue only seems to be with streaming services. I'm able to get full speed off downloads from many sites as well as uploads. They seem to be intentionally letting streaming service drop. This also seems to happen shortly after they have announced their own service (prismTV) in the area.

Here is a link to show the speed measured by netflix:

<https://ispspeedindex.netflix.com/country/us/?range=&providers=434&datefrom=&dateto=#>

[Ticket: # 944924 - kongregate](#)

Date: 5/2/2016 1:07:56 PM

City/State/Zip: Jacksonville, Florida 32258

Company Complaining About: Cisco

Description

kongregate.com has been unrightfully blocked

[Ticket: # 909774 - CenturyLink Throttling Netflix](#)

Date: 4/13/2016 1:01:27 AM

City/State/Zip: Denver, Colorado 80246

Company Complaining About: Centurylink

Description

Ever since January the video quality for Netflix is absolutely terrible at night. I'm paying for an HD stream and get below SD. I checked Netflix Speed Index and guess what I discovered: since January Centurylink connection speeds to Netflix have dropped to the slowest in the country. Centurylink has terrible customer service. When you call about these issues, wait times can exceed an hour. Please help! This is a prime example for why Net Neutrality Title 2 regulation exists!

Ticket: # 909814 - sexual content on childrens websites for games

Date: 4/13/2016 3:33:24 AM

City/State/Zip: Bucyrus, Ohio 44820

Company Complaining About: Wavelinc

Description

Please call me or email me so I at least know that my complaint did not go in a spam folder. My email address is (b) (6) and my cell # is (b) (6). So I have a son with Autism, who likes to play video games like the majority of the kids these days. He has always said, I really like this block minor game on www.newgrounds.com can I play it? Its like minecraft. I said ok. I need to go through the website and check it out for to violent of games and stuff as my son is a behavioral child. He say's no problem. Thanks for trusting me. Well I go through the history a week later as we went out of town, and their is SEX galore videos on the history.

Another website was www.cartoonreality.com That site has cartoons engaging in sexual stuff. Like my son, said you should of seen Sponge Bob having sex. UGH!!! The www.newgrounds.com I even sent it to my sister, who had "PARENTAL CONTROLS" on her sons computer like I had on mine. And she said it won't open with the parental controls on, I said try it please. So she did, and was like WTF!!! It is opening up, and you can see everything. I am so pissed! My son who has Autism as I said before, also has OCD, so he obsesses on stuff, and he is only 12 years old, and now I have to worry that my parental controls do not even work when a game like newgrounds can some how get around stuff, and fill our young children's minds with poison. I emailed the company, and asked them the age requirement for their website and they did not reply. I would like that website shut down.

Now I feel I need a Apple computer as it did not go through on my friends computer who has a Apple lap top. Sadly, I am off work with a neck issue as I wait on a disability case to go through and its been already 4-5 years, so I do not have any extra money to buy a apple laptop for my son. I would buy it just cause it has extra protection as I have a anti-malware program, and anti-virus program running 24/7 which did not stop the program either. So it would be peace of mind on an Apple. I thought of threatening that newgrounds that they were going to buy my son a apple for allowing him with his disability to see that stuff. Though he is 12, his cognitive thinking is off, and he is much younger. So I am just so pissed. Maybe you can shut the website down. I am told its been around for a long time. I will include 3 attachments. 2 is the history of the computer that I took a picture of with my cell phone, and 1 is an email I sent to newgrounds but they did not reply. I am not sure what to select it under for Internet issues, I will do the best I can on the options I have to choose stuff to get this to you guys.

Thanks,

(b) (6)

[Ticket: # 910181 - Follow up To 649257](#)

Date: 4/13/2016 10:34:44 AM

City/State/Zip: Leander, Texas 78641

Company Complaining About: Sudden Link

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 910766 - IPV6 connectivity

Date: 4/13/2016 1:37:16 PM

City/State/Zip: Baldwin Park, California 91706

Company Complaining About: Cogent Communications

Description

Hello, My ISP is Cogent Communications. I have millions of IPV6 IP address's that do not route because they do not have peering arrangements with many large ISP's making it so we are unable to sell services using IPV6. We can't even get to Google. Please don't get me wrong IPV4 works with everybody but the point is this has been going on for 2 years now . This trouble ticket is from yesterday.

Dear Cogent Customer,

Thank you for contacting Cogent Customer Support for information about the Google IPv6 addresses you are unable to reach.

Google uses transit providers to announce their IPv4 routes to Cogent.

At this time however, Google has chosen not to announce their IPv6 routes to Cogent through transit providers.

We apologize for any inconvenience this may cause you and will notify you if there is an update to the situation.

There are many routes like that another is Cogent's on going disagreement with Hurricane Electric which is a huge provider of internet bandwidth including IPV6 traffic. Much of the world is moving slowly off of IPV4 and onto IPV6 since we have run out of IPV4 address's. Please check into this interconnectivity issue as it's now becoming a problem for us and our country.

[Ticket: # 911030 - continuing texts on my phone number 561502 2710](#)

Date: 4/13/2016 2:42:38 PM

City/State/Zip: Boca Raton, Florida 33432

Company Complaining About: Metro Pcs

Description

tnt- continuous texts on my phone number (b) (6) - continue to happen after one year of complaining to stop

Ticket: # 911323 - Complaint Against the owner of the Searchcart.space domain

Date: 4/13/2016 4:24:37 PM

City/State/Zip: Austin, Texas 78726

Company Complaining About: Unknown Spammer

Description

I have been endlessly spammed by an organization that is selling everything from Private Jets to Breast Augmentation, about 30-40 emails each day. When you go to the unsubscribe link it goes to www.searchcart.space. I have repeatedly entered my email to unsubscribe and the onslaught continues. Please shut them down!

[Ticket: # 911608 - Impersonating a broadcast news organization](#)

Date: 4/13/2016 5:47:30 PM

City/State/Zip: Alexandria, Virginia 22304

Company Complaining About: Comcast

Description

WMACTV.com describes itself as "your local news," and publishes verifiably false information. However, it does not appear to be local, or news. By using the call sign WMAC, they falsely imply that they are a licensed broadcaster.

[Ticket: # 912647 - Internet access in Days Creek, OR](#)

Date: 4/14/2016 11:14:46 AM

City/State/Zip: Canyonville, Oregon 97417

Company Complaining About: Frontier Communications

Description

My internet service which I pay \$22 per mo. is Very Slow & at least once per week I cannot get any service. I use my home internet for personal use only & usually on weekends. It does not matter what time of day, the service is often intermittent.

Ticket: # 913130 - Throttling on Comcast Business

Date: 4/14/2016 1:31:48 PM

City/State/Zip: Fernandina Beach, Florida 32034

Company Complaining About: Comcast

Description

I run reverse ssh tunnels for traffic that operates my Trading Business. I use comcast Business. Some of the traffic that runs across these connections are simple timestamps that show that I'm connected. You can see from the attached file that Comcast periodically "holds" my traffic for thirty seconds, and then delivers all that traffic in a single burst.

Ticket: # 914035 - Suppression of Free Speech (First Ammendment)

Date: 4/14/2016 6:18:18 PM

City/State/Zip: Stevensville, Montana 59870-6145

Company Complaining About: Website Hard Ocp [Https://hardforum.com/members/kyle Bennett.3/](https://hardforum.com/members/kyle%20Bennett.3/)

Description

If you enter anything Anti-MocroSoft, ahowever True, or well Known, or Documented, The Editor in Chief, or Others, will DELETE IT!

[Ticket: # 914558 - Comcast usage caps](#)

Date: 4/15/2016 1:18:30 AM

City/State/Zip: Napa, California 94558

Company Complaining About: Comcast

Description

Comcast is starting to limit customers allotment of data.for those of us who have "cut the cable" it's very easy to reach the 300GB limit. The FCC needs to get involved to regulate this

Ticket: # 914574 - Lack of internet Service: Cost, Speed,

Date: 4/15/2016 1:44:12 AM

City/State/Zip: Long Beach, California 90805

Company Complaining About: Charter

Description

Charter has provided only 1 internet service plan of \$60 a month. When that plan is bundled with home phone and tv , the three equate to about 90. The only option for consumers that want just the internet is to pay the 60 or for more value, pay \$100 for the package.

2. For an internet service provider, they make it hard to be able to locate contact information for themselves.
3. For the amount of times I've had to call, no history tracking? Thought it was California law these companies were required to track history.
4. Regarding the two images attached. The first one is the price Charter would charge a loyal customer of 8 years to upgrade to that plan. The 2nd is the price for new customers, which is \$10 less per month and the Order total is \$50 less.
5. In summary, the basic internet plan is over priced since they dictate the number. They take more from customers since they know they can without the fear of competition.

[Ticket: # 915050 - pornography](#)

Date: 4/15/2016 11:32:54 AM

City/State/Zip: Willoughby, Ohio 44094

Company Complaining About: AT&T

Description

I have provider, AT&T, which has no options other than buying router to prevent adult content from reaching my home on the internet. I purchased a router which stops videos but explicit images are not blocked. Called Time Warner for options, they have parental controls but none for WiFi. Why is this not a concern for anyone. Also Sprint's setting on their phones to block pornography is a hoax as well. Blocked content under "limits and permissions" and still comes through the phone. Should I get phones for the children???

[Ticket: # 915389 - internet service](#)

Date: 4/15/2016 1:01:37 PM

City/State/Zip: Myrtle Creek, Oregon 97457

Company Complaining About: Frontier Communications

Description

I am a Frontier Internet user and have been having major problems for some time but especially recently. The company has oversold the area and now the internet is slow if I can get on at all and has more connectivity problems. I have no other options as this company is the only one I can use and that provides unlimited data usage.

[Ticket: # 915935 - Comcast data capping at 300GB](#)

Date: 4/15/2016 4:10:27 PM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

Comcast capping data at 300GB/month is extortion. In this day and age where internet is critical, money whoring big companies like Comcast is trying to squeeze out the working man. Pathetic to say the least and downright criminal. I would like to file a complaint to ensure that Comcast and other ISPs are stopped from such criminal acts. The fact that they've gotten the chance to even implement this is making me lose more interest in the government doing all they can to protect their citizens.

[Ticket: # 916369 - ATT data cap](#)

Date: 4/15/2016 7:26:27 PM

City/State/Zip: Columbus, Ohio 43235

Company Complaining About: AT&T

Description

A ridiculously low cap of 250 GB is clearly targeted at people who use services like Netflix.

[Ticket: # 916787 - Intentionally False/Misleading Media Reporting](#)

Date: 4/16/2016 8:42:34 AM

City/State/Zip: Clinton Township, Michigan 48038

Company Complaining About: Facebook

Description

What can the FCC do?

The FCC cannot interfere with a broadcaster's selection and presentation of material for the news and/or its commentary. However, the FCC does regulate content in some narrow areas. Federal law prohibits or limits the broadcast of obscene, indecent or profane language as defined by U.S. courts. Also, the FCC may issue penalties for knowingly broadcasting false information.

Ticket: # 916832 - Open Internet vs Zero-rating

Date: 4/16/2016 10:06:26 AM

City/State/Zip: Burien, Washington 98148

Company Complaining About: Comcast

Description

I have recently learned of a new policy my provider has called Zero-rating, whereby sites that do not pay a fee have a cap on their traffic which once exceeded they will be deprioritized.

I demand that the FCC, reiterate that any prioritization or deferential treatment is a violation Open internet policy. I understand that online gaming as well as media streaming sites are being targeted by this attempt to sidestep the regulations. I am a gamer and I stream media therefore this has me alarmed.

If the FCC choses not to enforce it's own rules than it is admitting it is an irrelevant body.

[Ticket: # 916944 - Match.com unsolicited emails](#)

Date: 4/16/2016 11:28:24 AM

City/State/Zip: Papillion, Nebraska 68133

Company Complaining About: AT&T

Description

I continue to receive Match.com emails though never subscribed or ever navigated to the site. I have repeatedly requested they stop. The emails portray my email address to be that of a female so I am receiving matches of men. I am a happily married man of 15 years, never once have I ever signed up for any match.com information or requested any match.com service. In attempt to stop this nonsense I went to their site to unsubscribe, there is no such link to perform that action and I have sent emails to their customer service. They should not be allowed to transmit unsolicited emails to random email addresses.

[Ticket: # 917335 - verizon/frontier emails service](#)

Date: 4/16/2016 5:30:33 PM

City/State/Zip: Sarasota, Florida 34243-4808

Company Complaining About: Frontier Communications

Description

I do work from 8-5 every day except I get home about 4:45 on Tuesday.

Please help me. Thank you.

(b) (6)

[Ticket: # 917694 - Time Warner throttling my internet speed.](#)

Date: 4/17/2016 9:43:12 AM

City/State/Zip: Akron, Ohio 44312

Company Complaining About: Time Warner

Description

I do not lease their equipment and have to contact them every other week to get the connection speed they are charging me for. It's very frustrating to have to keep calling them. I'm not getting what I'm paying for. Please help. I need stable high speed internet so I can work from home.

Ticket: # 917713 - Net Neutrality Violation

Date: 4/17/2016 10:34:36 AM

City/State/Zip: Chicago, Illinois 60611

Company Complaining About: United Airlines (they Provide Wireless Access To Customers In The Sky)

Description

Airline provision of Wireless Internet Services Violates Multiple Net Neutrality Issues.

On the basis of the open internet principles, the provisions of wireless services on airlines (by a captured audience) appear to be in violation of established net neutrality principles.

Under 47 CFR 8.9, regarding "Paid Prioritization", the regulation states the following under subsection (b):

(b) "Paid prioritization" refers to the management of a broadband provider's network to directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, resource reservation, or other forms of preferential traffic management, either; (1) In exchange for consideration (monetary or otherwise) from a third party, or (2) To benefit an affiliated entity.

In the case of the airline operators (NAICS Code 481), the purchase of wireless internet by a captured audience is obviously still within the rules. However, airlines have begun to offer "sponsored content", that is, access to specific websites, likely after those websites pay such airlines so that consumers don't have to. These websites are available to airline patrons who DO NOT purchase internet. Thus, you must pay to access content other than that of the airline affiliates (an example is attached). This is a clear violation of 47 CFR 8.9(b), as it is clearly to benefit an affiliate, and likely a violation of 47 CFR 8.9(a) (though evidence would be necessary, the nature of the screenshot I've attached should be sufficient probable cause for a finding, or at the minimum, and investigation to collect such details).

Please feel free to contact me with additional questions, as I'm happy to help (just a citizen concerned with equal and open access, and in agreement with the principles of net neutrality).

Ticket: # 918237 - Comcast doesn't allow me to visit sites I want to obtain information from

Date: 4/18/2016 12:56:13 AM

City/State/Zip: Smyrna, Georgia 30082

Company Complaining About: Comcast

Description

There is a Web site: verdadabierta.com.co that I used to access without any problem. This site is a site which compiles data from the armed conflict in Colombia, information about corruption, human rights abuses, homicides perpetrated by any and all the armed groups involved in the conflict. Their report is objective, and their investigations have helped in solving many crimes. Lately, I haven't been able to access this site. I get the message: "Server not found". The problem occurs in my PC, android phone, and tablet. But when I go elsewhere, and I connect to another Internet provider, I have no problem accessing the Website. I contacted the site, and their response was that they were having problems with certain Internet Providers. I do not think it is legal for Comcast to limit my Internet access to a site that has not criminal activity. I respectfully submit this complaint to the FCC.

Ticket: # 918499 - internet

Date: 4/18/2016 10:24:48 AM

City/State/Zip: Aventura, Florida 33180

Company Complaining About: AT&T

Description

HAVE HAD NO INTERNET SINCE 4/4/16. I HAVE BEEN CALLING AND ALL I GET IS THAT IT WILL BE FIX IN 1 OR 4 DAYS AND ITS ALWAYS EXTENDED AND NO RESOLUTION. LAST FIX DATE WAS 4/17/16 NOT RESOLVE. TODAY IS 4/22

Ticket: # 920541 - Unsolicited e-mail from Compliance4All

Date: 4/19/2016 8:34:56 AM

City/State/Zip: Charlotte, North Carolina 28211

Company Complaining About: Verizon

Description

I have been getting multiple e-mails daily from this group. I never signed up for these and I've completed the "unsubscribe" process numerous times over several weeks. The e-mails go to

(b) (6) (although this has never been my e-mail, my company makes sure I get these as well.)

[Ticket: # 918576 - pornography](#)

Date: 4/18/2016 11:12:41 AM

City/State/Zip: Willoughby, Ohio 44094

Company Complaining About: AT&T

Description

I have provider, AT&T, which has no options other than buying router to prevent adult content from reaching my home on the internet. I purchased a router which stops videos but explicit images are not blocked. Called Time Warner for options, they have parental controls but none for WiFi. Why is this not a concern for anyone. Also Sprint's setting on their phones to block pornography is a hoax as well. Blocked content under "limits and permissions" and still comes through the phone. Should I get phones for the children???

Ticket: # 918898 - internet service

Date: 4/18/2016 1:08:27 PM

City/State/Zip: Hillsdale, New York 12529

Company Complaining About: Fairpoint

Description

I had fairpoint internet for 16 years my son was told hughnet was better for gaming it is not i want fairpoint back now they tell me i cannot get it back cause i was grandfathered in but i was NOT told about this and now they say im too far away from the box why cant a new box be put in also now there are a few others on the road that would also like it so its to their benefit and i really want fairpoint back there are no other companies that service this area they all say go to fairpoint which i did and they are not helping me what can be done im desperate please any help with this matter would be appreciated

Ticket: # 919291 - Identity theft of company name

Date: 4/18/2016 3:07:50 PM

City/State/Zip: Lynbrook, New York 11563

Company Complaining About: Vonage

Description

Consumers are confused when searching our company.

Lynbrook Plumbing & Heating has been in business since 1948. The business was formed by my grandfather in 1948.

Our business is located at Lynbrookplumbing.com

The identity thieves are located at lynbrookplumbing.net and lynbrookplumbing.org . A simple search will show the difference between the two. While this has drawn our attention, it has also caught a lot of unsuspecting customers off guard.

There are several phone numbers attached to this website which have also led to confusion with our customers and have developed a pattern of harassment that starts as soon as you call. Try any of the attached phone numbers. 516-342-3900 will direct you to a voicemail with my personal voicemail attached to it. That is not my phone number. However when you dial 516-342-3900 it rings through to my phone, and shows up as 2666696687.

I have received calls from all over the United States.

We have had numerous calls from existing customers who are not that internet savvy, that we had responded to a call for service and either demanded cash, personnel checks written to individuals, or where told that " They were the new owners, and that was how we do business now."

We have a legitimate business with a customer base that has been eroded by this type of identity theft.

PLEASE HELP US, THERE IS NO ONE ELSE WHO CAN HELP US.

Ticket: # 919971 - Frontier

Date: 4/18/2016 6:47:03 PM

City/State/Zip: Murrieta, California 92562

Company Complaining About: Frontier Communications

Description

Ordered a move of service with Verizon, was told that Frontier bought them out and they'd be coming to do the install on the 13th of this month at the new house. No one showed up and after being on the phone for 3 hours, they told me the tech would be out there the next day. I waited all day the next day and no one showed up. Again was on the phone and they scheduled it for the next day. So I waited and no one showed up and then I was on the phone for another 2 hours, they told me a technician would definitely be out Monday the 18th, and then no one showed up again. Now I'm stuck at my new address with no internet and no security system and no one will call me to reschedule.

Ticket: # 920219 - Capping Internet Usage**Date:** 4/18/2016 8:49:36 PM**City/State/Zip:** Hephzibah, Georgia 30815**Company Complaining About:** Comcast

Description

I've been a loyal internet customer of Comcast since 2008. A few years ago, I think 2012, I received a letter saying that Comcast was going to be conducting a trial around limiting internet data to 300GB. We're now in 2016, nearly four years later, this trial period is still going on; however, Comcast's internet prices have not gone down. In fact they have increase steadily over the years while the level of services they offer has decreased. There was not a limit on internet usage before, and I do not understand why there is a need for one now. The internet is a necessity; for internet service providers to be able to charge extra is a disservice to the consumer, particularly in this case where Comcast is the only internet service provider in my area. If a service provider has the option to limit the services or amount thereof that they provide, then I should also be able to consider other viable options. This is not the case. I think Comcast owes it to its customers to at least give a status report of how long this trial is to continue and when its going to end rather than leaving things as they appear now, which trial period for perpetuity. In addition, I think it is incumbent on the FCC to monitor activity such as this because myself as a consumer is severely limited in the options available to me. Essentially, Comcast is the only option and I cringe every time I am forced to accept that I have no choice but to be limited in how much internet I use. If big cable companies are not allowed to charge streaming companies for providing streaming media to customers, then why they should be allowed to place this burden on the average consumer?

Ticket: # 922570 - Open Internet Order Violation CenturyLink Washington State**Date:** 4/19/2016 8:07:18 PM**City/State/Zip:** Winlock, Washington 98596**Company Complaining About:** Centurylink

Description

I have been a CenturyLink phone and internet customer for many years. I live in Winlock, WA 98596. When I purchased the service, I purchased an "Up to 1.5 Mbps" service. At first, my service worked fine. I had previously had Wild Blue satellite which was not a very good service. After a couple months, I cancelled my WildBlue and only had CenturyLink who is the Only DSL provider in my area. Over time, our internet got progressively slower (below 1 Mbps). I had made a number of calls to CenturyLink and they would test my line, test my modem, unplug and reset my modem which is what I continued to do. At one point, CenturyLink's customer service added a 2nd phone line and 2nd DSL service to my home to accompany my already slow dsl line. I paid for both phone lines and both internet services. It wasn't until about a year or more later after more and more calls to customer service that a representative explained to me that having 2 lines was not the answer because the lines in Winlock were "over capacity." There was only a finite bandwidth and there were too many customers and too many devices on the internet so I get slow internet service. This complaint is a result of years of frustration, many phone calls to CenturyLink customer service and technical department and even an organized effort (see attachments) to be proactive in finding a solution to our slow internet. Although CenturyLink is selling us a service, they never disclosed that they had "oversold" their internet line capacity or that the current infrastructure was "overloaded." I have had speeds so slow that I couldn't even load my Gmail. My average speeds have been around 750-760 Kbps. That is 50% of what I thought I was paying for. Over a year ago, I found other customers with the same issue in my town (see maps at www.winlockneedsinternet.com). We formed a group and even organized a meeting with a local ISP and CenturyLink representatives. The local ISP from Toledo, WA was ToledoTel. They were the only ISP invited but the day of the meeting, representatives from CenturyLink were there who were invited by ToledoTel. The bottom line is ToledoTel said they could not help our town even though they just lit up their town with 1 Gig service. They basically said our best bet was to work with CenturyLink. The CenturyLink Area Plant Supervisor basically told us that many customers will not and cannot get internet because they are over capacity. There were 100+ residents that showed up to the meeting only to be told "it is what it is" but part of my complaint is when people discontinue their CenturyLink Service, why does CenturyLink add a replacement customer in their place if they know the lines are over capacity? It was suggested at this meeting to the residents of Winlock that we could try to pass a levy and help contribute to the cost of CenturyLink improving their infrastructure. Many citizens were appalled since we are aware CenturyLink has accepted CAF II funding. I am not looking for 1 gig internet speeds, I am simply asking to have speed that is not subpar and speed that is faster than dial up. As a customer, I feel CenturyLink has cost me thousands of dollars over the years by paying for speeds that I am not receiving and now that this issue has become publicized, they are coming forward saying it basically comes down to ROI and that Winlock is NOT an area where it makes sense to spend the money to improve infrastructure unless we can also help pay for some of those costs. So, I as a customer, am being asked to pay more money out of pocket in order to help CenturyLink "cover their expansion costs" yet in the meanwhile, I pay a price every month for a service that I don't even get close to getting.

Based on my personal experience with CenturyLink they have not only been unfair/deceptive but have not been forthcoming with the service they have offered and the service they continue to offer. They have run me through the ringer with service calls, technical calls, switching out modems when all along, they knew they only had a certain capacity for customers but oversold that capacity but still charged rates as if I am getting "full service." To have spent many months paying for 2 lines only to later find out that my second line was basically throwing money out the window shows how reckless CenturyLink has been. By adding a second line, I thought I would at least get 2 services with around 1 Mbps only to see my service get worse as my second line only added to the "traffic" that was the root cause of all of our slow internet woes.

As you will see from my attachments, this is not isolated to just my resident. I have helped form a group of consumers who have similar complaints and is now getting media attention. We are tracking people with no internet or slow internet service and even some customers with good internet service (those that are closer to the "home" versus others that get service of a "node"). There are issues with the satellite providers in our area too but mostly with CenturyLink who even though they tell local customers they cannot sell service, as soon as someone drops off, they add another customer fully knowing that the more customers that drop off, the better it would be for current consumers as this would lessen the traffic and help with speeds. It is apparent they have no intention of doing that because as soon as someone drops, they add someone else on from their waiting list. CenturyLink is not being Transparent as stated in 47 Code of Federal Regulations 8.3. If they were, I wouldn't have spent the money in the past for 2 lines and I wouldn't currently need to be spending money on another service which is my backup. Since I work from home, internet is a necessity. Due to the slow speeds, poor service and continual lag due to lines being over capacity, I have been forced to pay for a back up satellite service, DishNet, at an additional cost because CenturyLink current business practices here in Winlock, WA 98596 are misleading and not very transparent.

I have tried to be a proactive customer and work with CenturyLink but it is apparent that the voice of even dozens of customers is not going to make them change their attitude. I believe they're in violation of the Open Internet Order and continue to violate this order under this current business model specific to my account and accounts in 98596 zip code.

[Ticket: # 922712 - Comcast unfair data cap](#)

Date: 4/19/2016 9:15:21 PM

City/State/Zip: Powell, Tennessee 37849

Company Complaining About: Comcast

Description

Comcast is violating net neutrality by giving its own ip video service a pass and not counting it toward the usage cap they have enacted in our area. Also, the 300GB cap(with fees for going over) is outdated and can be reached very quickly. No competitors offer broadband in our area.

[Ticket: # 922829 - ISP threats of blocking and slow down for exceeding GB limits?](#)

Date: 4/19/2016 10:55:26 PM

City/State/Zip: Prescott Valley, Arizona 86314

Company Complaining About: Cable One

Description

I have been a CableOne user for nearly 4 years. Recently after a system upgrade this company began sending warning pages and email about our data limit being exceeded. Since we have never agreed to any limit amounts, this was news to us. I am opposed to such limits especially when we paid increases in the subscription service to pay for the system wide upgrade. That is what CableOne stated prior to the work getting completed, but there was no mention of a new GB limit for data use. I also find it strange that CableOne doesn't appear to be concerned about your data limit if you have purchased their bundle for Internet, TV, and phone.

Ticket: # 923141 - People calling to say I owe the IRS and will subject to jail time if I do not call them back.

Date: 4/20/2016 10:03:15 AM

City/State/Zip: Cranston, Rhode Island 02910

Company Complaining About: Verizon

Description

I have received numerous calls regarding the IRS stating that I have a complaint against me and threatening me with jail if I do not call back. It was a man's voice with an Indian accent. He left a message with a call back number of 551-236-6052.

Ticket: # 923823 - DishNet

Date: 4/20/2016 1:28:40 PM

City/State/Zip: Dayton, Ohio 45403

Company Complaining About: Dishnet

Description

DishNet: She called 855-319-2282 for information (the number in the book said DishNet but they answered the phone Hughes Net). She was researching other internet providers and was hung up on four times during the process. They wanted all of her personal information and did not answer any questions about the services they provided nor the rate. They also wouldn't send information and kept trying to force her to provide information to enroll immediately. She feels that this was shady and they were alienating potential customers and should be looked into. ***CTR375-phone***

Ticket: # 923925 - DishNet

Date: 4/20/2016 2:01:20 PM

City/State/Zip: Dayton, Ohio 45403

Company Complaining About: Dishnet

Description

DishNet: She called 855-319-2282 for information (the number in the book said DishNet but they answered the phone Hughes Net). She was researching other internet providers and was hung up on four times during the process. They wanted all of her personal information and did not answer any questions about the services they provided nor the rate. They also wouldn't send information and kept trying to force her to provide information to enroll immediately. She feels that this was shady and they were alienating potential customers and should be looked into. ***CTR375-phone***

Ticket: # 924505 - Service Outage for Internet, TV, and Internet - Out since April 1, 2016

Date: 4/20/2016 4:52:20 PM

City/State/Zip: Sarasota, Florida 34238

Company Complaining About: Frontier Communications

Description

The consumer stated that his internet service went down on April 1, 2016. He called Frontier 5 days in row and waited each time because Frontier promised to come out and fix the service. No one showed up. He stated that then his landline phone went out on April 13, 2016. At that time, the phone and the internet services were both out. He stated that his TV service is not providing all of the features that come with the service. However, the TV has been working - He cannot use On-Demand, The program guide/channel guide, caller ID, etc. Frontier told him that they put him on a medical emergency list because he has a Medical Alert device and he also cannot order his diabetic supplies on line because the internet is still down. The consumer stated that he is often told to hold on, by Frontier because "we are going to fix it" and then the whole line goes dead/he is disconnected. He stated that the phone is now working. However, the phone is now ringing every 20 minutes because Frontier assigned voice mail to ALL subscribers, whether you want it or not! He stated that this is unacceptable. He stated that they never had voicemail service because they have an answering machine. He does not want voicemail and does not want to be charged for this service...it was never ordered. The consumer requests that all service issues, involving internet and TV be immediately corrected. He also requests that Frontier remove the voicemail service from the phone and provide appropriate credits for the outages and the voicemail service.

Ticket: # 925899 - FIOS - My Internet has been disconnected

Date: 4/21/2016 1:06:47 PM

City/State/Zip: Gaithersburg, Maryland 20886

Company Complaining About: Verizon

Description

I've been FIOS customer for more than a year. I recently brought a house and schedule an online appointment to move service to my new address on April 16th 2016. I received a voice mail on April 15th 2016 from them saying that they are unable to schedule the service and to contact them. On April 16th 2016 they disconnected my service at the old address. I called them back and it took forever for them to answer. Finally someone answered my call and took 4 different transfers and I got disconnected. No call back after waiting for 1/2 an hour. Called them again, was on hold forever finally someone answered my call and explained them the situation. She transferred me to another department and placed me on a hold and never came back. I have an auto payment setup and never been late. I pay for the service and I haven't receive good service from them. I've do not internet service since April 16th 2016 and unable to do my work. This has caused me lost my clients and cross my LTE data on my AT&T account. Can someone please help me.

Ticket: # 926701 - AT&T Home Wi-Fi signal

Date: 4/21/2016 5:11:00 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: AT&T

Description

When at home, my cell phone (w/Verizon) picks up my home Wi-Fi signal (w/AT&T). This process worked great until about 4 months ago. Now I can't view video clips, watch YouTube or download email on my cell phone when it is connected to my home Wi-Fi signal. When I click off of Wi-Fi everything comes in fine. When I am outside my home and connected to other Wi-Fi signals (like work) everything works fine. AT&T says that they no longer support Wi-Fi signals on androids phone and they have a company I can pay to fix the problem . I am the only individual in my home and I only use the internet for normal stuff. In other words, there are no "gamers" in my home.

[Ticket: # 927031 - Internet](#)

Date: 4/21/2016 7:19:40 PM

City/State/Zip: Fayetteville, North Carolina 28305

Company Complaining About: Centurylink

Description

I am unable to access a site on the internet as I was able to do yesterday.

Ticket: # 927293 - Comcast price gouging

Date: 4/21/2016 10:27:44 PM

City/State/Zip: Tucson, Arizona 85749

Company Complaining About: Comcast

Description

My wife and I have a small business, most of which requires reliable internet service. We live in a Comcast designated area, and have found that satellite dish speeds are not adequate for our needs, which leaves cable. Comcast has not been as reliable as we had hoped when we moved here 5.5 years ago. Their prices have continuously gone up, and the service has not improved. For a pretty good understanding of customer experience I am including this Reddit discussion URL, attached. My complaint is that a monopoly on cable internet is being abused by Comcast which shows itself in high prices, increasing prices, poor service, and poor quality internet unless one is willing to pay \$70 per month, which is a lot for us, as I am disabled.

Why do we have to put up with price gouging? Why is there no free market competition for cable? This is not the 1960's when getting cable installed was a big deal. The technological improvements like fiber optics should be making inroads into the real world, but instead we, out here in that real world, are still being subjected to an economic policy and strategy that is half a century old. And in today's technological world, that is simply not acceptable. That the FCC is as unresponsive as it is to this and similar issues is not acceptable either. You may count on my vote in the fall to vote for change.

[Ticket: # 927371 - Activity of people in a game and their communications to others.](#)

Date: 4/22/2016 1:02:42 AM

City/State/Zip: Bloomington, Illinois 61704

Company Complaining About: Comcast

Description

Company name Kixeye has a game of War Commander. People in this game from all over world. Game has private chat pages a group can have to communicate. They have also stated in open chat of hacking into account for personal gain and gain of groups outside of this game. Reports are made to the company who states it is of no concern to them the type of use people use the game for. Maybe someone should look into it. I have been hacked in the past and this company sent FBI to my home to investigate me.

Ticket: # 927813 - At&t to cap usage and charge overage fees

Date: 4/22/2016 11:35:46 AM

City/State/Zip: Chesterfield, Michigan 48047

Company Complaining About: AT&T

Description

I received information from At&t that effective May 2016 after increasing internet usage allowances (mine is 250GB, I think) they intend to charge \$10 for each 50GB over the allowance. They also state they will allow customers to pay \$30 per month for unlimited usage.

I have internet service for my home laptop only, and do not even have a home television, nor do I use At&t for phone service. I do everything on the internet from bill paying to reading/watching news, movies, and email. Due to personal budget constraints I have one of the lowest plans, which is a lower speed, and totals \$46 per month. How is it fair that I should have internet usage capped and/or receive overage charges, or have to pay an additional \$30 per month for one of the lowest plans/service. Especially since I am bombarded with unescapable several second ads and pop-up information, as well as other spam, which would be included in this data usage I

The text of At&t's notice is pasted below:

From: AT&T U-verse Team <noreply@e.online.att-mail.com>

To: anne_graber@att.net

Sent: Wednesday, April 6, 2016 3:11 PM

Subject: Updates to Internet usage allowances

Updates to Internet usage allowances

Dear (b) (6)

Beginning on May 23, 2016 we will be increasing the U-verse® Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance amount. If you choose to bundle your U-verse Internet with DIRECTV® or U-verse TV you will be provided an unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling. Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your Internet service.

After May 23, 2016 log in to your account at att.com/myatt to find helpful tools to view your data usage. Questions? Go to att.com/internet-usage.

Thank you for being a loyal U-verse customer,

AT&T

[Ticket: # 927980 - Sierra Club Emails](#)

Date: 4/22/2016 12:31:08 PM

City/State/Zip: Marlton, New Jersey 08053

Company Complaining About: Verizon Wireless

Description

I have unsubscribed from emails from the above organization approximately 5 times over the past six months and I continue to receive emails from this organization.

Ticket: # 928040 - NO INTERNET AND PHONE ISSUES SINCE 4/7

Date: 4/22/2016 12:46:52 PM

City/State/Zip: Carrollton, Texas 75006

Company Complaining About: Frontier Communications

Description

Our internet and phone services went out on April 7. We had previously been customers with Verizon and unbeknownst to us became Frontier customers as of April 1. When I arrived to the office April 7, yes, this is an issue at a place of business, I had no access to internet and phone. When I called Verizon, I was surprised to find out we were now with Frontier. After calling Frontier EVERY SINGLE DAY from 4/7 - 4/17, our internet was finally up and running on 4/18. From 4/7-4/7 we had to shut our business down and lost countless dollars. We are a roofing company in Dallas and the week before internet was shut down, there were massive hail storms throughout the DFW Metroplex. After coming into work Monday 4/18 and finally having internet, we realized the phones were still down. After calling our Fusion, our phone company, we realized the Static IP's must have changed. We use VOIP (voice over IP) and cannot do so without a static IP. After calling Frontier again today 4/22, I was informed all Static IP's in Texas are on hold until "at least 5 business days after 4/25". The woman I spoke with also informed me that was just an estimated time frame and she could not guarantee anything. Which means we may not even have a Static IP until May. Now we are yet again left in the dark with Frontier. If there is any sort of class action law suit we would like to be involved. Again, we have lost countless dollars dealing with all of these issues.

Thank you,

(b) (6)

(b) (6)

[REDACTED]

[Ticket: # 928294 - Open Internet/ Net Neutrality Compliance](#)

Date: 4/22/2016 2:25:08 PM

City/State/Zip: Saint Louis, Missouri 63114

Company Complaining About: AT&T

Description

Internet service degrades after using it a prolonged period of time. Company will begin charging additional fees for extended use. This is a violation of Open Internet/ Net Neutrality standards

Ticket: # 928308 - Agreement

Date: 4/22/2016 2:29:33 PM

City/State/Zip: Palm Beach Gardens, Florida 33410

Company Complaining About: Comcast

Description

Was told that there is a 3 year internet agreement, was never told, never agreed to any such agreement or signed any agreement. Have never seen a copy of said agreement, read said agreement or been given a copy of agreement.

Ticket: # 928604 - Constant Packet Loss**Date:** 4/22/2016 4:05:06 PM**City/State/Zip:** Saint Petersburg, Florida 33702**Company Complaining About:** Time Warner

Description

Time Warner has a server in Miami (0.ae0.pr0.mia00.tbone.rr.com 66.109.1.89) that has 3-5% packet loss 24/7. We have reported this to them multiple times over 90 days ago and they have not responded or fixed. We use VoIP phones and are forced through that server on Bright House and we have choppy calls all day long. Time Warner needs to resolve there issue as it's affecting thousands of users.

Below is a trace showing 3% loss at 66.109.1.89 or 0.ae0.pr0.mia00.tbone.rr.com

```
|-----|
|                WinMTR statistics                |
|      Host      - % | Sent | Recv | Best | Avrg | Wrst | Last |
|-----|-----|-----|-----|-----|-----|-----|
|      192.168.1.1 - 0 | 40 | 40 | 0 | 0 | 7 | 7 |
|      No response from host - 0 | 8 | 0 | 0 | 0 | 0 | 0 |
|      72-31-92-148.net.bhntampa.com - 0 | 40 | 40 | 6 | 9 | 19 | 8 |
|      ten0-5-0-3.tamp05-car1.bhn.net - 0 | 40 | 40 | 8 | 14 | 20 | 16 |
|      72-31-3-154.net.bhntampa.com - 0 | 40 | 40 | 10 | 12 | 19 | 11 |
|      hun0-0-0-5-tamp20-cbr1.bhn.net - 0 | 40 | 40 | 9 | 13 | 18 | 16 |
| 10.bu-ether15.tamsflde20w-bcr00.tbone.rr.com - 0 | 40 | 40 | 10 | 16 | 25 | 16 |
|      0.ae0.pr0.mia00.tbone.rr.com - 3 | 37 | 36 | 0 | 17 | 21 | 17 |
|      ix-ae-23-0.tcore1.MLN-Miami.as6453.net - 0 | 40 | 40 | 36 | 41 | 47 | 46 |
|      if-ae-1-2.tcore2.MLN-Miami.as6453.net - 0 | 40 | 40 | 38 | 41 | 54 | 39 |
|      nap-brdr-01.inet.qwest.net - 0 | 40 | 40 | 35 | 43 | 66 | 39 |
|      tpf-cntr-11.inet.qwest.net - 0 | 40 | 40 | 43 | 47 | 59 | 52 |
|      206.150.175.66 - 0 | 40 | 40 | 44 | 48 | 56 | 46 |
|      65.151.8.4 - 0 | 40 | 40 | 43 | 46 | 54 | 46 |
|-----|-----|-----|-----|-----|-----|-----|
```

WinMTR v0.92 GPL V2 by Appnor MSP - Fully Managed Hosting & Cloud Provider

Ticket: # 929359 - Rise Broadband Open Routers causing major infections!

Date: 4/23/2016 7:36:22 AM

City/State/Zip: Odell, Illinois 60460

Company Complaining About: Rise Broadband

Description

Hi. I recently had a massive virus/malware infect my entire home network due to Rise BroadBand opening up 2 of their routers without any security. I found out it was Rise Broadband from my ISP and they said to contact you. I have reached out to Rise Broadband 3 times and they wont do anything about it which I find unacceptable. I spent hundreds and hundreds of dollars to repair my equipment at home, and they continue to leave 2 of their routers wide open infecting others and quite possibly myself again. The 2 routers that are Broadcasting unprotected are: Routers:

ILPONODEPOP360

and

ILPONT01000

Again. I have contacted them 3 times to lock down these routers but they are not doing so. I am out hundreds of dollars and they really dont seem to care. As far as I can tell the 2 routers are mounted on a tower near my home. I am in Odell, IL.

[Ticket: # 929499 - Aol blocks comments on their blogs if you take a view opposite of their writer or paid poster.](#)

Date: 4/23/2016 11:12:05 AM

City/State/Zip: Bedford, Massachusetts 01730

Company Complaining About: Comcast

Description

Aol continues to Block and delete posts that do not agree with their point of view or their paid poster's point of view. They use paid poster and writers that when called out in a post that they are being untruthful you are blocked or deleted.

Ticket: # 929521 - EXTORTION - HARRASMENT THREAT TO RESTRICT AND LIMIT INTERNET DATA ACCESS

Date: 4/23/2016 11:36:33 AM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

Receiving harassment threats from COMCAST both by phone and electronically to restrict and limit broadband data access unless I pay additional monies. I pay for monthly connection for internet access for the entire month, and have been a customer for over a decade. Comcast is now threatening limited data access despite me paying for data access for the entire month. Comcast provides a connection only and does not have a legal right over data and its use and can not limit data access under normal personal legal use. Comcast is demanding I pay an increase inline as a business for no reason. I demand COMCAST stop these harassment threats to limit my data access. Note there is no other Broadband access available, Comcast is unable to extort its customers in other markets with competition such as Google Fiber. The pricing must be fair and equal across all areas. I REJECT COMCAST REQUIREMENT (TRIAL TEST OR WHATEVER ITS MARKETING COMPANY WANTS TO CALL IT) TO OVERCHARGE AND EXTORT ITS CUSTOMERS!

Ticket: # 929641 - Public Internet Access

Date: 4/23/2016 1:27:20 PM

City/State/Zip: Sebring, Florida 33870

Company Complaining About: Verizon Wireless

Description

I'm at the Public Library in my hometown of Sebring, Florida and I am not able to access the open internet. Even this complaint page of the FCC has been altered so I will not be able to include detailed information for this complaint. Because I have a EEOC complaint against the Federal Governement, my access to information is limited. From my own mobile hotspot, I do not have the freedom to download Adobe. The government has installed Microsoft Enumerator software on my labtop AGAINST MY WILL. I have trired to uninstall these programs, but my Bluetooth, that is turned off on my computer, is remotely turned back on and SOFTWARE I NEVER APPROVED TO BE DOWNLOADED, is reinstalled. My touchpad software has been uninstalled and an alternate has been reinstalled . Also, I Root Printer Quenue has been installed, and never did I approve this.

[Ticket: # 929735 - Anticompetitive bandwidth cap](#)

Date: 4/23/2016 2:35:35 PM

City/State/Zip: Atlanta, Georgia 30350

Company Complaining About: Comcast

Description

My internet provider, Comcast, has instituted bandwidth caps and is regularly charging me for overages. These overages only occur when I use Comcast's streaming video competitors Amazon, Hulu and Netflix. It appears they are intentionally punishing me for using the services of their competition, thus violating net neutrality rules.

Ticket: # 929834 - CYBER BULLING

Date: 4/23/2016 4:05:38 PM

City/State/Zip: Pensacola, Florida 32501

Company Complaining About: Vaughn Live Tv

Description

I am very distrat right now but It is really important you stop what Vaughn live tv is talking about. I am OMA and they are teasing me about my baby and my live story that is very true. <http://www.scuttlebuttscorner.com/oma-vs-mark-plus-a-few-ass-kissers/> and this one too. the files I am sending are from another website that has witnessed this all happen.

[Ticket: # 929972 - Comcast Usage Popup](#)

Date: 4/23/2016 6:13:20 PM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: Comcast

Description

Just received this popup in my browser. I would like them to stop. Please note that I'll be at this address for a long time, as I purchased the house. There may be multiple complaints from me.

[Ticket: # 930133 - Comcast Data cap](#)

Date: 4/23/2016 10:25:10 PM

City/State/Zip: Knoxville, Tennessee 37917

Company Complaining About: Comcast

Description

Comcast says on their web page they have Increased the data usage plan to 300gb. How can this be an increase when it was an unlimited service. I signed up for a 2year unlimited argreement . The agreement staes that i waould get unlimited internet and a set cable package for 2 years and the price would not change. now comcast want to charge me data that i use over 300gb, this is not what i purchased. please do something about this, comcast should not be able to get away with this

Ticket: # 930146 - Comcast blocking HBO GO Access

Date: 4/23/2016 10:54:29 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

For years Comcast has blocked access of HBO GO on Sony consoles (Playstation 3 and Playstation 4). The app is available for customers of other ISPs, however, Comcast is still withholding this capability. Comcast has publicly declared it a "commercial issue," however, any reasonable person can see it's in violation of Net Neutrality and the Open Internet Order you yourselves set forth. Users can still access HBO GO through many other devices, including the Sony's rival, Xbox. Comcast is singling out Sony and their customers. This is obviously not a commercial issue, Comcast is denying access to an open and free internet, plain and simple. Comcast is denying me access to a service I paid good money for, and is accessible through literally any other ISP. Unfortunately, I don't have the option to change providers. I know this complaint won't reach anyone or have any meaningful impact, but I'm using my limited abilities to try to make a difference in this matter. Comcast is a terrible burden to the consumer and the world would be a better place if the FCC actually enforced Net Neutrality.

Ticket: # 930185 - Netflix is slow - CDN issue between Century Link and Netflix.

Date: 4/24/2016 1:57:02 AM

City/State/Zip: Tucson, Arizona 85747

Company Complaining About: Centurylink

Description

I have contacted Centurylink and Netflix in regards to this issue. Century Link only wants to troubleshoot the connection from my gigabit ONT to their network, but the issue is at Century Link's peering points with Netflix and lack of having a Netflix appliance on their network. They keep troubleshooting the wrong thing and can't understand that the issue is with their peering points and the fact that their peering points do not have enough bandwidth to handle current traffic flows. Because of this, the quality of service has steadily decreased as measured by Netflix <https://ispspeedindex.netflix.com/>

Century Link ranks dead last at throughput provided for Netflix and causes quality issues with the ability to stream video services. I often get subpar services from Century Link, and when connected to other ISP's the difference is night and day as I am able to achieve a higher throughput on a lower speed connection from a competitor than what I can achieve on my Gigabit connection provided by Century Link. This causes a decrease in video quality and often can only achieve a 480P resolution based upon the bandwidth provided through Century links peering points as they are often oversubscribed to the point that video quality is severely degraded. When connected to COX, the degradation does not exist because their peering points are not oversaturated like Century Links and I am able to achieve full bandwidth and maximum resolution in UHD.

The only difference is the connection. All same equipment is in place.

Further more there have been conversations from customers who have complained to century link and sharing their frustrations at DSL Reports. <http://www.dslreports.com/forum/r30616720-Netflix-Quality-Issues~start=60>

My complaint is not the first complaint that the FCC and Century link has seen in regards to this issue. Century link has a history and is known to come up with canned responses and not actually address the issue. They tend to blame consumer equipment when the problem clearly lies internally in Century Links network and their peering points, IE: Cogent and L3.

Century Link makes agreement with these middle men providers and customers are left in the middle with no resolutions. Netflix and Century Link both blame each other and the issue is never addressed.

[Ticket: # 930345 - Xfinity data usage cap](#)

Date: 4/24/2016 12:24:28 PM

City/State/Zip: Tucson, Arizona 85739

Company Complaining About: Comcast

Description

We are finding ourselves randomly going over the data allocation, seemingly without any relationship to actual usage. It's not right that there is no way to see any real breakdown of usage before there is a fee charged.

[Ticket: # 930373 - NLSC Ban on me violates the 1st ammendment](#)

Date: 4/24/2016 1:29:10 PM

City/State/Zip: Waukesha, Wisconsin 53186

Company Complaining About: Nlsc

Description

Hello,

When the 1st amendment was passed, we have the right for freedom of speech whenever and whatever it was. I, (b) (6), have an account on NLSC, but in the forums. I got banned from the forum boards for spamming, but I was really not spamming, I was just giving my speeches and ideas. I ask that you please take the NLSC to court with your case of violation of the 1st amendment caused by the NLSC, for we the users that use the boards, have the right to speak our ideas whenever we want and on whatever we want.

Thank you.

Ticket: # 930534 - Violation of Federal Laws

Date: 4/24/2016 5:47:34 PM

City/State/Zip: Winlock, Washington 98596

Company Complaining About: Centurylink

Description

I am writing to complain about Century Link's non-compliance with the Open Internet Order of 2015. When I agreed to a year long contract with them, they were not transparent about the ongoing major issues with their service. Nor were they upfront about the fact that they have no intention of upgrading services or even providing service at or near their advertised rates.

My employer is across the nation and I am required to submit my work to them via the internet. With speeds as slow as 1.6 Mbps -(93 % slower than the rest of the US) it is practically impossible to complete my transactions in the timely manner that is expected of me. If I were aware of the service problems in this area we would not have purchased the home we are living in ! Century Link never told us that they "oversold" the bandwidth !! I often have to transmit my work at off-peak hours due to the overload of customers using such a narrow band width. When we had guests in the house it was embarrassing to say the least. I waste nearly \$100.00/ month for oversold lines, that no one else can improve upon. Century Link was absolutely not transparent about the ongoing major issues with their service, and I should not be the one to suffer the consequences!! Please force them to improve their service, to at least come up to the standards of speed that they promised.

Thank you

[Ticket: # 930603 - Suddenlink Datacaps](#)

Date: 4/24/2016 7:33:22 PM

City/State/Zip: Conroe, Texas 77304

Company Complaining About: Sudden Link

Description

Sudden Link enforces a 300GB datacap in my region. This has caused me to limit my internet use and inhibit my ability to get rid of my T.V. provider.

Ticket: # 930687 - not fulfilling contractual obligation and over sale bandwidth

Date: 4/24/2016 9:35:41 PM

City/State/Zip: Farmington, New Mexico 87402

Company Complaining About: Centurylink

Description

hello, i use century link cause there is not much else were i live or i would find something else. i pay for 40mbs which in the fine print is actually only 80 % of that at 32mb. my complaint is that most the time i only get 13mbs. they have over sold there line compasity, every time i call and complain they say there optimizing it then like a magic wand. it is up to speed on there speed testing program only. any other speed tester i try says they are slower. then the modem say a nother speed altogether. my internet will be good for a few days the all of a sudden it falls off again. im guessing someone else called complained and i got pushed off the line again. now they want me to step up my plan and get more speed for more money a month yet they cant even give what there contract says they will. i take this as service over price robbery. in my opion a violation in a way of the open internet act. faster lines for more money. i have replaced the phone lines in my house. i rent there modem(that barely works) for another fee. if you dont rent there's its your equitment or your line but for another monthly fee they will cover your lines. ive been a electricain for 16 years and am nica and fiber optic certified. i promise it not on my side of the connection. i want what i pay for and i want it all the time im paying for it. i work with the dot and my wife works for the department of interior. when we tele-a-work it messed with us so much we have to go buy wal-mart strait talk wirerless just to do our work. so on top of the 60.00 + dollars a month i pay them i now have to buy prepaid data from mal-mart. i want to know is there a goverment approved and or controled speed test. also is there anything the fcc can do to make them deliver on there side of the contract.

[Ticket: # 930887 - Comcast & AT&T Home Internet Caps are anti-competitive](#)

Date: 4/25/2016 9:41:33 AM

City/State/Zip: Lilburn, Georgia 30047

Company Complaining About: Comcast

Description

Comcast is charging for data in excess of 300GB per month which makes it prohibitive to use their Internet service as an alternative to cable TV subscriptions. This is just another method to pressure customers into keeping cable instead of using Netflix and Hulu or other streaming services. AT&T is doing the same thing only with a 250GB cap. the FCC needs to take action to restrict such anti-competitive practices.

[Ticket: # 930993 - Nest \(Google\) Unsubscribe option does not work](#)

Date: 4/25/2016 10:34:54 AM

City/State/Zip: Celebration, Florida 34747

Company Complaining About: Irrelevant

Description

I received a marketing email from Nest. I own a Nest and they have my email address, but I wanted to unsubscribe from this generic marketing email. I clicked the "Unsubscribe" link in the email which took me to a "Manage your email preferences" page. I selected "Unsubscribe. Please remove me from all Nest Promotional emails." and clicked "Confirm." A message reads "Please enter a valid email address." even though there's no email address entry field.

[Ticket: # 931118 - Hacking computers in Atlant library system](#)

Date: 4/25/2016 11:20:59 AM

City/State/Zip: Fairburn, Georgia 30213

Company Complaining About: AT&T

Description

I have reason to believe that some one is hacking Atlanta library system computers to steal business ideas. In the middle of accessing the system, it will reboot while the password is live.

It is not coincidental that every identical idea.. verbatim.. is developed months from my ideas. I have filed several complaints about someone hacking my computer

Ticket: # 933719 - Frontier Cable, Failure to Provide service

Date: 4/26/2016 12:01:06 PM

City/State/Zip: Denton, Texas 76207

Company Complaining About: Frontier Communications

Description

Just moved to Denton TX from Maine. Contacted Frontier Communications on Monday, April 11th 2016, to set up HS Internet, which was to be installed Monday, April 18th. I am a commercial photographer and cannot work without internet.

On the following Wednesday (the 13th), I received a phone call from Frontier to tell me that this residence that I just leased had an outstanding balance of \$550 from the previous tenant. I was required to fax (yes, Fax!) a copy of my lease agreement to prove that I was not the tenant responsible. Since I was on the road in a moving van, my realtor faxed the Lease agreement the next morning (Thursday 4/14).

On Friday the 15th, I received confirmation that the fax was received and that the issue was resolved. But, because of the 'issue', my installation date would be on Tuesday the 26th of April, which was well over a week away. That means I could not work, pay bills, or handle my banking, since I do it all by secure internet.

Now it is Tuesday the 26th, and am supposed to get an AM installation. I had not received any communications to confirm the appointment, so I called Frontier to verify it. I was continuously put into the cue and left on hold for extended periods of time by the automated calling system, only to be disconnected for no apparent reason. After an hour and multiple calls, I finally was able to get hold of a representative. IT took 45 minutes for them to locate my account.

Upon finding my account, they said that the installation was supposed to happen this morning but was canceled because of a \$550 outstanding balance on this home. A bit infuriated, I told the rep. about having already having resolved this issue and she put me on hold again to check into this. She came back and said that it looks like it was actually resolved and that she would expedite the install, which may or may not happen today. If it doesn't, I need to spend hours on the phone and try to get in touch with them again to tell them.

I don't know why Verizon dumped Frontier on the people of Texas, Florida and Tennessee, but Frontier is inept and completely incapable of providing proper service, and the people that are in their service area have no other alternatives. While Frontier Communications is not actually a monopoly in the communications industry, they are in the regions that they provide service. I have no alternative but to suffer through the inadequacies of this communications company, that have been so prevalent as to be a story big enough to be featured on network TV news stations.

I believe that the FCC has a responsibility to get on top of this company and force them to get their house straightened up, or force Verizon to reassume responsibility for providing telecommunications services in lieu of Frontier and any existing agreements that allowed Frontier to become the internet/phone providers in place of Verizon Fios.

Regards,

(b) (6)

Denton, TX

Ticket: # 932041 - Time Warner Merger

Date: 4/25/2016 4:05:30 PM

City/State/Zip: Antioch, Illinois 60002

Company Complaining About: Comcast

Description

This very office should know better than to allow further consolidation. The public already has far too few options from companies that treat them poorly since they have precious few alternatives. I am STUCK with Comcast where I live, they are terrible. I had Time Warner in WI, they are the SAME.

We want better service for less money - capitalism encourages competition. This office is removing competition. I already pay \$65/month for the cheapest package offered, you think my bill is going down now?

Ticket: # 932104 - Frontier TV and Internet service NOT working - Cannot fix for SIX days

Date: 4/25/2016 4:20:23 PM

City/State/Zip: Southlake, Texas 76092

Company Complaining About: Frontier Communications

Description

The consumer stated that his service was switched from Verizon FIOS to Frontier. The consumer stated that all of a sudden, his service simply stopped working. At the present time, his TV service and internet is out completely. When the services first went out/down, he had heard a beeping from the equipment located in his utility room. When the consumer called Frontier, the rep stated that service would be fixed on Monday (04/25/2016), between 8-5. The consumer waited all day and because no one showed up, the consumer called again. He received a number for the dispatcher. The dispatcher advised that there was no way that they would be out today and that the earliest would be Saturday (04/30/2016). The dispatcher stated that they cannot accelerate anyone's request and Saturday was the earliest to expect repair.

Ticket: # 932176 - Net Neutrality - Data Cap Implementation**Date:** 4/25/2016 4:39:25 PM**City/State/Zip:** Goose Creek, South Carolina 29445**Company Complaining About:** AT&T

Description

AT&T just notified me of their intent to implement an "increase" to my data allowance, but I've never been notified that there was any data allowance at all prior to this point. This is supposedly to limit network congestion. I have also be notified I can pay a \$30 fee to waive this data allowance. However, they mention in this same notification that if I subscribe to their U-Verse television service as well, they will waive the \$30 fee and remove the data allowance restriction. To me this is obviously a technique to manipulate customers away from primarily utilizing streaming services for entertainment, and toward their U-Verse TV subscription. By the way, the only other "legitimate" broadband internet service currently available at my location is Comcast, whose policies in this area are as bad or worse. Please advise what the FCC is doing about this, and thank you for your time.

[Ticket: # 932852 - xfinity](#)

Date: 4/25/2016 9:50:39 PM

City/State/Zip: Ellisville, Mississippi 39437

Company Complaining About: Comcast

Description

When I signed up with Comcast it was unlimited internet. Now that want to cap my internet at 300 g. I think this is an effort to keep all of my family from streaming Netflix and Amazon movies or at the least require more fees to watch the competition.

[Ticket: # 933287 - Comcast data capping in Florida Test Markets](#)

Date: 4/26/2016 9:27:55 AM

City/State/Zip: Palmetto Bay, Florida 33158

Company Complaining About: Comcast

Description

Comcast is running a test market and has implemented a 300GB data limit in my area, and if I go over I have to pay. This is not what I originally agreed to. I feel a bait and switch has been done. In an area of no competition, I have no other high speed options. It's time these big companies are broken up like "Ma Bell" was back in the 1980's.

[Ticket: # 933406 - Internet future](#)

Date: 4/26/2016 10:26:35 AM

City/State/Zip: Taylorville, Illinois 62568

Company Complaining About: Rise Broadband

Description

Im concerned about the proposed changes to the way our government regulates the internet. This is a priceless resource for our country and I believe it's important to make sure consumer issues are taken as seriously as corporate interests.

As a rural resident I see firsthand every day the way we are stunting our own growth by having very limited access to competitive options for service providers. I believe that an open internet (net neutrality) is a key player in advancing the economy and free speech.

[Ticket: # 933717 - data caps/fees](#)

Date: 4/26/2016 12:00:51 PM

City/State/Zip: Round Hill, Virginia 20141

Company Complaining About: Comcast

Description

would it be reasonable for a utility company like electricity to charge you MORE to use toasters manufactured by other companies?

GE electricity, GE toaster... ok

GE electricity, ...not GE toaster, GE electric charges additional fee

this is the scenario that is created when common carrier internet providers charge for caps to data, consumers who stream tv services, which are bundled by internet utility providers. I'm forced to use the tv service bundled with their utility instead of being able to choose my own.

...seems similar to a Microsoft antitrust situation yes?

Ticket: # 934042 - Comcast Data Caps/Competition**Date:** 4/26/2016 1:33:27 PM**City/State/Zip:** Cambridge, Massachusetts 02138**Company Complaining About:** Comcast

Description

Hi there. I've just been informed (after signing up of course) that comcast has a standard 300GB cap. When I ask why, they indicate that it's company policy something i wasn't aware of before I signed up, which is my own fault, really, I understand, but I couldn't change if I wanted because there is zero competition in my area. Comcast is the only available internet provider in my region. Please do something about this Mr. Wheeler. It's 2016. We're the richest country on earth. There's no reason for the internet, which has become almost a critical part of the economy, to be so loosely regulated. Please introduce some competition.

[Ticket: # 934594 - Non removal from opt out](#)

Date: 4/26/2016 4:13:30 PM

City/State/Zip: Bridgeport, Connecticut 06605

Company Complaining About: Cable One

Description

optout-fchd.net will not remove me from the email blasts...Their url is erectondemand@hydetoura.org

[Ticket: # 935030 - Comcast Internet usage cap in Savannah ga](#)

Date: 4/26/2016 6:20:34 PM

City/State/Zip: Savannah, Georgia 31419

Company Complaining About: Comcast

Description

Comcast has imposed a internet usage cap in Savannah ga for the last several years. With the increasing need for Internet data for everything from direct tv service to homework for the kids, it seems irresponsible for Comcast to do so. The data cost Comcast very little to provide and yet my household still pays \$70 per month for limited access. This can have a negative impact on my children due to the fact that the business world operates online and my children need to be use to that fact.

[Ticket: # 935513 - T Mobil Throttle](#)

Date: 4/26/2016 11:51:41 PM

City/State/Zip: San Antonio, Texas 78211

Company Complaining About: T Mobile

Description

T Mobile representative told me tonight that due to my "free" usage my internet has been slowed. I am on a 22 GB plan, I have used 16 GB. I complained to them because my High Speed blows and was not even allowing me access at times. He told me, that when my plan starts over in two days it will speed up. I haven't even used 3/4 of my allowance and he admitted I have been slowed down. I thought this was illegal?

Ticket: # 935620 - harassment

Date: 4/27/2016 8:20:56 AM

City/State/Zip: North Attleboro, Massachusetts 02760

Company Complaining About: Ghost.com

Description

person keeps harassing me and I notified the company that the email is going through and they put a block and I keep getting the emails threatening me with unjustified charges. I've pasted the copy of the last email below. Go Fund Me is also working with me on this To respond directly to this message, simply click the 'Reply' button **

To: (b) (6)

From: No good

Reply To: Pathetic@ghost.com

Sent from: Keeping Taber Alive

NOTE: Links in the message below are not from GoFundMe. Do not enter login information on any site linked in the message above.

GoFundMe will never ask for your password or payment info. Do not respond to solicitors or anyone claiming to offer a wire transfer. Forward all suspicious messages to safety@gofundme.com

Visitor Message from No good (Pathetic@ghost.com):

You are a low life. I live down the street from you and you proclaim you are doing this by yourself. I know a guy lives with you. You aren't doing this alone. I have contacted the police and the organization since you are committing fraud by deception. And will be on Facebook tonight telling everyone the truth , since you won't..Enjoy the issues you will be involved in legally and that you cant get out of.

****END OF MESSAGE****

This needs to stop!!!

[Ticket: # 967435 - unauthorized activation](#)

Date: 5/9/2016 4:48:40 PM

City/State/Zip: Gainesville, Georgia 30506

Company Complaining About: Charter

Description

Tv internet and landline turned on in my name without my consent

[Ticket: # 936705 - Data Caps](#)

Date: 4/27/2016 2:40:29 PM

City/State/Zip: Dandridge, Tennessee 37725

Company Complaining About: Comcast

Description

My ISP Comcast is capping my internet usage at 300 gb per month. I have no other ISPs from which I can choose at this time, so I am stuck with Comcast or no internet. In my opinion it should be illegal for an ISP to cap bandwidth for no other reason but to increase revenue when that ISP has a local monopoly and the consumer has no choice.

[Ticket: # 937519 - Comcast practices](#)

Date: 4/27/2016 7:41:23 PM

City/State/Zip: Vancouver, Washington 98660

Company Complaining About: Comcast

Description

I have tried to cancel my subscription to Comcast Xfinity TV service several times and each time I have been subjected to high pressure sales techniques and have been told that if I do cancel my TV, my Internet service would cost more than my TV/Internet combined. Why is this and why don't I have viable options in my area to avoid this? I should be able to disconnect from my TV service and pay a reasonable amount for internet only.

[Ticket: # 937970 - my Internet my data my things I worked for](#)

Date: 4/28/2016 3:21:15 AM

City/State/Zip: Phoenix, Arizona 85021

Company Complaining About: Cox

Description

How many people are on my Internet

Cox Cable I was not able to turn it off without two forms of I'd well it was stolen officer fadeloy report said Mary lost her wallet again? ????

Is is ? Drug rons? Snuff? Who knows I finally after 6 months of struggling and surgeries on school destroyed my health destroyed my life I'm ready for a new life please

5 domains

13 hosts

2 administers

5 public domains

5 public guests

Yesterday on map 5 people separate but in same area near me

Is it prank or is it neighbors or is gone to far

As I am not able to function with open electric field in home or driving and as a mechanic said "Do you have idmi " ins

This first time able to access this site . Today every time I took airplane mode off it turned itself back on. My family only helps me if I am with an abuser member from the good days friends kids

No thanks

Please investigate my Cox Cable that is off no cable wire no new gear box no WiFi yet my lap connects and it works

ASOS

[Ticket: # 937971 - my Internet my data my things I worked for](#)

Date: 4/28/2016 3:21:16 AM

City/State/Zip: Phoenix, Arizona 85021

Company Complaining About: Cox

Description

How many people are on my Internet

Cox Cable I was not able to turn it off without two forms of I'd well it was stolen officer fadeloy report said Mary lost her wallet again? ????

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No thanks

Please investigate my Cox Cable that is off no cable wire no new gear box no WiFi yet my lap connects and it works

ASOS

Ticket: # 938079 - Comcast Data Usage Limit

Date: 4/28/2016 8:43:08 AM

City/State/Zip: Mt. Pleasant, South Carolina 29464

Company Complaining About: Comcast

Description

Comcast imposed data usage limit of 300GB for Charleston, SC as a trial market. For past 3 months I have used average of 75GB, but this month they say I am over my limit. Nothing has changed for me to cause a 200% spike. Evidently they are willing to remedy my usage spike with a \$30-35 per month surcharge. Isn't this racketeering? Since my neighborhood only offers Comcast (why is this?) I have no consumer choices for Internet. It's time to break up the monopoly!

[Ticket: # 938588 - Cox Data Caps](#)

Date: 4/28/2016 12:14:28 PM

City/State/Zip: Fairfax, Virginia 22033

Company Complaining About: Cox

Description

The Cox Data Usage tracker is not accurate and does not break down anything except how much was in total used. I have been asking for a an itemized list of the data usage as I currently have an almost 40gb discrepancy from their tracker to mine. I have a feeling they are adding weight to certain data and that is part of the refusal for giving me a list of the data usage. We know they add values to data as Cox does change their own data from their Cox Online programming to cost zero data.

Ticket: # 939855 - CABLE ONE INTERNET DATA CAP - WHEN DID THIS HAPPEN!?

Date: 4/28/2016 6:19:48 PM

City/State/Zip: Oxford, Alabama 36203

Company Complaining About: Comcast

Description

I just found out the other day that I have been moved over to a 300GB capped Internet data plan. There is NO uncapped data plan available. I have no choice because there are NO other providers in the area. CABLE ONE is clearly restricting Internet services and online streaming services such as NETFLIX because they compete with CABLE ONE's television offerings. This is ANTI-COMPETITIVE. Why is the FCC allowing such practices? This is reducing competition and unfairly gouging for Internet bandwidth. Why is Cable One allowed to have a local monopoly and gouge customers. WHY ARE FEDERAL REGULATORS NOT FORCING CABLE ONE AND OTHER CABLE COMPANIES TO ALLOW FAIR ACCESS TO INFRASTRUCTURE!?

Ticket: # 940873 - Violation of Net Neutrality

Date: 4/29/2016 11:47:04 AM

City/State/Zip: Okc, Oklahoma 73117

Company Complaining About: Assist Wireless (through Sprint)

Description

Assist Wireless Plan: OK Tribal Lifeline 2250 Talk Unlimited Text & 200M

Some 6 weeks ago I noticed for the first time, that I cannot access any longer my Lifeline Carrier 'Assist Wireless" customer account at <https://assist.telcoprovider.com/oss/web/customerportal> via my phone's mobile data network. All I am now ending up with ever since, is getting a connection timeout message.

However when I connect to a fixed broadband WiFi hotpot instead and do the same, accessing my account information through said customer portal still works as fine as it did before, too via mobile data.

Persisting now for that long, in turn eliminates an otherwise temporary mobile network glitch, but instead strongly suggests the introduction of purposeful mal-intention.

With all the other websites I tend to visit through mobile data, still connecting and working as expected, that to me is discriminating mobile access to my account status site and, as I understand it, is against FCC net neutrality rules. Therefore I'd like the FCC to take action against this unlawful restriction.

Attached is a screenshot each, of my phone connecting (and the lack thereof) to the customer portal via mobile data and fixed broadband WiFi.

[Ticket: # 941207 - phishing/fraud](#)

Date: 4/29/2016 1:16:04 PM

City/State/Zip: Noxon, Montana 59853-1627

Company Complaining About: Blackfoot Telephone Cooperative

Description

Received attached threatening email. Have never done business with ICU Medical and have never received other correspondence. I did not open the attachment. I have contacted my ISP and attempted to contact ICU Medical.

Ticket: # 943422 - Unsolicited text ad from following email

Date: 4/30/2016 7:46:09 PM

City/State/Zip: Spring, Texas 77388

Company Complaining About: AT&T

Description

juanita.garner@desiredsolution.info

This is an email address from which I received an unsolicited text message at 18:30 that reads as follows.

«{ <http://bitb.ee/Tsr> }» never closed

This is unwanted and not called for. I am astonished that this is even happening to people these days.

Ticket: # 941903 - ATT Usage Caps

Date: 4/29/2016 4:30:48 PM

City/State/Zip: San Diego, California 92110

Company Complaining About: AT&T

Description

Greetings...

I'd just like to add my voice to those calling out ATT and other internet service providers for adding arbitrary and technically unnecessary usage caps. Unlike water or power, anyone using more data isn't 'consuming' something from ATT, we're just using the pipe/connection we paid for. Usage caps are nothing more than blatant money grabs, the FCC should get involved and stop them.

(b) (6)

[Ticket: # 942545 - Data Cap is unfair](#)

Date: 4/29/2016 11:31:01 PM

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

ive been a comcast customer for years and now they implement a limit to my home data of 300GB which they claim is enough but i exceed this every month and always end up paying a bunch extra. I am a college student, and i live with 4 other students in this house as well as my parents who run a business from home, so we use tons of data in this new digital age and it just seems unfair.

Ticket: # 942609 - Verizon disconnected my third party DSL Extreme internet service.

Date: 4/30/2016 1:33:13 AM

City/State/Zip: Mercer, Pennsylvania 16137

Company Complaining About: Verizon

Description

Verizon disconnected my third party DSL Extreme internet service around March 15, 2016. Several dozen calls to Verizon go unanswered, don't know, they say dsl is not available in my area etc. Except I have had DSL on my line since 2007. This is pure discrimination for corporate greedy monetary gain ! My dsl router has solid green lock light, and the x-emitter up and down DB is in the good range. The problem is in the authentication area. Which is controlled by Verizon. I am a ADA person who needs the internet for VoIP calls, communications to my doctors, medical devices, security cameras, news and email. Since I live in the country Verizon DSL is my only low cost way of unlimited internet. Cable is 2.5 miles away, fiber by Armstrong is 1 mile away. Calls to both say no plans to go my direction. I had invested in Starband satellite before 2007 (before Verizon dsl) but now they (Starband went out of business) Cellular has many problems in my area because two major highways I-80 & I-79 use all of the bandwidth and cell phone calls more than 3 minutes are knocked off. I just want my \$32 /mo. unlimited dsl back! I have always paid my bills and have not abused the service. I also understand at least one other person in my area was disconnected as well.

Ticket: # 942817 - Use of Buzcast to block my use of You.tube and other materials

Date: 4/30/2016 12:23:55 PM

City/State/Zip: Clermont, Florida 34711

Company Complaining About: Bright House

Description

Buzcast seems to be monopolizing free Twitter broadcasts tweet/videos, with are not under any Buzcast copyright or patent authority I know! They will not respond to my queries on the subject and cut more and more of my broadband time. They are forcing users to sign up with Facebook to use their link and enable services. I disagree with FB policies and use only Twitter on Social Media and no clouds except my Broadband provider - Brighthouse

[Ticket: # 942828 - AT&T Bandwidth Cap](#)

Date: 4/30/2016 12:37:21 PM

City/State/Zip: Berkeley, California 94702

Company Complaining About: AT&T

Description

AT&T is threatening to institute bandwidth caps unless I pay more money. In essence, they are saying if I would like to continue to watch TV or movies, or download information at the current rate they are able to, I'm now going to have to pay more money. This is absurd, they are already some of the most profitable companies around. It's time to say no.

Ticket: # 942909 - Billing on usage but claiming not to be a utility

Date: 4/30/2016 1:29:17 PM

City/State/Zip: Saint Louis, Missouri 63125-4655

Company Complaining About: AT&T

Description

I received notice today that starting May 23, if I go over my usage cap, AT&T will start billing me in increments of \$10 per month. They provide no tools to view my usage. They will give me unlimited Internet if I buy their Directv package, which I don't want.

This is clearly designed to harm Netflix customers. I work from home and use a VPN for 8 hours a day. This is monopolistic extortion.

AT&T was permitted to buy Directv, and now they are using it as a club to beat their subscribers with.

AT&T cannot claim not to be a utility in order to skirt regulation and then bill based on usage. When it benefits AT&T to be a utility, they get to claim to be a utility. When it benefits AT&T to not be a utility, they get to claim not to be.

Perhaps the FCC needs to break AT&T back up again.

Ticket: # 942965 - AT&T changes in internet contract

Date: 4/30/2016 2:04:51 PM

City/State/Zip: San Diego, California 92103

Company Complaining About: AT&T

Description

AT&T has sent the following notice to its customers:

Starting May 23, we are increasing the U-verse Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance. Want unlimited data? You can:

- Bundle your U-verse Internet service with DIRECTV or U-verse TV. This gives you an unlimited Internet data allowance (\$30 value) for no additional charge.
- Purchase an unlimited allowance for your Internet service for \$30. This option doesn't require a TV bundle.

After May 23, log in to your account at att.com/myatt. There, you'll find helpful tools you can use to check your Internet data usage. Questions? Go to att.com/internet-usage.

There is no option to refuse this change in the contract, so this constitutes basically a 70% price increase. Is this legal? What are my recourses?

[Ticket: # 943200 - Comcast practices](#)

Date: 4/30/2016 4:15:26 PM

City/State/Zip: Santa Rosa, California 95404

Company Complaining About: Comcast

Description

Comcast used to have a blast plus rate with 50 MB data plan that we subscribed to for an amount of about \$60 a month. They got rid of the 50 MB plan called BlastPlus and now have a 150MB plan that they want us to pay twice as much for. We cannot afford that rate plan. We never had any speeds beyond 35-40MB when we paid for the 50MB plan. We now currently pay for a 25MB plan for the same rate of \$60. To add insult to injury, they said that we have access to HBO and HBOGo as consolation to our lower internet speed. Turns out, HBOGo is NOT supported on our Sony TV device. Comcast is not a participating partner when it comes to Sony devices. So the consolation prize for giving us lower internet speed is a non functioning TV station which we do not have access to. This has made me so darn furious with Comcast/Xfinity business practice.

Ticket: # 943232 - ATT internet limit cap and overage charge/net neutrality

Date: 4/30/2016 4:35:18 PM

City/State/Zip: Torrance, California 90503

Company Complaining About: AT&T

Description

I wish to file an informal complaint with the FCC against AT&T Wireless
I want to examine the possibility of Policy Violations and/or Violations of Policy that are In
Development on the part of AT&T.

I Believe ATT is in violation of net neutrality and have miss lead consumers by grapping bigger
market share and now trying to compensate by charging for internet usage and or develop a tier plan
like the cell phone to charge consumers for internet usage and overage, internet is under net
neutrality and the use of internet should not be limited the same as cell phone 4glte

ATT is trying to bully itself through net neutrality by charging the consumers for internet usage and
overage if they go over, which will limit the consumers to have access to internet,

ATT is like a Nazi corporation that is trying to bully the consumers, from last I know, net neutrality
exist and there should be unlimited access to the internet without any rules and regulation and if ATT
is changing its policy then they maybe in violation of net neutrality or I am placing an informal
complaint to have this regulation investigated, they have sent me an email with the following messege

Updates to Internet usage allowances

Dear

Beginning on May 23, 2016, we will be increasing the U-verse® Internet data allowance for many
customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB
of data you use over the allowance amount. The maximum overage charge will be \$100/mo. If you
choose to bundle your U-verse Internet with DIRECTV® or U-verse TV you will be provided an
unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling.
Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your
Internet service for an additional \$30/mo.

After May 23, 2016, log in to your account at att.com/myatt to find helpful tools to view your data
usage. Questions? Go to att.com/internet-usage.

Thank you for being a loyal U-verse customer,

AT&T

ATT policy and regulation is the same as if my city enforces that I can only work 35 hours per month which is 1 hour a day and if I go over 35 hours a month then they will charge me for overage, this is like a communistic policy and regulation and there is no democracy there

Net neutrality last from my knowledge stopped such practices and if ATT is doing this then I am not sure if it is legal or if there has been new laws passed

Ticket: # 943731 - Data Usage Limits**Date:** 5/1/2016 12:08:46 PM**City/State/Zip:** Wexford, Pennsylvania 15090**Company Complaining About:** Armstrong

Description

Data usage limits are set way too low and have no real need or benefit for cable providers other than squeezing as much money out of customers as possible. With media, business, and storage moving more and more towards internet solutions, these data limits are extremely cost prohibitive.

My data usage limit is 300 GB per month. One video game for digital download can be a download of up to 50 GB. Essentially, by purchasing one video game, I will have blown through 16% of my limit in a single transaction. Add this to the general daily usage of streaming media, voice or video chat services, and actually playing the game I purchased, and that one day's usage will be somewhere around 20% of the data limit. A 30 day data usage limit 20% depleted in one day.

There are no real increased costs to companies for using more data. They simply saw that people are demanding more internet and saw the opportunity to squeeze more money out of people that have no options for competition.

Ticket: # 944108 - comcast data caps

Date: 5/1/2016 9:54:11 PM

City/State/Zip: Huntsville, Alabama 35802

Company Complaining About: Comcast

Description

Comcast has been running a "trial" on data limits in our area since 2012. Our limit is 300 gb per month which we have recently started going over. However, some months we barely use any data. According to Comcast, our usage was 21gb in Feb, 326 gb in March, and 35 GB in April. As of July 2015, we have "Extreme 105" as part of a deal to get us to stay with them. I am now stuck with Comcast for 2 years. I had no clue, nor was I told, that this new faster speed would use up our data so quickly. The months where we go over are when I am using our cloud backup and/or when our college-age child is on vacation and is playing video games over the internet. We rarely stream movies (1/month maybe) and I would not consider us heavy data users and yet we have now used up 2 out of 3 of our "courtesy credits", the first in December 2015 and the second in March 2016. Both of these coincide with our child being home. I even cancelled our Netflix trial in March when I got the 90% cap warning. I am paying for internet service (and TV btw) and yet we cannot have netflix, our child cannot play her video games, and I cannot back up our pictures without going over this 300GB cap.

I do NOT want to be contacted by Comcast because nothing will change except my stress level. I have had so many problems with Comcast's customer service and their billing errors over the years that just thinking about talking to them irritates me no end. Most of the customer service reps I have dealt with in the past have been minimally trained. The only way anything was ever resolved was when I posted on their facebook page. THEN I got help from corporate.

PLEASE stop Comcast from having data limits and having a never-ending trial.

[Ticket: # 972657 - Support of Internet rules](#)

Date: 5/11/2016 3:54:29 PM

City/State/Zip: Wausau, Wisconsin 54401

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 944395 - Game Sites and Proxy Sites**Date:** 5/2/2016 9:56:37 AM**City/State/Zip:** Port Richey, Florida 34668**Company Complaining About:** Chasco Middle School (port Richey, FL)

Description

The Pasco School system uses a filter that blocks a lot of content, including browser games like slither.io. I went to play this, but i got a message saying that it does not comply with the CIPA, which is untrue. That policy blocks pornographic and obscene websites, which that is not. it is a simple game site where you collect dots as a snake. I didn't want to make a complaint, so i tried to set up a VPN so i can just play a game. The filter also blocks (loosely defined) "Proxy Websites" and says that it does not comply with the CIPA. These are both untrue and imposes on my rights of free speech and assembly (because the game is a good way of online communication and connection). These blockers should not be here, as they are just a nuisance and i can just go on 4g data or use a different wi-fi source to play the same game. This content should have open access and is not obscene in any way

[Ticket: # 944747 - Pls enforce rules regarding "zero-rated" sites](#)

Date: 5/2/2016 12:16:59 PM

City/State/Zip: Pendleton, Oregon 97801

Company Complaining About: Comcast

Description

Comcast, et al, are sneaking around net neutrality rules by award "zero-rates" to some sites, thus favoring faster access for those higher-fee sites at no additional charges past the limits normally imposed on everyone else.

Ticket: # 944730 - Business Bandwidth restrictions

Date: 5/2/2016 12:10:43 PM

City/State/Zip: Prescott, Arizona 86301

Company Complaining About: Cable One

Description

I have a business. I pay taxes. We fix computers. Yet we are held to the same bandwidth restrictions that any person with one computer in their home has: 300 Gb per month. Recent updates to windows 10 are in excess of 2 Gb. Thats just for one customer. They charge more for my business to access the internet yet they give the same restrictions as my home account (also with Cableone) wrt bandwidth. surely this is illegal?

Ticket: # 944917 - video surveillance

Date: 5/2/2016 1:06:10 PM

City/State/Zip: Stuart, Florida 34995

Company Complaining About: Dish Network

Description

Morgade Library now at 12:56 Pm at computer 10 this date May 2 2016. A woman also that like to put her name in as was corrected by me, Mary corrected to May. This woman is 5'2, use to drive a red economy car now drives a white one. Asks If I have a person by the name of Brook? Southbound turn off of Westmoreland Blvd, Port St Lucie, Fl. about 2 weeks ago. Thinks everything is funny when she sees me panhandle. Is there a residence that is or was in my name that she now has possession of and also the car and internet package? Comcast? AT-T? It is also said that if I wanted to know what was going on I needed an upper channel in the 600's to see the porn I hear and have complained about. They also mentioned a look alike man that is below the belt female naturally. He is close to 6'10- 6'7", African mix, swimmers build athletic. Internet links? with overlays with a 'conduit' protection lines to avoid shut off or tampering? Does this make sense? (b) (6)

██████████

Ticket: # 945012 - DO NOT USE COMCAST

Date: 5/2/2016 1:31:16 PM

City/State/Zip: Meridianville, Alabama 35759

Company Complaining About: Comcast

Description

Approximately the second week of April 2016, I made the decision to select Comcast Xfinity internet service and bundle with their home security service. After an hour long call to setup service, I had an appointment scheduled and everything was arranged. I explained MULTIPLE times during that call that this was a new home (recently built) and questioned whether or not anything special needed to be done. I was reassured that everything was set.

Approximately one week later on April 12, 2016, I had one missed call from the Billing department of Comcast which stated that my order could not be processed because they could not locate my address in their billing system. They asked that I return a call (gave a number and a reference order number). I returned the call within 5 minutes of receiving the voicemail.

I was transferred SEVEN times and after 20 minutes of trying to find the right person to talk to I was agitated to say the least. EVERY person I tried to talk to did not want my reference number. By the seventh person, I started the conversation by saying, "Let me just start this by saying I am highly agitated right now." The operator then pretended as though she could not hear me and hung up on me. So I immediately called back.... Mind you, I am at work.....

The first person to answer was actually very helpful and did not transfer me. He was able to issue a ticket to get it resolved. A few days later, I received a phone call that the issue was resolved but they were going to have to reschedule my installation until 4/29/2016 but someone was going to call me within 24 hours to let me know if they could find a date sooner.... I was not happy because I explained it was a new house when I first ordered the service and they cancelled my order without speaking to me first, and now it had to be rescheduled for an even later date.... A manager explained that I could use the "hot spot" while waiting for my installation. Great, only problem is there is no "hot spot" at my house.

I never received a call within the 24 hours as promised. I ended up having to reschedule because we could not take off work. The installation was rescheduled again to Monday, 5/2/2016 to arrive anytime between 8am to 12pm. My husband just worked a 17 hour shift and got home at 6am when I had to leave for work. He stayed up all morning on to receive a call right at 12pm on the dot saying, "we don't have any installers available today. When can we reschedule?" Really?? I cancelled my order. Do not use COMCAST!!! If they will treat a potential new customer that way, imagine how they treat their current customers!

[Ticket: # 945074 - CIPA misuse](#)

Date: 5/2/2016 1:47:27 PM

City/State/Zip: Sammamish, Washington 98075

Company Complaining About: Issaquah School District, Sammamish, Washington

Description

The Issaquah School District is misusing the filtering required by CIPA. Many legitimate websites are being blocked, as are many services used to communicate between students, such as Snapchat. This violates international law as determined by the United Nations, and strips students of not only their fundamental rights, but also many learning opportunities offered by the internet. The district also frequently adds websites and services to the block list without holding a meeting or supplying any notice, in clear violation of CIPA.

Ticket: # 945749 - ATT Internet

Date: 5/2/2016 4:35:15 PM

City/State/Zip: Arlington, Texas 76001

Company Complaining About: AT&T

Description

To whom it may concern,

Over the years I understand there has been a lot of consolidation within the television and internet industries. To my understanding, these mergers and acquisitions are suppose to benefit consumers by lowering prices. I've only seen one TV service provider actually lower prices over the past 10 years.

These multi-billion dollar corporations are now holding consumers hostage for continuing to offer the original services based upon our initial agreement.

My current complaint is regarding AT&T. This company repeatedly holds consumers hostage to force additional services on the end user. I signed up for HSI through AT&T U-verse with unlimited data. I just received an email that states if I don't sign up for ATT U-verse or DIRECTV they're putting a cap on my data and will charge up to \$100 over my current subscription every month. I find this disturbing and don't see the benefits of allowing these large corporations to merge. They consolidate lay off thousands of employees and the savings they should be providing to the consumer goes straight to their bottom line to pay the CEO and top executives.

I find it irritating that my only options for HSI are my current provider (AT&T) and Time Warner Cable. Last time I was with Time Warner Cable they kept raising prices and saying getting TV and Phone will keep my services and features the same. I can't believe practices like these are not overseen and scrutinized by the FCC.

I also heard there's a newly approved merger between Time Warner Cable and Charter Communications. Sounds like another oligopoly which to my understanding leads to higher prices.

I don't agree with the change in their policy. Also, I do not like the fact they update my credit card without my permission. I've copied the email details they sent me below:

Dear (b) (6)

Beginning on May 23, 2016, we will be increasing the U-verse® Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance amount. The maximum overage charge will be \$100/mo. If you choose to bundle your U-verse Internet with DIRECTV® or U-verse TV you will be provided an unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling. Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your Internet service for an additional \$30/mo.

After May 23, 2016, log in to your account at att.com/myatt to find helpful tools to view your data usage. Questions? Go to att.com/internet-usage.

Thank you for being a loyal U-verse customer,

AT&T

Thank you for taking the time to review my concerns

[Ticket: # 945840 - AT&T U-verse threatens to meter internet usage unless you bundle additional services](#)

Date: 5/2/2016 5:05:16 PM

City/State/Zip: The Woodlands, Texas 77380

Company Complaining About: AT&T

Description

AT&T is threatening to charge "overage charges" for users who do not bundle TV service with their Internet service. AT&T currently does not provide any usage details through either their monthly bill or their online web site, nor have they provided any details regarding how they will meter the service. Tying together Internet and TV service is questionable, potentially an anti-trust violation.

Below is an excerpt from an email AT&T sent regarding the changes to service they intend to inflict:

Beginning on May 23, 2016, we will be increasing the U-verse® Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance amount. The maximum overage charge will be \$100/mo. If you choose to bundle your U-verse Internet with DIRECTV® or U-verse TV you will be provided an unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling. Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your Internet service for an additional \$30/mo.

Ticket: # 946407 - Sudden Link Bandwidth Cap

Date: 5/2/2016 9:41:10 PM

City/State/Zip: Arnett, West Virginia 25007

Company Complaining About: Sudden Link

Description

Sudden Link has a bandwidth cap of "250 GB" each month, they then charge you \$10 for each additional 50GB worth of data is outright absurd and ludicrous.

This is extremely ridiculous for many reasons

1) Sudden Link pretty much have the monopolization on the area and try to gouge the price of internet much higher than it is in other areas.

2) Not only are they forcing you to pay MORE, but they are also limiting your bandwidth cap to 250GB in todays time period. One person could easily use that much data streaming Netflix over the course of a month, and EVEN MORE as an entire family.

3) When Sudden Link first actually came to the area, our internet was unlimited they then later implemented the bandwidth cap without notification - also if you're signing up for their internet they make no mention of the fact their is a bandwidth cap.

250GB bandwidth cap is absolutely silly, especially for the price you pay for internet. Any ISPs that had such a small bandwidth cap have either got rid of them completely or upped the bandwidth cap, it's disheartening to see Sudden Link fighting against it.

[Ticket: # 946442 - Data cap](#)

Date: 5/2/2016 10:21:12 PM

City/State/Zip: Kilgore, Texas 75662

Company Complaining About: Longview And Kilgore Cable Tv

Description

Starting on June 1st the only cable internet provider in town with somewhat decent speed will have a 500 GB monthly cap it is insane in 2016 we have a company that does something like this now but I guess since they pretty much have a monopoly on the town they can do what ever it is they want

[Ticket: # 946489 - Netflix Speed Throttling](#)

Date: 5/2/2016 11:08:42 PM

City/State/Zip: Denver, Colorado 80211

Company Complaining About: Centurylink

Description

No streaming issues with any other service; consistent 40mb download speeds and yet I can't stream netflix on any device above a 256kb/s.

Ticket: # 946491 - Frontier Bandwith Throttling streaming services

Date: 5/2/2016 11:09:45 PM

City/State/Zip: Allen, Texas 75013

Company Complaining About: Frontier Communications

Description

as Frontier has taken over for Verizon, i noticed this evening that all of a sudden a tv i was streaming from HBO stopped playing. I check Netflix, Hulu, and Youtube and all seem to not play videos. All other internet access appear to be working fine. According to the company's website, they do not restrict internet access but clearly this is not the case.

[Ticket: # 946746 - Spam emails threu website](#)

Date: 5/3/2016 8:59:03 AM

City/State/Zip: Pipersville, Pennsylvania 18947

Company Complaining About: Comcast

Description

I have been receiving emails that are illegally generated through my website and sent to my address emails.

[Ticket: # 946843 - Comcast blocked internet and phone service with my knowledge, claim noise online](#)

Date: 5/3/2016 9:57:26 AM

City/State/Zip: Hookstown, Pennsylvania 15050

Company Complaining About: Comcast

Description

I have Comcast internet and TV service. Comcast came onto my property on 5/2/16 at 9:50am without my knowledge or consent. They left a card on my door, because I was not home, stating that there is noise or disturbance coming from my line and to make an appointment for them to fix the problem. Here, they BLOCKED our service!!! I received a call on 5/2/16 from Comcast at 3:15pm asking me if Tuesday, May 10 was a good day to come out to look at my Comcast equipment because of noise on the Comcast line - this was before I knew they left a card on my door or that they blocked our service. I called Comcast on 5/2/16 several times throughout the evening and on 5/3/16 throughout the morning trying to get them to turn my service back on - too no success. They now have a tech coming to my house on 5/4/16 which is totally unacceptable!

How can they arbitrarily just turn off someones service without notice or justification!!!!

I keep calling and trying to get a supervisor to call me back. My husband and I work from home and my daughter is taking a college class online - I need our internet back on.

Ticket: # 947622 - Only one provider available in my area

Date: 5/3/2016 1:42:05 PM

City/State/Zip: Fort Worth, Texas 76179

Company Complaining About: AT&T

Description

I've lived in my neighborhood for 8 plus years. I've only been able to receive internet service through AT&T. My parents live 5 minutes away and have options for other service providers. I'm not sure why we have to be stuck with only one company. The internet service is not only getting slower, but also more expensive in attempt to have me switch to U-verse. On top of my monthly rate for service I am also charged if I go over a certain amount of gigabytes per month. DSL is older yes, and I understand now it is limited compared to U-verse, but I am reluctant to switch because of the many complaints I've heard from friends and family in the area about the slow internet speeds (U-verse) at certain times of the day, particularly at night. They also left a bad taste in my mouth when they were promoting U-verse in my area and they sent out a notice to call by a certain time period or our service will be interrupted. I called by the time requested only to receive a sales pitch for the new services and how they will eventually phase out of DSL and I will be forced to switch. I said I will do that when the time comes. A few weeks later my internet is not working, I call to see what the problem was and they let me know it is because I didn't not call by the notice date. I informed them I did, and they apologized and turned back on my service, but not until they gave me another sales pitch for U-verse in the area. I declined and let them know I will call them back when I do more research. I wish I had more options for my area, and not stuck to one service provider who offers the most favorable pricing options if you go under a 2 year contract with them.

Ticket: # 947838 - Paying for Verizon DSL service that does not work**Date:** 5/3/2016 2:33:33 PM**City/State/Zip:** Radford, Virginia 24141**Company Complaining About:** Verizon

Description

The consumer called the FCC on today's date to file a complaint about his DSL service. He was referred, to the FCC, by the State Corporation Commission and Senator Warner (His office staff provided the FCC's toll free number and requested that he submit a written complaint to their office). The consumer stated that he decided to call immediately/before filing with his Senator's office. The consumer stated that he subscribes to DSL service, from Verizon. The service is very sporadic. He stated that the service has been off and on. However, at this time, he cannot connect at all. The internet light, on the modem, will not even come on. Verizon stated that it seems to be a problem at a central switching location. The consumer stated that in the past, the problem appears to be fixed, temporarily. Then the problem re-occurs, again. Then, the problem became more frequent. The internet then went out all together. Thus, he cannot connect at all. He has been advised that the equipment is outdated/old and requires an update. He also stated that Verizon has made the decision, not to upgrade the equipment, until the entire area is upgraded. The consumer stated that he has had internet service for 5-6 years. It has been constantly declining in quality. He believes that he has been reporting problems for about one year... while still paying for services. The consumer stated that he is not receiving the service for which he pays. He requests that Verizon repair this issue immediately and provide the service for which he pays. He stated that because they reside in a rural area, his wife's doctors have set up services to communicate via the internet. Therefore, it is vital that their services work reliably. His wife has tried to speak with Verizon regarding this matter. She tried the number for people with disabilities. However, she has never been able to speak with anyone. He believes that this is due to the present strike involving Verizon's employees. He stated that now when he calls, Verizon places him on hold for a very long time. He stated that this began happening during the last month. He stated that he is not sure if this is because he is complaining and this is their way of dealing with his calls or if it is because they are short staffed. However, he finds this unacceptable as well. It appears that they do not care to hear about the issues he is attempting to report to Verizon staff.

Ticket: # 947999 - harassment and hacking

Date: 5/3/2016 3:18:57 PM

City/State/Zip: Drexel Hill, Pennsylvania 19026

Company Complaining About: Rcn

Description

I am retired army reservist, I knew before I got out someone had it in for me, but I didn't know they had used their power and monies to get access to my apartments, my phones, computers, my coming and goings, the one apartment I lived in while I was working as a federal employee for the army, I filed an eeo complaint, and the medical director was trying to get me to withdraw it, when I didn't she came in my office closed the door and when I refused, she then told me everything I did before I went to bed in my apartment the night before. Later I decided to move out, after I gave my move out notice, my water bill was very very high exact amt don't remember, the maintenance man checked meter, for leaks, nothing, then I told the property manager she said if you move out I won't be able to help you, shocked I contacted the puc, the man tried not to let me file an formal complaint but I did and the water company had to reduce my bill, I stayed because like now could not find a another place. Also during that time I believe they had hacked into my phone, had problems. My past problems with cell phone and broadband companies was very often, Verizon, Comcast, boost, virgin mobile, clear they would raise my bill without notice. I only had consumer cellular for maybe one month when I realized they were ripping me off thru minutes used on my phone, I still have that phone, At&t was the one that billed me for a new phone I did not buy, when I called them about it they told me where they sent the phone, and insisted that I pay the bill, I refused, the next morning, a male was my first patient at the urgi care I worked at, and he let me know he worked for AT&T, I think I was supposed to be scared. While I was working for the army, I bought a Microsoft professional software very reasonable, but when it came time to put it on my computer with the help of the tech, it was never installed, and yes I let him remote into my computer, never got a refund, he said because my computer was out of warranty, I needed to be willing to pay HP, for a new warranty and maybe they could install it, this was not the last time someone did this to me, when trying to install something on my computer, now I still have my desktop but have not been able to really use it, because the hacker keeps me from going on the internet, when I do I can do much it will shut down, I have lost some very important emails, they just disappear from my inbox, I paid this man at GO in postal in Carlisle pa where I was living at the time, \$200.00 he promised he would get rid of the virus he called it and it will be like new its not and of course he kept my monies., it wasn't 200 at first, when I agreed it was a lot less then after I left it, the price went up, it was either pay or let him keep it, later I paid a man here in Drexel hill, pa, \$65.00 to open my tablet and my desktop because I forgot the password, now he is out of business. When I had the android phones, they would block my incoming calls one day I called off sick and I felt to call my cell phone with my other cell phone, and I could not get thru and it just rang, no voicemail, when I discovered things like that the next thing was they increased my bill so I would get rid of their services, recently I had a cell phone with T-Mobile, a reconditioned phone, there was some things the army did not want me to keep, like the number of the man that got my phone when I was in walmart, and refused to give me my phone back unless he can come to my apartment and give it to me more to this story but I got it back because I stopped a policeman and told him and he said to call him with the man number and he will handle it and he did, not long after my phone died, and T-Mobile tried to rip me off for more monies, but sprint came to my rescue, now having problems with them, I sent you all a complaint recently about them, you close my case I thought they would do right by me, but they had a alternative motive, again phone numbers of people the army has used to

harass me was on my old phone, I was convinced to trade it in and they made it easy and affordable for me, but of course didn't realize it until I did it, this hacking need to stop I can't use my tablets, my new laptop, I was trying to send this complaint on my lap top this morning, the site just closed, I had two other complaints I thought I sent to agencies on sunday, called Monday to check if they received it was told no. I can tell when they have talked to people I have tried to do business with because they are not the same toward me, for instance, I gave my notice to move out of this apartment, really want to buy to keep them from having access to my apartment, but every place I called I first talk to them they have a place but when I get there no place, realtors show me houses, but I have not bought one yet, the first two people excuse was I was not preapproved, went thru two realtors mortgage lenders after I gave my income and list of assets, they never approved me the one insisted my info have accounts numbers on them, and he never called me but when I complained to the realtor that after I gave him my info, I tried to go into my accounts at the one credit union and I was locked out because of two many failed attempts, the realtor called me back and said the lender said he could only approve me for less than 100,000. so the realtor said I don't have any thing to show you, and hung up. I went to wells fargo bank got approved for 120.000. the attorneys first call them, then go for consult, they was going to help me but then I get there changed their mind, some insisted on their consult fee. You name if every thing I do phone, in person, they are involved, I will attach some papers, I have a large file with a lot of info I will send don't know if you can open it, PLease can you do something and maybe send this to the dept of justice, this need to stop. I volunteer at the red cross, the head of the dept a army reservist, started off he pretending to be single, flirting with me inviting me to lunch I would not go unless someone went with us, I of course still was not responding to him like I guess he wanted so he started verbally abusing me, and made me pay for parking I didn't have to and also used another female volunteer and intern and paid staff to join in the harassment of me, then like in the military they sicked a lesbian on me, in the hallway out of no where she kiss me almost on my mouth, and yes he was married with children, the local policemen and state police, I think are all veterans, that come after me, they show up a lot where ever I am. long story. I thought they was tracking me by my cell phone so I started leaving it at home, but that was not it. I am at a library computer only have some much time. I will attach the papers now, have more but I want to attach these before I lost this connection, I first thought my problem was thru my wireless but no, I have problems when I am not at home.

[Ticket: # 948375 - ViaSat - Hughesnet](#)

Date: 5/3/2016 5:13:50 PM

City/State/Zip: Bell Buckle, Tennessee 37020

Company Complaining About: AT&T

Description

Business provides satellite internet to my street address, but does not offer services that can withstand a windows update being downloaded. If your computer downloads a windows update - you go over their FAP and they require you to pay an additional \$5.00 each time to have service speeds restored!

Ticket: # 948570 - Oversold Bandwidth

Date: 5/3/2016 6:28:05 PM

City/State/Zip: Winlock, Washington 98596

Company Complaining About: Earthlink

Description

I currently pay for 1.5 Mbps yet our average is only 0.4 Mbps. Rarely ever have I seen it even reach 1 Mbps. When I signed up, I was never informed that I wouldn't have enough speed to accomplish my work, or have the inability to watch YouTube or Netflix. They did not inform me speeds would not even be close to what I was paying for. I can't even update my OS as the estimated download time is over 40 hours! They also never told me that they were a reseller of CenturyLink service or that CenturyLink has "oversold" the bandwidth for our area. I believe both Earthlink and CenturyLink are in clear violation of the Open Internet Order. I am attaching a copy of all speed tests I have done since I began logging them in October of last year.

[Ticket: # 948775 - Data Meter Error](#)

Date: 5/3/2016 8:00:00 PM

City/State/Zip: West Monroe, Louisiana 71291

Company Complaining About: Comcast

Description

The comcast data meter is saying that within the first 66 hours of the month, less then 3 days, I have used up 296gb, which is completely inaccurate, my wifi router has data usage and its showing less then 3gb used. They will start putting charges on the account.

[Ticket: # 949187 - Follow up to 884527](#)

Date: 5/4/2016 7:55:22 AM

City/State/Zip: N/a, Oklahoma 74133-3034

Company Complaining About: AT&T

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 949101 - No To Net Neutrality](#)

Date: 5/4/2016 2:07:58 AM

City/State/Zip: Lowell, Massachusetts 01850

Company Complaining About: Comcast

Description

Stop trying to █████ us! Pretty Please

Ticket: # 949106 - Limiting internet access

Date: 5/4/2016 2:20:58 AM

City/State/Zip: Longview, Texas 75604

Company Complaining About: Longview Cable Tv

Description

We received a letter from Longview Cable tv that told us that they would be limiting our internet by placing a cap that wasn't previously there. In addition, any extra data purchased expires after a calendar month.

Ticket: # 949156 - google website

Date: 5/4/2016 7:32:42 AM

City/State/Zip: Burton, Michigan 48509

Company Complaining About: Comcast

Description

I went into a website for solitaire in google called solitaire4u and a siren went off, a voice said I may have received a virus and that I should call Microsoft immediately at a number shown on the screen. I could not get out of the site no matter what I did. A box came up that said leave page, but you can't get to it fast enough and the siren keeps going. I had to turn off my computer to leave the site and it took at least 6 or 7 hours for the computer to recover when I turned it back on. I looked in google this morning and couldn't find the site. I didn't believe the phone number they had on their site was microsoft so I didn't call and think this is some kind of scam.

[Ticket: # 949162 - Filing again illegal tameraing](#)

Date: 5/4/2016 7:39:56 AM

City/State/Zip: Tucson, Arizona 85739

Company Complaining About: Comcast

Description

Once again I file... They keep screwing with my internet.... You "fcc" said they weren't but the fact remains they are.... Ever since they said they would cut my speed "which in your letter you said they don't but they do and the facts prove against them" now they have completely cut me off from the net and with excuses..... Stop making excuses for them... Fair use isn't against the fcc.. The lies I have read are something amazing.... Once again, I have no internet cause I reported to you and am getting sick of the excuses... If you feel you can not do anything proper.. I am sure the FTC and IRS would like to have look into this... I had to use my personal data cause they keep cutting my internet out "which they do"....

Ticket: # 949767 - Unwanted email spam

Date: 5/4/2016 12:21:39 PM

City/State/Zip: Tigard, Oregon 97223

Company Complaining About: Idc Technologies / Nityo

Description

Continuous emails from company without regards to requests to opt out and emails requesting they be stopped. Emails are usually followed up with several phone calls where I reiterate not interested and to be removed and no longer contacted.

[Ticket: # 950128 - Net Neutrality at AOL](#)

Date: 5/4/2016 2:06:04 PM

City/State/Zip: Bedford, Massachusetts 01730

Company Complaining About: Comcast

Description

Aol blocks access to sites where someone disagrees with their political point of view. Their moderators post a point of view acting as a poster and then block people who disagree.

Ticket: # 950111 - community standards on Facebook**Date:** 5/4/2016 1:59:06 PM**City/State/Zip:** Wichita Falls, Texas 76308**Company Complaining About:** Time Warner

Description

I have a problem with the "community standards" on Facebook. Have a friend who was suspended for posting porn. The pic was of his puppy laying on his back. I reported pics photo chopped of obama and Trump going at it and it did not violate community standards. I was suspended for asking a woman who disrespected the military and gun owners at least 20 times on different posts, if she "troll much?" I was suspended for being abusive. Yet I reported several people who flat out called conservatives trolls (one even said "whiney as conservative troll"), and none of them violated community standards even though I did. I reported one person who had meme of a black man standing next to a patrol car, arm stretched out with smoke coming out as it had just been fired at the cops....again did not violate standards. I just reported a video of 2 blacks fighting. One get the other in what looks like a choke hold then shoves him down the stairs. Can't tell if the victim is alive or dead. Again, it did not violate their community standards for violence. Below is a copy of the link.
https://m.facebook.com/story.php?story_fbid=1150608811626291&id=100000315484541

Ticket: # 956953 -

Date:

[Ticket: # 950514 - Comcast blocks Ecomm traffic](#)

Date: 5/4/2016 3:58:41 PM

City/State/Zip: Unionville, Connecticut 06085-1056

Company Complaining About: Comcast

Description

The amateur radio packet network (amprnet.org) is an IPIP based system in which communications (amateur/emergency/priority traffic) engage. Comcast has declared this amateur radio communications a business entity and is using this as justification to block our network. If this were true than we as amateur operators would be in violation of FCC part 97. Comcast needs to be ordered to cease this practice and allow our traffic to freely flow.

[Ticket: # 950842 - Email scam](#)

Date: 5/4/2016 5:29:06 PM

City/State/Zip: Salinas, California 93906

Company Complaining About: Verizon Wireless

Description

They keep on sending emails sakng i won money

Ticket: # 951452 - No internet service with Frontier

Date: 5/5/2016 2:03:56 AM

City/State/Zip: West Covina, California 91791

Company Complaining About: Frontier Communications

Description

Hello,

My name is (b) (6) and I am a current Frontier customer previously with Verizon. It has been three frustrating weeks without Internet and phone service not to mention TV which was recently re-activated. I have made multiple attempts to contact Frontier to assist me with my service and nothing has been done except for false promises. I have rebooted my system numerous times and a technician was suppose to come out to fix the problem and nothing has been done. Lastly,my payment that I made last month has not been credited to my account and I currently have an outstanding balance! I have called also to have an adjustment made to my billing since I am currently out service and it seems that no one can help me with this matter. I am beyond frustrated and exhausted on the time and effort I have spent trying to get answers from Frontier. Please someone do something about this issue!!!

Ticket: # 951675 - false advertising for internet business service for cable, bait and switch

Date: 5/5/2016 10:10:03 AM

City/State/Zip: Council Bluffs, Iowa 51503

Company Complaining About: Centurylink

Description

attached is the advertisement for business internet service of \$29.99. There is no asterisks or indications that this is limited and that services and offers are limited and can change or cancel or adapt anyway at any tie. Only in the small print at the bottom of the page it identifies this. My concern is that the advertising should be very clear what it is..and that I as a consumer should have information clear in the add if it is limited to only special customers, areas or at the discretion of this company. This is not right for a company to make up what they want the customer to see. When I was on the phone they insisted on asking a bunch of questions..claiming that they could not give me a price quote till I answered these questions. I believe this is there way to extract information and use it for there sole purposes...and this is not right. I was told that there are only two service provides and asked if I had checked what the rates are of the other service provider. I asked if he was suggesting that I my choice was limited. How is this not a monopoly? Two companies can charge a business whatever they like..with no other competition to drive cost to be more affordable. I am a small business, and only need internet service no more or less the type that I have at home. But I am being discriminated against as a company because I have to pay more for this service, for no other reason then I am a business. This is very concerning to me. And I would think others.

[Ticket: # 952624 - guitarcenter.com - Hidden advertisement disguised as "Private Invitation](#)

Date: 5/5/2016 1:50:46 PM

City/State/Zip: Clawson, Michigan 48017

Company Complaining About: Comcast

Description

I received an unsolicited email from a location of a brick and mortar store that I have never visited in my life.

The email did NOT identify it was an advertisement, and it used a deceptive subject line, both things EXPLICITLY against the CAN-SPAM act.

If you look at the definition of "invitation", it means "a written or verbal request inviting someone to go somewhere or to do something."

I called the number listed on the email. Their version of "invitation" is them offering me the ability to save 10-20% off products they sell. This is not an invitation, it is a coupon, and should have been identified as such.

Attached is the full source of the email.

Ticket: # 953042 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/5/2016 2:43:17 PM

City/State/Zip: Azle, Texas 76020

Company Complaining About: T Mobile

Description

(b) (6)

[REDACTED]

Ticket: # 953345 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/5/2016 3:14:12 PM

City/State/Zip: Shoreline, Washington 98133

Company Complaining About: Comcast

Description

We asked, overwhelmingly, for Net Neutrality to be law. We still want that. The companies with money to be made by eliminating net neutrality in order to make more profit for themselves will spend a lot of time finding new methods of circumventing net neutrality, and the very nature of technology means that there are lots of options for them to cycle through.

If the *spirit* of the Net Neutrality laws are not enforced full stop, the FCC will be spending years dealing with each and every new variation of "this is not breaking Net Neutrality, honest!" that these companies come up with. That's not only going to cost a lot of money, but it's also going to create a lot of headache for consumers, and I fear that if we entertain the 'rules lawyering' that's already started, eventually the FCC will be worn down and consumers will lose out on the open internet that has changed our lives for the better in so many ways.

These ISPs are already skating on thin antitrust ice and the majority of consumers do not have CHOICES when it comes to which ISP they use. Customers are forced by territory already drawn out into a single provider, and we're at their mercy with no alternatives if they decide to break the Net Neutrality laws. Please don't let them do this to us.

For privacy reasons, another organization's phone number is listed on this communication. Please contact me by email if you would like to follow up. Thank you so much for your time.

Julie Atwood

Ticket: # 953790 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/5/2016 4:16:07 PM

City/State/Zip: Oakland, California 94601

Company Complaining About: AT&T

Description

Stop AT&T from gaining unfair internet control.

(b) (6)

Ticket: # 968347 - Suspected throttling to force upsell

Date: 5/10/2016 12:02:02 AM

City/State/Zip: Lynnwood, Washington 98087

Company Complaining About: Comcast

Description

I have been a Comcast customer for several years. I regularly stream video from online providers and normally have few issues. I monitor my bandwidth with both a transparent proxy and logging functionality built into my router. During streaming sessions I rarely used more than 10 - 15 Mbps of my purchased bandwidth (with multiple streams). These sessions are the high water mark for my usage. I decided that I did not need to pay for a 75 Mbps connection (which never tested higher than 50) when I never used more than 20 Mbps (extreme and rare usage) at a time. I called and lowered my speed to 25 Mbps (still more than I have EVER used at once), and my streaming rate dropped from an average of 5 Mbps (single stream) to 750 Kbps (same stream). The difference was visible right after my modem was re-provisioned. It was not at a different time of day when the network could have had a higher load. The difference was immediate. I know no other way for this to happen, other than Comcast deliberately slowing traffic to their lower tier customers in order to extort them into higher price packages. I should NOT have to subscribe to an expensive 75 Mbps tier to get a 5 Mbps video stream to come in properly. I have no options for a different provider Comcast is the only company that services the apartments I live in.

Ticket: # 954181 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/5/2016 4:37:56 PM

City/State/Zip: Coatesville, Pennsylvania 19320

Company Complaining About: Verizon

Description

I'm getting very tired of seeing these corporations trying to get around the law. As a consumer and software engineer / web developer, I am frightened by what Verizon is trying to do to their customer's (me being one of them) internet connections.

I share the views expressed by battleforthenet.com ... Instead of providing the same prefilled wall of text, please reference that. Do the right thing and preserve the world wide web.

(b) (6)

[Ticket: # 954245 - XXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/5/2016 4:47:53 PM

City/State/Zip: Coconut Creek, Florida 33066

Company Complaining About: Comcast

Description

Please investigate zero rating, and do so in a public way. Comcast is trying to violate Net Neutrality. Any decision on zero rating needs to be made in public, not behind closed doors.

(b) (6)

Ticket: # 954417 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/5/2016 5:01:57 PM

City/State/Zip: Bend, Oregon 97702

Company Complaining About: Verizon

Description

Stand by your convictions and do not allow this to continue. Verizon Comcast and others are violating all legal and moral standards and remain unchecked. What they're doing is a breach of the First Amendment to end should not be tolerated under any circumstance. This is a laughably to apparent even people with a middling knowledge of what is going on, and the FCC should at least have to competency to see that. Do something, prove that freedom of speech isn't just a handful of buzzwords, but a central and nessicary human right.

(b) (6)

Ticket: # 954713 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/5/2016 5:23:04 PM

City/State/Zip: Raleigh, North Carolina 27604

Company Complaining About: Verizon

Description

Dear FCC,

You've been doing great, forward-thinking work recently to protect the future of the Internet. However, ISPs hate what you've been doing. Instead of complying, they're creating zero-rating schemes that directly contradict a strong interpretation of net neutrality. I strongly oppose this, not only because it is bad for users in the long run to have zero-rating schemes running the Internet, but because it spits in the face of the rules that you put in. ISPs have to follow the rules like everyone else, and a weak interpretation of a strong rule is not an excuse for their breaking the rules. Please enforce a strong understanding of your rules and eliminate zero rating services for certain parts of the Internet.

Now, if ISPs want to give the whole internet away for free, I'm on board with that. But since that would be bad business, we should see through their idea that giving away part of the Internet as good for business. It's bad for business too, in the very long run (the "creep" effect means that once one thing is free, another will have to be to keep ahead of the Joneses, and then they'll be in a bind where they can't make money anymore). But it's worse for users in the long run, who won't have the full Internet at their fingertips.

Please stop zero-rating schemes for the good of industry and users.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) (b) (6)

Ticket: # 955721 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/5/2016 8:33:44 PM

City/State/Zip: Pasadena, California 91101

Company Complaining About: Verizon

Description

The FCC has abdicated its mandate.

USA citizens now pay more for less ISP service than the people of Mexico!

Tom Wheeler's FCC wants to allow these monopolies more opportunities to fleece us?

Thank you Mr Obama for giving us this monopoly flack

to protect ISP abuses from the will of our people :-/

If you can't support public service,

I'd like to see Congress remove the lot of you.

(b) (6)

[Ticket: # 955792 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/5/2016 8:53:16 PM

City/State/Zip: Bryan, Texas 77803

Company Complaining About: AT&T

Description

Please stop Comcast, AT&T, T-Mobile & Verizon and any other companies from limiting what we see on the internet. Isn't that what places like the USSR did & China does now. This is the United States of America and that has always stood for democracy. Please don't let this country become a police state. Don't make it hard for people with less income to be on the internet. Living on a small amount of money will make it so hard for people who are physically disabled from knowing what is going on in the world. For many people, it is our only contact with the outside world. Please don't let it be censored or cost too much that many can't afford it. This type of legislation will destroy what America is all about.

(b) (6)

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[Ticket: # 955803 - XXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/5/2016 8:56:20 PM

City/State/Zip: Ridgway, Pennsylvania 15853

Company Complaining About: Comcast

Description

Comcast is being sneaky and subversive, AGAIN. They should not be able to force me to use certain programs, or curtail the use of others, like Netflix. The FCC choose top create protections that these companies are doing everything in their power to subvert. Don't allow them to win. No one besides them benefits.

(b) (6)

[Ticket: # 956215 - Armstrong data cap](#)

Date: 5/5/2016 11:35:59 PM

City/State/Zip: Poland, Ohio 44514

Company Complaining About: Armstrong

Description

(b) (6)

Ticket: # 956528 - Centurylink basic Internet

Date: 5/6/2016 6:02:46 AM

City/State/Zip: Beaufort, North Carolina 28516

Company Complaining About: Centurylink

Description

My Wife @ I filled a Application for dicounted internet through Century link back on the first of April. My Wife & I are low income and the cheapest we could get right now is though Time Warner for \$14.99 with the total being a \$24.95 a month. When the Rep at Century link said it would be take about 7 to 10 days too process the Application. My Wife & I get Food Stamps and we submitted a letter Head from our local Dss. I have Called 3 times regarding the status on Dsl with Century Link and all I am getting is the run around. Today is May 6th so it has been well over a month and we have not gotten any phone calls at all. My Wife called last Wednesday and the Rep she talked too said that we needed too resubmit another Application. Please help, Thank you

Ticket: # 956818 - DATA USEAGE

Date: 5/6/2016 9:13:48 AM

City/State/Zip: Winfred, South Dakota 57076

Company Complaining About: Dish Network

Description

We have satellite internet service and buy the largest package available. We also have 2 personal computers and both have Windows 10. Our allotted data is basically used up on Windows and Security updates. When I purchase extra data I don't get to carry it over.

[Ticket: # 956865 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/6/2016 9:17:59 AM

City/State/Zip: Arlington, Virginia 22204

Company Complaining About: AT&T

Description

AT&T already limits our data usage and have tiered data plans. Those that want to use more data (stream HD videos, music, and other high bandwidth sites) are forced to pay higher premiums. Why is AT&T now charging websites owners for web surfers to access their websites and services? So AT&T are now charging both their customers AND website owners. That's complete greed and double charging for the same thing.

(b) (6)

Ticket: # 956983 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/6/2016 9:32:34 AM

City/State/Zip: Minneapolis, Minnesota 55403

Company Complaining About: AT&T

Description

I discovered that Comcast, which I have, is going to punish users of sites like Netflix and Youtube while giving preference to their Xfinity Stream TV. I will have to use the Comcast site or get poor or no service for the sites I want. This makes Comcast a virtual monopoly. The FCC is suppose to protect the people from predatory practices like this. Demand that 'Zero Ratings' be abolished and ALL sites be given equal access to the internet.

(b) (6)

[Ticket: # 957591 - Outage](#)

Date: 5/6/2016 10:37:59 AM

City/State/Zip: Cerritos, California 90703

Company Complaining About: Frontier Communications

Description

Internet was out for several days and has finally been restored. I do not have confidence in future services

[Ticket: # 957427 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/6/2016 10:21:18 AM

City/State/Zip: Hilton Head Island, South Carolina 29926

Company Complaining About: T Mobile

Description

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

(b) (6)

Ticket: # 957453 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/6/2016 10:22:14 AM

City/State/Zip: Peachtree Corners, Georgia 30096

Company Complaining About: Comcast

Description

Comcast's monopolistic behavior threatens to systemically deconstruct the single greatest driver of human advancement in history: the open Internet.

As telecom regulators, it's upon you to resist lobbying efforts designed to damage competition and freedom of speech in the interest of a Board of Directors beholden only to shareholders, and not the Constitution nor your constituents.

There is only one way forward for a better humanity, and you can do your part by ensuring an open Internet with a level playing field for all comers.

(b) (6)

[Ticket: # 957628 - Throttling of video traffic on Comcast internet](#)

Date: 5/6/2016 10:53:51 AM

City/State/Zip: Colorado Springs, Colorado 80915

Company Complaining About: Comcast

Description

25mbps internet only service with Comcast in Colorado Springs, CO. Streaming video service is awful, requiring frequent buffering, and rarely achieving above 480p resolution. This is mostly with Netflix, YouTube, and Amazon streaming video services, never with more than one feed at a time (I live alone). Called Comcast and was told the 25mbps package isn't for streaming video. 25mpbs should be more than plenty for multiple simultaneous HD quality streams. Centurylink 12mpbs DSL (my prior, and current service) provides better picture quality and less buffering than Comcast 25mpbs. Data is data. It shouldn't matter if I'm using my interent for web pages, e-mail, file backup, or streaming video.

[Ticket: # 958651 - AT&T is changing my home office internet from Unlimited to 600GB per month.](#)

Date: 5/6/2016 12:48:39 PM

City/State/Zip: Napa, California 94558

Company Complaining About: AT&T

Description

AT&T has decided to penalize customers that are not combining their internet service with wireless or DirectTV. This will impact my job/finances as I work from home. This is an unexpected change to my contract and my residence cannot even have the 1TB tier (the max I can have at my home office is 45Mbps).

<https://www.att.com/support/internet/usage.html>

Ticket: # 958747 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/6/2016 12:59:43 PM

City/State/Zip: Tucson, Arizona 85732

Company Complaining About: T Mobile

Description

The FCC MUST protect all the citizens of the US, and the millions of entrepreneurs who depend on access to a free and open Internet. Net Neutrality is that protection -- a million people (undoubtedly many more) who might be worth only a dollar each, vs a gigantic corporation funneling one payment of a million dollars -- what represents good government, and real democratic oversight? Serving one megacorp, or all the population? Do you wonder why the citizenry are up in arms, angry, on so many political fronts both right and left? We must not be more an oligarchy than we are already, but the nation of good government and common decency that our grandparents fought for, and the actual acts of the Founding Fathers intended (not the misinformation promulgated in corporate-owned Big Media).

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile is breaking those rules, contorting the intent of them duplicitously. We need the FCC to put a stop to it -- and NOT from behind closed doors.

Rather than providing my personal phone number, I'm providing the number of an advocacy group. If wish to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 958863 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/6/2016 1:15:56 PM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: Comcast

Description

Please make sure my ISP Comcast, and others:

1. do not break net neutrality rules
2. do not get to charge websites for carrying their traffic in addition to what I'm paying them already
3. have effective competition in all markets (not in mine)
4. are not allowed to purchase content companies other than in an arms-length transaction.

(b) (6)

Ticket: # 959215 -

Date:

[Ticket: # 959226 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

Date: 5/6/2016 1:49:50 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

All I want from my ISP is an internet connection. I don't want it edited, prioritized, traffic-shaped, or censored. Net neutrality is important to this nation for free speech and to maintain our global competitiveness. Greed can't be allowed to trump the public good. Don't let this stand.

(b) (6)

[Ticket: # 961742 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/6/2016 7:37:38 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

JUST DO THE RIGHT FURSHLUGGINER THING ALREADY!

(b) (6)

[Ticket: # 966040 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

Date: 5/9/2016 11:50:57 AM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Comcast

Description

Stop being so greedy!!

(b) (6)

Ticket: # 962057 - XXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/6/2016 9:22:22 PM

City/State/Zip: Davis, California 95616

Company Complaining About: T Mobile

Description

The internet needs to be open and neutral if small companies are going to have a chance to compete. As a digital artist, these back-room deals and attempts to slow down certain web pages will make it impossible for my videos to be seen by anyone. Net neutrality is the only thing preventing monopolies from crushing the freedom that lets anyone be competitive on the internet. Please side with the American people and not cable companies, competition is what makes us America.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 962211 - Patricia Warfel's complaint re: ISP Zero Rating

Date: 5/6/2016 10:25:02 PM

City/State/Zip: Boise, Idaho 83716

Company Complaining About: T Mobile

Description

When is enough enough already? When do multinational, billion dollar companies ever tire of the stench of their own corruption? And when will government officials stop pandering to their evil slave masters in the corporate elite? Will right ever win in the world of unconscionable humans?

You made a ruling on Net Neutrality because you were overwhelmed by the will of the people, yet you think you can cut back room deals without notice or protest. Stop rolling the dice against my freedom and do your job! Stop Verizon, Comcast, Comcast and T-Mobile dead in their tracks!

(b) (6)

Ticket: # 962451 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/7/2016 12:44:46 AM

City/State/Zip: Vancouver, Washington 98685

Company Complaining About: Verizon

Description

The only choice where I live is COMCAST. I emailed you in the past about net neutrality and how important I thought that it was and how without it we all would be disadvantaged. I was happy when it came to past and thought the issue was resolved. Now, however, I'm hearing about another try by COMCAST and the others to put more \$\$ in their pockets while limiting my choices. How many times and in how many different ways does this battle have to be fought? I am sick and tired of big business greed. FCC you are the protector of the public. I'll be 70 this year and I'm getting tired of fighting. Help, please.

(b) (6)

[Ticket: # 971323 - Open Internet Suggestion](#)

Date: 5/11/2016 7:28:37 AM

City/State/Zip: Hilo, Hawaii 96720

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 963269 - Comcast/Xfinity blocking access](#)

Date: 5/7/2016 1:49:51 PM

City/State/Zip: Chesterfield, Michigan 48047

Company Complaining About: Comcast

Description

I have Starz as part of my subscription with Comcast. They will not allow me to log into the Starz app on my iPad, iPhone, Apple TV, or on the web site. I am able to do this for HBO and Showtime. They also block accessing the NCAA Basketball tournament through the app on the Apple TV. I believe this violates net neutrality as well as the restrictions placed on them when they purchased NBC.

[Ticket: # 963359 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

Date: 5/7/2016 2:59:59 PM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

(b) (6)

[REDACTED]

Ticket: # 963361 - XXX XX's complaint re: ISP Zero Rating

Date: 5/7/2016 3:00:19 PM

City/State/Zip: Chicago, Illinois 60632

Company Complaining About: T Mobile

Description

I am a T-Mobile customer and I've heard some disheartening things regarding how Net Neutrality is being handled. As I'm still researching and weighing the information I have to say that I do agree with any and all conversations be made public with active communication with the public. Not updated after it's all said and done with possible fees and restrictions.

This is a real concern for myself and am willing to cancel my service if I feel T-Mobile isn't conducting in a fair and open manner. Be it with this particular topic or anything else.

How important to you is my trust?

(b) (6)

[Ticket: # 963385 - This it not a complaint](#)

Date: 5/7/2016 3:07:49 PM

City/State/Zip: Newport News, Virginia 23608

Company Complaining About: Cox

Description

This it not a complaint. I did not see in the "public Comment" section where I could post, but I wanted to say that I am encouraged by both the FCC's and Tom Wheeler's dedication to keeping the internet a mode of communication that is free of oppression. I'm glad that someone in a government agency understands the country at large.

Ticket: # 963601 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/7/2016 5:33:06 PM

City/State/Zip: Austin, Texas 78751

Company Complaining About: T Mobile

Description

We were so grateful to the FCC for passing strong Net Neutrality rules last year, but we know these megapowers will never stop trying to find ways to own the miraculous organically grown internet. It belongs to all those who have created it and those who use it daily. It has come to fill our basic needs in the same way that the local streams provide water to our communities. It is entirely the responsibility of the people and their elected government to preserve these commons to be available to everyone.

I want a strong FCC that takes all its power and exerts it on corporations like T-Mobile, and I ask that all oversight take place on the public record. The corporations that are running this country into the ground are dinosaurs destroying their own base of support by minimizing the rest of us. Their greed is unsustainable and we are reaching the end of their age.

(b) (6)

Ticket: # 963760 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/7/2016 7:24:49 PM

City/State/Zip: Seattle, Washington 98134

Company Complaining About: Comcast

Description

I'm a fan of the FCC since Genachowski and now Wheeler, and I believe that the agency has been and will continue to be a defender of net neutrality.

Please don't let Comcast (my ISP) get away with setting caps on everybody's traffic except to their own privileged content. It's so important that Comcast and other ISPs don't get to prioritize the Internet according to their interests. We consumers are stuck with one or two choices of ISP (the phone company or the cable company) and can't vote with our feet in response to this monopoly.

We need you to fight them!

(b) (6) [REDACTED]

[REDACTED]

Ticket: # 963914 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/7/2016 9:54:49 PM

City/State/Zip: Glenview, Illinois 60026

Company Complaining About: Comcast

Description

Give me liberty, or give me death! And by death, I mean yours.

(b) (6)

Ticket: # 964000 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/7/2016 11:55:56 PM

City/State/Zip: Olympia, Washington 98501

Company Complaining About: Comcast

Description

(b) (6)



[Ticket: # 964034 - Comcast throttling Disney streaming app](#)

Date: 5/8/2016 12:55:02 AM

City/State/Zip: Vineland, New Jersey 08360

Company Complaining About: Comcast

Description

At 12:31 am EST, my 30 Mb connection is incapable of streaming Star Wars over the internet. There is no excuse for this except for my internet service provider to be causing the stream to buffer. I have run multiple speed tests showing I have full internet connectivity, yet the stream continues to buffer.

Ticket: # 964201 - lack of captioning

Date: 5/8/2016 11:11:21 AM

City/State/Zip: Cranberry Township, Pennsylvania 16066

Company Complaining About: Armstrong

Description

I watched a segment on ESPN on TV - it was captioned. And I tried to show my sister the part of the segment and its not captioned on. Its over 4 minutes long. i'm still upset with the lack of access from ESPN.com

<http://espn.go.com/espnw/video/15487049/kansas-city-soccer-stars-open-impending-parenthood>

Ticket: # 964453 - Frontier Communication Internet Complain

Date: 5/8/2016 5:27:06 PM

City/State/Zip: Upland, California 91786

Company Complaining About: Frontier Communications

Description

I want to complaint Frontier Communication for:

1. Lying to customer, fail to commitment: I setup the installation date on 4-9-2016 of my Fios internet, but no one show, no one call. After I call them, they said the installation was cancelled, I have to schedule for another one on 4-13-2016. And then, they fail to install on the second appointment, still no one show, on one call.

Plus, when setup the installation order, they told me the technician will call me first, never receive any call.

2. Poor Customer Service:

I call 12 times regarding my internet installation, 8 times the phone line disconnected around 1 hour arrange automatically when I having the full bar signal, and no call back even I strongly request they call me back if the phone got disconnect and I left my phone number.

Average wait time is 40mins to 1 hour.

4 times the phone call is over 3 hours, been transfer to 3 different department regarding my new internet installation order.

3. Monopoly: in my area, there is no other internet provider, if I want internet, I have to use Frontier.

Ticket: # 964570 - Unauthorized access

Date: 5/8/2016 7:42:16 PM

City/State/Zip: Edina, Minnesota 55435

Company Complaining About: Comcast

Description

Adobe is claiming they have to take over control of my system and then makes unauthorized changes to my computer. I advised the chat rep not to go anywhere other than desktop and adobe folder. For those are the only 2 areas the rep claimed they would be going. I had to change my screensaver back to its form, the screensaver that was in place prior to the rep making some unknown changes to my computer. I searched online and found adobe's adobe cc cleaner tool. The rep never told me about that. What is it that adobe needs? What changes are they truly making to my computer? My firewall was also off. I had to turn my computer completely off to disconnect from adobe's rep. When I turned it back on that is when I found the changes as noted above. I am sure they made other changes, but I am unsure of what.

Ticket: # 964728 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/8/2016 11:12:49 PM

City/State/Zip: Bothell, Washington 98021

Company Complaining About: Comcast

Description

Comcast is breaking the strong Net Neutrality rules that the FCC put in to place last year, and the FCC should put a stop to it. Furthermore, the FCC should have an open, public process to decide where and how to enforce these rules.

Comcast is controlling my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 964732 - Transferring cell number from Republic Wireless to Cricket Wireless

Date: 5/8/2016 11:17:22 PM

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: Cricket

Description

I went to Cricket store to change service from Republic Wireless. When they entered my phone number I was told it is Cricket wireline and could not be transferred and to tell Republic to show as wireless. I opened a case with Republic (online as there is no phone support --which I think should be a rule to have phone support) . I received an email saying that I would have to transfer my number to a carrier that accepts land wire /VOIP like T mobile and then can transfer to Cricket. They also sent me forums where people discussed using a SIM card. This is all more than I understand and seems to be not in compliance with the FCC portability Act. What action should I take?

[Ticket: # 964849 - Uninstalling a program](#)

Date: 5/9/2016 5:50:15 AM

City/State/Zip: Somerset, New Jersey 08873

Company Complaining About: My Safe Savings

Description

MY Safe Savings - I tried to uninstall it and it directs you to enter a code ,which is simple, but every time you enter a code it prints a new code. I did it one hundred times and it stills issues a new code. They don't want to you to unsubscribe and force you to keep it on your computer Please advise

Ticket: # 964909 - Internet indecency

Date: 5/9/2016 7:57:27 AM

City/State/Zip: Frederica, Delaware 19946

Company Complaining About: Comcast

Description

Gentlemen:

Would you please be so kind to view AliExpress.com website then go to the page for outdoor furniture. Then, once you are on the outdoor furniture page look for the page displaying hammocks for-sale. Within the pages displaying hammocks you will see hand drawn characters depicted in sexual activity poses. Some people may find these images objectionable. However, there is no warning or notice given to a shopper looking for patio furniture that the web page contains graphic sexual images.

Please review the above listed website.

PS it appeared that my complaint did not go thru so I submitted several times please excuse the multiple submissions.

Regards,

(b) (6)

Ticket: # 965121 - Comcast Cable lack of service

Date: 5/9/2016 10:37:01 AM

City/State/Zip: Boca Raton, Florida 33428

Company Complaining About: Comcast

Description

21774 Sugarberry Circle. Boca Raton, FL 33428. My Internet service has been out for several months or operating at 1/3 the speed I pay for from Comcast. They have refused to get refunds for service not provided and keep saying they have problem but are working on it? 7 months of no Internet or very slow speed while paying for high speed? Why is this permitted by government? They have proven track record of poor customer service and yet they laugh when you say you will file a complaint? Make them pay the price for poor service and lack of providing services they are charging people for. This is a company granted the rights for cable in our area. The people at FCC need to protect the customer and not Comcast..

Ticket: # 965391 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/9/2016 11:18:14 AM

City/State/Zip: New York, New York 10034

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. So why are Comcast and Verizon going ahead anyway?

We need open hearings to deal with this, not closed-door powwows.

(b) (6)

[Ticket: # 965417 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/9/2016 11:18:32 AM

City/State/Zip: Stockton, California 95207

Company Complaining About: Verizon

Description

The actions of Verizon relating to Net Neutrality are absolutely despicable. It's obvious that the people making policy decisions only care about their own interests. They are acting as a barrier to the growth of humanity. The day will come when humanity elevates itself to a level where leeches like the people running Verizon simply can not exist.

My name is (b) (6), I am a Verizon customer and I demand a response and I demand you to serve humanity.

(b) (6)

[Ticket: # 965568 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

Date: 5/9/2016 11:20:17 AM

City/State/Zip: Dallas, Texas 75230

Company Complaining About: AT&T

Description

AT&T Uverse is imposing a cap on how much data I can download, but then exempting some of their own stuff from the cap. That's not fair! It gets around Net Neutrality by charging me for some data and not for others. Please stop them!

(b) (6)

Ticket: # 966585 - Transferring cell number from Republic Wireless to Cricket Wireless

Date: 5/9/2016 1:37:34 PM

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: Cricket

Description

I went to Cricket store to change service from Republic Wireless. When they entered my phone number I was told it is Cricket wireline and could not be transferred and to tell Republic to show as wireless. I opened a case with Republic (online as there is no phone support --which I think should be a rule to have phone support) . I received an email saying that I would have to transfer my number to a carrier that accepts land wire /VOIP like T mobile and then can transfer to Cricket. They also sent me forums where people discussed using a SIM card. This is all more than I understand and seems to be not in compliance with the FCC portability Act. What action should I take?

Ticket: # 966969 - Charter Spectrum Internet and TV service contract-Service violation

Date: 5/9/2016 2:59:25 PM

City/State/Zip: Southlake, Texas 76092

Company Complaining About: Charter

Description

On June 30, 2015, Charter Spectrum through its agent, Mr. Mark Levesque made offer for Internet and TV service to my residence located at (b) (6) Southlake Texas 76092 and executed a formal written contract with me. The execution of contract deadline was 7/14/2015 so service could be extended by the end of July 2015. I agreed to the terms and amount of fees, executed the contract and kept waiting for service, but nothing happened until April, 2016. Now Charter-Spectrum is back and states that there never was a contract and cost of providing service to me is a portion of a \$28,000 extension of service fee.. In preparation of agreement, Charter-Spectrum used several hours of my service for easement document review, rout selection and communication with the neighbors as a professional engineer. Also I had to incur a much larger cost for the same service under contract by the other providers, a total of \$4,200. I ask that FCC assist me to 1) secure services as promised in writing by the June 2015 agreement. 2)Pay \$4,200 to me for their request professional services.

[Ticket: # 967193 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/9/2016 3:51:32 PM

City/State/Zip: Colorado Springs, Colorado 80918

Company Complaining About: Comcast

Description

Not only should Comcast be punished for limiting Netflix, no Internet provider should own content providers. This is a clear conflict of interest.

(b) (6)

[Ticket: # 967249 - Spoofing](#)

Date: 5/9/2016 4:05:19 PM

City/State/Zip: Wills Point, Texas 75169

Company Complaining About: AT&T

Description

Received a call to my phone # using my phone # . It showed a caller name

Texas USA

The robotic machine said it was calling about my credit card (I hung up at that time).

Ticket: # 968377 - facebook discrimination and blocking

Date: 5/10/2016 12:54:48 AM

City/State/Zip: Lyons, Illinois 60534-0712

Company Complaining About: At&t Uverse

Description

Sir/Madam, I have been a facebook (fb) member from the beginning. It is the way I make friends, keep in contact with family, local and international news. One day about 3 months ago my fb account was blocked. The reason given was that I was a 'security risk.' The risk was because when it comes to politics I voice my opinions and lately the blunt of my remarks were towards the democrats and clinton. Mind you I don't shy away from republicans when they deserve it. For my political beliefs my fb account was blocked and my good family name was blacklisted. This made me feel like I was in communist Germany under Adolf Hitler where I have to watch what I say about a political party and person. I opened a second account and made the mistake of saying something against hillary and that fb account was blocked also. This time no reason was given. Now I am on my 3rd fb account and I'm scared to voice my opinion about anything. Now knowing that mark zuckerberg is a staunch democrat and he will defend the party at all cost is. My Father taught me that the person is more important than the party and to this day that is what I believe. If I knew of a good lawyer that did not shy away from a fight I would sue zuckerberg, fb and it's employees for money, an apology, have my original fb account reinstated, a printed apology on fb for his actions and to have all fb accounts of other people that were blocked reinstated. It is not good that one person has a monopoly on the social network. It should be broken up like AT&T was or have many providers to choose from like mobile phone companies. In closing I would like to be kept informed on the actions that the Federal Communications Commission is taking against fb on my behalf. Thank You for your time and all of your help.

[Ticket: # 969466 - OPen Internet](#)

Date: 5/10/2016 1:38:45 PM

City/State/Zip: Winlock, Washington 98596

Company Complaining About: Centurylink

Description

When I signed up, I was never informed that I wouldn't have enough speed to accomplish my work, or have the inability to download movies. We were never told we would be paying for one service and receiving another.

[Ticket: # 969927 - Data cap on high speed internet](#)

Date: 5/10/2016 3:29:36 PM

City/State/Zip: Baker City, Oregon 97814

Company Complaining About: Centurylink

Description

Got a warning today that we are using a large amount of internet, and with the net neutrality laws, that is illegal. Just wanted to report it . Oh, and they charge you extra if you are not signed up for auto pay, and I was not told that when I started my contract.

[Ticket: # 969989 - Frontier \(Verizon\) always reschedules the internet installation](#)

Date: 5/10/2016 3:46:29 PM

City/State/Zip: Ontario, California 91761

Company Complaining About: Frontier Communications

Description

My company has moved to a new office. When I called them on April 28th Frontier promised to transfer my current internet to the new office on May 3rd . But after waiting for a whole day on May 3rd, nobody came. I called them again, they said they had to reschedule the installation to May 11th. They rescheduled the order without my permission. Then the ridiculous thing is they called me yesterday and said they had to reschedule again to May 27th. Frontier is the only internet provider in this area that is why they can be so arrogant to their customers. My company can't run without internet because we sell goods on Amazon. I have lost tens of thousands dollars because of this.

Ticket: # 970784 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/10/2016 7:29:07 PM

City/State/Zip: Richland, Washington 99352

Company Complaining About: AT&T

Description

I had just received a letter from congress about the FCC's plans and looked further into the issue and decided to voice my concerns over the Internet. I now have a private page with over 3,000 people that have pledged to boycott AT&T if this goes any further.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

[Ticket: # 971950 - XXXX XXXX's complaint re: ISP Zero Rating](#)

Date: 5/11/2016 12:37:22 PM

City/State/Zip: Washington, District Of Columbia 20002

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Test Test

[Ticket: # 972338 - selectively, bad ping](#)

Date: 5/11/2016 2:18:34 PM

City/State/Zip: Waimanalo, Hawaii 96795

Company Complaining About: Time Warner

Description

if i could upload my screen captures of the ping rates here from time warner, you could see for yourself.... some sites, like amazon, ebay, youtube, netflix often have very bad ping or no access at all, while at the same time, others like forbes, google, yahoo have normal ping rates. been testing this for last 6 months, sometimes, at different locations

Ticket: # 972601 - Frontier Communications

Date: 5/11/2016 3:35:21 PM

City/State/Zip: Ontario, California 91761

Company Complaining About: Frontier Communications

Description

I am a customer of Frontier Communications. I lost my internet and landline last Friday. I have yet to have resolution to any of my numerous requests. You are transferred to different reps, placed on hold for up to 60 minutes and then disconnected. I have also expressed my complaints on their Facebook page.

Ticket: # 973170 - Local Cable Company Bandwidth Caps

Date: 5/11/2016 6:52:09 PM

City/State/Zip: Longview, Texas 75601

Company Complaining About: Longview Kilgore Cable Television

Description

I live in Longview, TX. Our local cable television and internet provider (Longview/Kilgore Cable TV) recently announced a plan to begin enforcing bandwidth caps and charging customers extra for using large amounts of data.

I believe that this is an effort by the local cable tv monopoly to make Netflix/Hulu and other online streaming services less attractive as substitutes for their cable tv service.

The fact that the cable tv company controls such a large portion of both the television and internet service markets allows this company to engage in coercive pricing strategies that are unfair to the consumer. I would like the FCC to investigate to determine whether these practices violate current regulations and also determine whether additional regulations are needed to ensure that such coercive practices don't cause undue harm to the consumer.

[Ticket: # 973562 - Animal porn being posted to site](#)

Date: 5/11/2016 11:07:07 PM

City/State/Zip: Jackson Heights, New York 11372

Company Complaining About: Time Warner

Description

A user by the name of (b) (6)

<https://www.facebook.com/profile.php?id=100012219242077&fref=ufi> has been constantly posting pornography involving dogs to various Bernie Sanders websites in an apparent effort to get them shut down

<http://khgejkhsgasdfouigaweroiug.blogspot.com/2016/05/klhgasdfiougawepiurgsadifugsfh.html>

Ticket: # 973573 - False Advertising, Priceing Gauging, Discrimination

Date: 5/11/2016 11:44:05 PM

City/State/Zip: Pacoima, California 91331

Company Complaining About: Time Warner

Description

Time Warner's advertising is deceptive and misleading. Time Warner's Internet Services pricing of the supposed internet speed is not within the scoop of the Business & Professional Rules & Regulations Due to charging several different prices for the same product Mbps (Mega Bites Per Second) attached is screen shots of their web site with written claims and description's of them & should be applied to my informal complaint. I would also like to express my dissatisfaction regarding the Courts decision on the net neutrality rules and request that this agency do everything in it's power to re-categorize all internet service providers as telecommunication service providers so that they can be held accountable just like the utility company's. Time Warner's behavioral of manipulating pricing as it see's fit, not only for internet services but also for television and telephone land line services. This manipulation of pricing is unconstitutional because they are doing it so they can profit financially & therefor gain further power and control of this industry then possibly corner the U.S.A market in the near future.

Ticket: # 973661 - Internet Data Caps - AT&T

Date: 5/12/2016 5:13:03 AM

City/State/Zip: Green Cove Springs, Florida 32043

Company Complaining About: AT&T

Description

In light of the Open Internet Order, how is it possible that today I was informed that AT&T has capped my data allowance on my internet connection, and intends to charge me an additional \$30 per month for unlimited internet data, unless i bundle my plan with an expensive AT&T television service I do not want? At&T is effectively extorting additional charges from me. Please assess AT&T's practice in accordance with your rules' general conduct standard, which guards against unreasonable interference and disadvantages ISPs impose on internet users' choices and our free expression. Requiring that I essentially pay double my monthly fee and/or pay for an additional television service I do not want is a reprehensible practice, and should be stopped immediately.

Ticket: # 973917 - Frontier

Date: 5/12/2016 10:43:39 AM

City/State/Zip: Port Richey, Florida 34668

Company Complaining About: Frontier Communications

Description

Hi I had a rep from frontier call me on May 11,16 and we spoke so he told me that he would get me internet hooked up without the hookup fee and he would be sending me an email to fill out so that can get the internet. So here it May 12,16 and I'm still waiting I called the number again that I called yesterday and it told me to enter the number of the person I was trying to reach so I did and it say that number was invalid then it said to hold on the line that they will get me someone and all's I got was a busy signal.

Thank you,

(b) (6)

Ticket: # 974087 - Internet

Date: 5/12/2016 11:48:56 AM

City/State/Zip: Toledo, Ohio 43614

Company Complaining About: AT&T

Description

I have at&t unlimited mobile data plan which cost \$140.00 a month. On May 12, 2016 I received an alert from at&t that I have my specified data limit. I called customer service to find out why was data turn off. The customer representative I spoke with told me what will happen if data is turn back is it will be slow until the next billing circle. This is not fair at all to customers and I am kindly asking an investigation in to the matter.

[Ticket: # 974595 - Throttling streaming based on cost.](#)

Date: 5/12/2016 2:21:28 PM

City/State/Zip: Hastings, Nebraska 68901

Company Complaining About: National Broadcast Network (nbc)

Description

The NBC network has been streaming network content below watchable levels from their site. It appears to provoke viewers to pay for subscription service. This problem doesn't exist for other networks. I feel this is a violation of net neutrality legislation and appears to follow Comcast's purchase of controlling interest in this network.

[Ticket: # 975896 - Match.com dating service has turned into a prostitution ring](#)

Date: 5/13/2016 12:13:34 AM

City/State/Zip: Reston, Virginia 20191

Company Complaining About: Verizon

Description

I am applaed by the discovery of shady solicitations and dubious inquiries after I subscribed to MATC.com. Their customer support has become an aggressive bunch of crooks who refuse to answer legitimate questions about the difference between their published quarantees and qualifty and the reality of spam, fake profiles and other abuse.

Why aren't they shut down?

Ticket: # 976865 - Limited access no access to internet

Date: 5/13/2016 1:29:33 PM

City/State/Zip: Atlanta, Georgia 30319

Company Complaining About: Comcast

Description

Purchased internet and cable services from Comcast/Xfinity a cable,t.v., internet provider. Since purchasing their product and paying for monthly services average \$150.00 monthly in fees. Services stop working suddenly, picture freezes or there is a black strip that appears across the screen or picture is blocked out with a black frame. The sound abruptly changes from English to Spanish without accessing the remote control. Internet stops or doesn't load, main problem is there is limited access to the internet, I do not have access to the world wide web, don't have the same access that other internet customers have, pages are blocked, unable to use search engines to their full capacity. Most of webpages that are accessible are fake, or coded with 99, 88 or 69 IP addresses. I have two online business stores and due to the internet being obstructed and world wide web being blocked its impossible to acquire customers, sell products and create revenue. Internet services being blocked and or limited was done without my knowledge or consent.

Ticket: # 977183 - Fax Machine is not working since Frontier took over Services in TX

Date: 5/13/2016 2:56:41 PM

City/State/Zip: Wylie, Texas 75098-5028

Company Complaining About: Frontier Communications

Description

The consumer stated that Frontier acquired his services from Verizon. On April 11, 2016, the consumer's internet and his phone went out. The consumer tried to obtain assistance in repairing the service problems but ended up having to call every day before any repairs were made. He stated that Frontier always promised that they would be out the next day. However, the consumer explained that Frontier was not truthful...he stated that they did not show, after that promise and that it took three weeks for anyone, from Frontier, to repair the services. He stated that after the phone and internet were fixed, (during the repair visit) his phone was working...on on one line. The fax machine still does not work properly and the premium TV channels disappeared without any explanation. The consumer stated that the Caller ID on his phone is still not working as well. His fax machine is able to send an outgoing fax (only). However, if you try to send a fax to his second number, it results in a busy signal like the fax number has not been set up in the system. This a separate voice line, from the one that was already repaired.

[Ticket: # 977567 - Arbitrary slowing of service](#)

Date: 5/13/2016 5:00:17 PM

City/State/Zip: Independence, Missouri 64053

Company Complaining About: T Mobile

Description

Data speed reduced due to limited 3G Web usage. Is any other utility allowed to slow service, e.g., electric, gas, or water?

Ticket: # 978280 - Repetitive nuisance of enticement

Date: 5/14/2016 9:47:15 AM

City/State/Zip: Maricopa County, Arizona 85335

Company Complaining About: Directv

Description

(b) (6)

[Ticket: # 978638 - netflix throttling](#)

Date: 5/14/2016 4:07:46 PM

City/State/Zip: North Olmsted, Ohio 44070

Company Complaining About: Wide Open West (wow)

Description

When I watch video online, it is fine with amazon prime or other providers the signal is ok, but when I use netflix, the speed is much slower and often cuts out entirely. I believe that my cable company may be throttling netflix specifically.

Ticket: # 979547 - Price gouging internet data limits**Date:** 5/15/2016 9:09:47 PM**City/State/Zip:** Anchorage, Alaska 99508**Company Complaining About:** Gci In Alaska

Description

Please scrutinize the State of AK and the exorbitant monthly charges to have a basic functioning internet in homes, especially those of working people and working families. GCI isp charges a whopping \$60/ mo. and then claims people are at their 40gb data usage limit before the month runs out just by using the internet in a normal, low-level way. We use the internet in a 'normal' way defined as the following: NEVER any gaming; virtually zero downloads (we prefer streaming and don't want stuff on our computer); we don't even use face book; we use email, stream lowest setting of netflix, and use internet for researching topics and information; we dont even upload ANY videos, ever. IN AK THE COST OF RENT IS ENORMOUS. WE CAN BARELY AFFORD THIS RATE FOR INTERNET that runs slow each month and over-restricts our use. The next rate is \$80 AND GREATER per month for 'unlimited data useage'. WORKING PEOPLE AND FAMILIES CANNOT AFFORD THIS! We are in anchorage-- over 300 thousand poeple; we are not in a remote village. Previously In the lower 48, we have lived in remote, western towns of under 10 thousand people & never had to limit our normal i-net activities (defined above). We cannot even use YOu TUBE up here. Yet, this is the largest city we have ever lived in currently AND our internet is being slowed down every month and is not functional for such a high price. FCC, this price-gouging practice by ISP in AK hurts all families in terms of seeking knowledge and information and preventing/ restricting entertainment, like YOU TUBE videos, You Tube music, and netflix movies. PLEASE look into this unjust practice occurring in the state of Alaska. FCC, what is the enforcment of isp who are in fact being dishonest in data usage- ISP provider/s CLAIMING people go beyond their limit monthly??? If suddenly, in AK, it takes more gb to use the inet in the same relatively low-level way as in the lower states, then, FCC, please look into FAIR pricing for this kind of internet use-- NOT \$60, NOT \$80/ month.

Ticket: # 978988 - Internet

Date: 5/15/2016 1:15:25 AM

City/State/Zip: Murrieta, California 92562

Company Complaining About: Frontier Communications

Description

My internet and tv were out since the change over April 1st. I had 3 appointments for a tech to come out but they were no shows. I canceled May 1st and you guys are still charging me. I also have not received boxes to send back equipment. I have called 5 times!!!!

Ticket: # 979105 - Woman exposes breast in Burger King Spa in Finland commercial

Date: 5/15/2016 10:52:41 AM

City/State/Zip: Round Rock, Texas 78681

Company Complaining About: Time Warner

Description

Hi,

We were watching Weird and Viral under the News section on our Roku this morning. News on Roku is fed by AoIOn which gets reports from places like Buzz360. The spot is about a new Burger King Spa opening in Finland, at time 1:04 in the video also viewable on the AoIOn web site, link below, shows a young woman's fully exposed breast as she take a bath.

Time: 1:04

<http://on.aol.com/video/world-s-1st-burger-king-spa-opens-5735d461e4b0af06acb6b70d>

We regard Roku content like we would TV content and if there us adult content we would like to know ahead of time. If we had young kids this would be even more relevant.

The Internet Issues below should have a Decency option like the TV complaint page has.

Thank you,

(b) (6)

Ticket: # 979299 - Only one service provider for Internet with lots of issues

Date: 5/15/2016 3:44:20 PM

City/State/Zip: Fort Worth, Texas 76179

Company Complaining About: AT&T

Description

I live in a relatively new subdivision, building commenced in 2006. My house was built in 2015. Att is the only internet service provider I can get in this neighborhood and I am having lots of issues with them. It started when my contract is coming to a close and I upgraded my internet to a faster download speed and cut my tv back to basic cable. I wanted it to take affect immediately. Now I have been without Internet for 24 hours, the technician is here, and he is saying he can't get the 24 Mbps to work and I have to drop back down to 18 Mbps. I have neighbors that have 24 Mbps or faster. So I know this isn't the case. For them to have wired my 1200 home master planned community that poorly that they can't even get better Internet service to my house is absurd. Also the fact that I am REQUIRED to use them for my service and can't get anyone else. This shouldn't be legal for them to monopolize an entire neighborhood. And it happens all throughout the area I live in in these master planned communities. Something needs to be done about this. I should have the right to use whomever I want for Internet service.

[Ticket: # 979339 - Usage popup](#)

Date: 5/15/2016 4:29:34 PM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: Comcast

Description

In browser usage popup.

Ticket: # 979459 - Internet fraud using usps and telephone.

Date: 5/15/2016 6:32:55 PM

City/State/Zip: Pensacola, Florida 32504

Company Complaining About: Internet Fraud

Description

My name is (b) (6) I have been using an Internet company "Care.com " to try and better myself with a job. I was contacted by a woman named "Deborah Reynolds " for local work for her daughter. In the process of trying to better myself. I was sent a check for \$2950, using the usps. I was supposed to deposit the check into my acct, keep \$200, for my troubles and moneygram the rest to a Danny Burts and a Robert Galloway in Houston, Tx. The phone number this Deborah used to contact is 617-861-8587, I did a reverse # lookup was to a Elizabeth & Michael Bragen in Massachusetts. I'm also sending you a copy of the check drawn on "First US Bank " supposedly in Thomasville, Al. I Google the address and it does not exist at the address 131 W Front St. I told her I had not acct in which to deposit the check. This will buy some time, if you were to investigate. Thank-you (b) (6)

[Ticket: # 979605 - Comcast](#)

Date: 5/15/2016 11:12:10 PM

City/State/Zip: Pearland, Texas 77584

Company Complaining About: Comcast

Description

Comcast blocked hbo go on all network connected devices.

Ticket: # 979602 - century link Internet

Date: 5/15/2016 11:05:55 PM

City/State/Zip: Beaufort, North Carolina 28516

Company Complaining About: Centurylink

Description

My case number is 956928 regarding the Company stated above.I filed a Complaint in April 2016 about the Lifeline Internet that my Wife & I are trying to get.We sent in a Application around the first of April 2016 for Basic Internet @\$9.95 a month.We have not heard anything from the Company at all.Please Help,Thankyou!

[Ticket: # 980173 - internet fraud](#)

Date: 5/16/2016 12:03:08 PM

City/State/Zip: Syracuse, New York 13219

Company Complaining About: Pay Pal

Description

Made a sale on e-bay 7/3/2015 for an iPhone 5s for \$350, then on 10/26/2015 c states phone was punched with stolen credit card so money was refunded and idem never returned. Pay-pal states I stand to lose both money and iPhone. Several attempts have been made to both parties to rectify the issue, to no avail.

Ticket: # 980612 - Internet service

Date: 5/16/2016 2:04:29 PM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: T Mobile

Description

My t-mobile internet service from there hot spot box keeps going out 40 times in a minute , i have contact the presidents office of tmobile and emailed & spoke to chris lopez about it and customer service for over a year and still this issue is going on !

[Ticket: # 980642 - Hyatt Hotels](#)

Date: 5/16/2016 2:15:32 PM

City/State/Zip: Memphis, Tennessee 38117

Company Complaining About: AT&T

Description

I stayed in a Hyatt and have asked them numerous times to stop contacting me. They will not stop.

Ticket: # 981679 - Internet throttling

Date: 5/16/2016 7:34:25 PM

City/State/Zip: Mishawaka, Indiana 46545

Company Complaining About: Comcast

Description

I am paying for 25 Mbps and I get 8 Mbps on a good day after closing all applications and resetting the modem and router. When I called, the agent hung up on me.

[Ticket: # 981572 - ATT changing internet usage allowances mid contract](#)

Date: 5/16/2016 6:49:55 PM

City/State/Zip: Universal City, Texas 78148

Company Complaining About: AT&T

Description

ATT delivered notice that a \$10 charge will be assessed for exceeding a data allowance unless customers bundle with their cable service. ATT does not have tools on their website to know how much usage customers currently have. Most importantly the contract was agreed to before this bundling requirement was instituted. I can not leave for a competitor without paying a penalty.

[Ticket: # 982152 - Comcast charging for data usage](#)

Date: 5/17/2016 5:17:03 AM

City/State/Zip: Huntsville, Alabama 35811

Company Complaining About: Comcast

Description

Comcast is charging now for any data usage in excess of 300 GB. They claimed not many would be effected. We ran 450 GB in one month, which they are charging normally another \$30 a month on top of the nearly \$60 a month I am paying. I hardly even watch regular TV anymore, so I'm really getting robbed.

Ticket: # 982458 - Internet Hacked

Date: 5/17/2016 10:37:54 AM

City/State/Zip: Portage, Michigan 49024

Company Complaining About: AT&T

Description

My life is being completely ruined by a chain of government officials i.e.: Police, State of Michigan Police, DEA, Swat Team and FBI.. I have credible inside information of this. All due in part by something that happened at my home without my knowledge. Since October of 2014, I have been hacked severely to the point of jobless and homeless: have went through every carrier there is and now 20 different phones and don't know who can stop this! AT&T is now my carrier for my iPhone. Passcodes, Apple ids, emails deleted, security questions, preferences, personal information, all change on a daily basis. Calls are diverted, emails intercepted, employment opportunities shot down, tried obtaining an Obama phone twice..each one has no record of my order number. All kids pictures have been deleted, social websites infiltrated, have lost everything personal to me! Especially my privacy, repression, embarrassment, right to employment, character and now my drive to succeed. It is the worst thing I have ever encountered! Please help... I have a college degree, no criminal record and had a website, Ebay, which were lucrative forms of income. I am a Medical Assistant and specialize in Phlebotomy. I usually travel and draw blood for the military, however, am unable to do to security clearance. All of these carriers especially AT&T have completely let u lawful entry into my phones! Please help, I cannot go on like this anymore! I am now homeless and do not understand why this is happening to me....please have this stopped! I know carriers can provide records, however, this kind of daily harrassment is over and above the scope of what they are suppose to do. An AT&T representative told me that they are governed by you.. "FCC". I really need your help! Please!!!

Ticket: # 982944 - Broken unsub link and probable phishing scam

Date: 5/17/2016 12:54:03 PM

City/State/Zip: Denver, Colorado 80202

Company Complaining About: Boost Mobile

Description

I received an email from free-3umd156zsz@gospl.tasteriverina.com - it appears to be a phishing scam for Apple Pay. The unsubscribe link at the bottom leads to an error page. It's an image so I can't copy and paste but this is the company information and link: Ultra-Web Receiptsa 36 Four Seasons Center #115 Chesterfield MO 63017 <http://lottist.com/?email=robindeluca@hotmail.com>

[Ticket: # 999223 - AT&T fining for data cap overages](#)

Date: 5/24/2016 5:07:26 PM

City/State/Zip: Arlington, Texas 76015

Company Complaining About: AT&T

Description

Hello,

A few weeks ago, my husband and I were notified that our ISP, AT&T, would begin to regulate our internet data usage with fines for overages. The notification informed us that if we spent more money on a cable TV package, bundling our internet service with another service we neither need nor want, we would not suffer this regulation.

We searched for information, concerned that we could not afford to pay fines. So we tried to figure out how much data we typically use per month, how much data our plan would be capped at, and how much the fines would be. None of this information was or is readily accessible or easy to find.

I find this a discriminatory act. We have cut cable TV out of our budget because we don't make a lot of money. We have been responsible with what money we DO make, and are now being fined for not spending money we don't have.

I will also note that we received this notification within 24 hours of Congress passing legislation in April weakening the FCC's regulation of giant communications conglomerates like AT&T.

Please stand up to giant corporations like AT&T and Comcast, who are simply exploiting their customers to pad their bottom lines. The backs of the people will be broken by corporate greed like this. If a company cannot or will not evolve with the times and provide the services people want or need in a transparent and reasonably priced manner, it should go out of business.

Ticket: # 983182 - Comcast is not providing the service they promised at my business but i still have to PAY for the service they promised!

Date: 5/17/2016 1:55:16 PM

City/State/Zip: Fox Lake, Illinois 60020

Company Complaining About: Comcast

Description

I originally filed a complaint with you on February 10th regarding one of my many issues with my Comcast Business account. 3 months later and still not resolved, in fact there are so many new issues that I am questioning how they are allowed to get away with it! I am paying to rent a wifi router every month. I told them the security was breached and I wanted to swap for a new router, They said no unless I paid approx \$100 to do it. I pay them to rent it already, so what's the problem? Security has been breached and I need to stay secure for my credit card machine and PCI compliance. I talked to 5 or 6 different people and wasted hours of my time to be told 5 or 6 DIFFERENT things about if my system was secure or not. Even after changing my password several times AND disabling my Comcast hotspot, there are other people gaining access to my router, which is why i wanted to swap it for a new one BECAUSE THE SECURITY WAS BREACHED!!! I am also having problems with my phone service through Comcast, where i cannot understand what the other person is saying and they cannot understand me. I am paying good money for this landline. Shouldn't my customers be able to have a conversation with me since I am providing them with my phone number in the advertising? I complained to Comcast and they said it's probably the phones I am using. (Even though they are BRAND NEW) Another \$100 charge for me to find out. I told them I was going to try and hook up a regular phone that is not wireless and the agent told me that there is no way to do that. So I have 2 problems on top of all the other ones that were worthy of making complaints about and to get what I'm paying for I have to spend AT LEAST \$200 more? That just doesn't seem right. This cruddy service makes me look unprofessional and makes it hard to conduct business! Please help I feel like every attempt I've made means more fees and more crappy service. If they're doing this to me I bet they are doing it to many more.....Thanks!

Ticket: # 983404 - Comcast Discrimination

Date: 5/17/2016 3:04:18 PM

City/State/Zip: Cutler Bay, Florida 33157

Company Complaining About: Comcast

Description

Since January of 2016 i have requested to have the unlimited plan added to my account. Through multiple calls and case numbers i was assured i would not be billed overages however they are not adding this to my account even though it is available for my coworkers and peers whom live n the same zip code. They not only bill overage charges every month but do not respond to ticket requests with call backs. I have now come to find out they are the ONLY internet provider in my apartment complex and have monopolized the Internet service for my complex while overcharging me knowing that i have no where else to go. I would like to file a complaint regarding this and would like to know if there is any legal recourse that can be taken for such discrimination.

Ticket: # 983704 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/17/2016 3:39:18 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out.

It's the FCC's job to protect consumers from abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.
susan lehrer

[Ticket: # 993256 - Internet slow for some sites not others](#)

Date: 5/22/2016 10:56:53 AM

City/State/Zip: Chicago, Illinois 60659

Company Complaining About: Comcast

Description

When trying to stream netflix the internet is very slow.

Ticket: # 983874 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/17/2016 4:08:16 PM

City/State/Zip: Rochester, New York 14619

Company Complaining About: Verizon

Description

I have been a loyal customer of Verizon for as long as I've had a cell phone. I'm amazed that I have to write yet ANOTHER letter to the FCC to protect Net Neutrality, because Verizon (along with AT&T, T-Mobile and that greedy, user-unfriendly monopoly COMCAST) is breaking the rules set down by the Open Internet that ensures customers their use of the Internet is free of fees and unwanted charges for inferior content. Surely there is another way these companies can raise money to provide their services. The Internet has always been open access and it should stay that way. If it can stay that way now, then it still can. I want the right to choose which apps I use and not be directed towards ones I don't. Please make them stop trying to think for me. Thanks, (b) (6)

If you'd like to contact me about my complaint, please do so via email.

(b) (6)

[Ticket: # 984502 - wireless provider hasnt unlocked this phone](#)

Date: 5/17/2016 6:20:06 PM

City/State/Zip: Dallas, Texas 75214

Company Complaining About: Q Link Wireless

Description

ive purchased minutes from q-link wireless from an alcatel onetouch phone that i received from them how ever they have refused to un lock this phone

[Ticket: # 985434 - Alex Jones Show](#)

Date: 5/18/2016 7:35:11 AM

City/State/Zip: Waldorf, Maryland 20602

Company Complaining About: AT&T

Description

I would like to place a complaint about the Alex Jones show. On his 5/17/16 podcast, Alex accused the First Lady of the United States of being a transgender and accused her of having Joan Rivers murdered. This is unacceptable and disparaging. Mr. Jones was way out of line with this type of rhetoric and accusations against the First Lady. I am appalled and highly offended. I have sent an email to the Alex Jones show expressing my displeasure of these comments and I'm requesting there be consequences for his actions. No where in history have I ever recalled the First Lady of the United States being disrespected and demeaned the way our current FLOTUS has and as an American citizen, I want to make my complaints known that this has no place in American society let alone over the Internet or airwaves.

[Ticket: # 985477 - Blocking Application Services](#)

Date: 5/18/2016 8:45:19 AM

City/State/Zip: Chicago, Illinois 60657

Company Complaining About: Comcast

Description

Comcast has blocked the internet service application of HBO GO on the Playstation 4. They do not allow to be selected as my internet provider in order to receive services in which I have paid for.

Ticket: # 985725 - Excessive Internet Advertising

Date: 5/18/2016 10:55:51 AM

City/State/Zip: Big Pool, Maryland 21711

Company Complaining About: Antietam Cable

Description

While the Internet, Cable TV and Broadcast TV are essentially the same in that they broadcast content over a medium of use, Internet advertising is out of control. For instance, AOL.ON News sometimes has greatly excessive numbers of ads compared to content watched and the same ad is repeated excessively. This company is not alone. Certain YouTube content providers will often place ads at the front end of a video that are longer than the actual video. Surely this violates the spirit of the broadcast advertising rules limited advertising to a certain number of minutes per half hour.

This is not about the category below, but you left no other options.

[Ticket: # 986880 - Usage meter](#)

Date: 5/18/2016 3:43:37 PM

City/State/Zip: Nashua, New Hampshire 03062-4632

Company Complaining About: Comcast

Description

Comcast has a monopoly on internet in my area. The only other option is DSL, but this does not compare to the cable internet speeds. Comcast has enable a usage meter on my account. This should not be allowed when there is not competition. I do not have cable tv, and this is a way for them to limit my usage of other streaming services.

Ticket: # 987360 - Violation of FCC rules against hate speech and racial war promotion

Date: 5/18/2016 6:06:05 PM

City/State/Zip: Colusa, California 95932

Company Complaining About: Comcast

Description

Amazon.com runs a Community Forum service for its customers and on one of them, "Today in Muslim History", Israeli posters are running daily anti-Arab Muslim propaganda pieces from right-wing Zionist sources. No Muslims post on this thread, only Zionists and a handful of anti-Zionist critics like me. Today another one of my posts was censored that was complaining about these Zionist people allowing what seems to be a crazy person to post pure Islamophobic hate speech each and every day. Is Amazon allowed to host an Israel propaganda site where the nation of Israel poses as Amazon customers in order to get a free anti-Arab, pro-Israel propaganda site? I don't think this is right for Islamophobic hate speech site to be hosted by Amazon. com.

Ticket: # 987527 - Verizon deceptive practices

Date: 5/18/2016 7:21:45 PM

City/State/Zip: Monroeville, Pennsylvania 15146-3840

Company Complaining About: Verizon

Description

On April 4, 2014 I came home from work around 3:10 pm. I went to call my mom on my landline phone and when I picked it up there was dead silence. I checked all my connections and nothing was out of place. I picked up the phone again and still silence. I called my mom from my cell phone and told her. I asked her to contact Verizon about my "service issue" and give my cell phone number to call me back.

Verizon called back almost immediately and I told them about my "dead phone line" and the representative stated that, "We have been having many issues with our copper lines and are replacing them with fiber and the fiber is easier to maintain." Given that, I was told a "work order" needed to be placed to replace the copper with fiber. Because of that, I was told that, "Your phone and internet service needs to be switched over to Fiber Optic Service (FIOS)". She also tried to up sell me into the triple play package, which I declined.

(I NEVER had any desire to switch to FIOS or change my service. I was happy with the way my service was.) I was told that for two years that my FIOS internet charges would be 69.99 per month for 15/15 MBPS (megabytes per second) but that a discount of \$50 was applied for two years. She also said something like, You can renew your service after the two years. This gave me the impression that a reasonable renewal rate could be negotiated as \$69.99 is insanely high. AGAIN, I had no desire to switch my service to FIOS.

Right before I could renew I had been checking out the rates available to me and saw a renewal rate of \$29.99 per month for the same 15/15 MBPS I had. This was sometime in February 2016. Right before I could renew in April 2016, on March 29, 2016, I received an email from Verizon stating that "Your Internet speed upgrade is here". It states that I've been upgraded to FIOS Quantum with 50/50 MBPS at no additional charge. I also received a copy in the mail as well.

When April 2016 arrived I received my phone bill (via email) which increased dramatically due to the "expiring discounts". I attempted to renew online, but nothing lower or reasonable was available to me, only upgrades to faster speeds and triple play packages. I believe that this was yet another deceptive practice to keep me from renewing at a lower rate. On April 28, 2016 at 8:53 pm I contacted Verizon's customer online chat in an attempt to renew. I explained my situation to agent "Joey" and "Joey stated that my \$50 discount expired. I asked what options do I have (to get a lower rate) and "Joey" stated, "One moment while I look at your available options." Then the chat session was rudely closed.

I called Verizon on the phone this time on May 2, 2016. It was stated that a wait time of 35 minutes was the average due to high call volume and the Verizon strike. At 3:43 pm I received a call back. The agent didn't state his name. I asked him his name and he said, "Zack." I explained my situation. I wanted to renew at a lower rate than the \$69.99. At first he asked my how many TV's I had. I stopped him right there and told him I'm not interested in upgrading to FIOS triple play. I only want to renew

my internet service for a lower rate (as \$69.99 is way too high). He said, "What about dropping caller ID?" I said I'm only dealing with the internet issue. I told "Zack" that I would like to have the High Speed Internet I had before. He said that he couldn't find it. I gave him the link and told him I'm looking right at it on my computer screen. (The link is verizon.com/home/highspeedinternet/#plans.) After I gave him the link he said he still couldn't find it. (Now I know he's lying!) He asked me to hold on and I could hear him talking to someone in the background but couldn't make out many words. He then said he was placing me on hold and would get back to me. I was on hold for about 30 minutes with loud music playing. Then all of a sudden the call was disconnected on their end. It was rudely ended just like the chat session on April 28, 2016.

A complaint was filed with the FCC on May 3, 2016 by the CWA (Communication Workers of America). The complaint charges Verizon with "deceptively forcing copper to fiber switch". This in itself supports my complaint. The link is found on broadcastingcable.com. I also copied and pasted the article and printed it.

Other supporting documentation I have includes a copy of the April 28, 2016 chat session. I also have a letter in my possession from Verizon dated August 20, 2012 signed off by Tom Maguire, senior vice president of National Operations Support. In this letter it states I may be having service issues and I quote, "Verizon needs to transition your service to the most advanced technology available - fiber optics." (So why should I or other customers be forced to switch to other services and pay much higher prices because of external telephone pole line issues that only Verizon is responsible for?) (AGAIN, I never had any desire to change or upgrade my phone or internet service.)

I did switch from MSN dial up to Verizon High Speed Internet in August 2009 because my dial up was \$21.95 per month and Verizon offered their High Speed Internet for \$17.99 per month. With Verizon's offer, it also stated that, "With Our Price Guarantee, you get: A price that is guaranteed not to increase as long as you keep your same High Speed Internet plan and maintain your voice service." I have the material in my possession from Verizon that states this.

I'm seeking the following resolutions first to my complaint rather than taking further legal action. I'm asking that, (1) Verizon restore the copper service and High Speed Internet service I had before/redress service issues, (2) Whether or not Verizon can restore copper service, that the Price Guarantee of 17.99 that I was paying be reinstated (because I never had any desire to change and of my services). Hopefully, Verizon and I can come to an agreement to resolve my complaint.

Ticket: # 987938 - Re: walking driving

Date: 5/19/2016 5:31:05 AM

City/State/Zip: Fort Meyrs, Florida 33908

Company Complaining About: Straight Talk

Description

This is a follow-up to your previous request #798717 "walking "mailto:info@moorestown.nj.us

[Ticket: # 987987 - Mandatory internet provider in an apartment building.](#)

Date: 5/19/2016 8:27:55 AM

City/State/Zip: Miami, Florida 33136

Company Complaining About: Comcast

Description

I'm a Comcast customer and I'm moving to an apartment building where they forced you to use AT&T as the tv and Internet provider. The speed of AT&T Internet does not meet the requirements for the work I do. Is this legal ? Please I need to know.

[Ticket: # 996823 - Internet Caps](#)

Date: 5/24/2016 11:57:35 AM

City/State/Zip: Beachwood, Ohio 44122

Company Complaining About: AT&T

Description

I have recently been limited to a broadband cap. These so-called "natural monopolies" need to be removed. Is that not the reason why the FCC exists? We need to encourage municipal broadband, install oversight committees and prevent this kind of wanton price gouging.

[Ticket: # 997397 - data caps](#)

Date: 5/24/2016 1:37:09 PM

City/State/Zip: Bronx, New York 10463

Company Complaining About: Time Warner

Description

I am deeply concerned about the implications of limiting the amount of data one can download or upload each month. This would be a great constraint on new media and a platform to overcharge consumers or create "fast lanes"

[Ticket: # 998165 - Internet Data Caps](#)

Date: 5/24/2016 3:16:38 PM

City/State/Zip: Savannah, Georgia 31401

Company Complaining About: Comcast

Description

What AT&T and Comcast is doing , setting datacap is not cool. Abolish that kind of capitalism movement. Look at Singapore and South Korea, the progress they have made throughout the decade shows that undoing datacap will progress the nation as a whole.

Ticket: # 998671 - New AT&T Uverse Data Cap

Date: 5/24/2016 4:09:34 PM

City/State/Zip: Richardson, Texas 75082

Company Complaining About: AT&T

Description

My usage of home internet is as follows, plus other that I may miss:

- Streaming like Hulu, Youtube, and Netflix
- Playing and downloading games that sometimes require 20+ GB to install (not to mention 2+ GB if they need for updates)
- OS updates, many of which are required and automatically downloaded and applied
- Working remotely from home
- General internet usage.

Between the listed and unlisted forms of usage, it would not be a stretch to reach the newly-imposed 600 GB/bill cycle cap for AT&T Uverse customers such as my household, which consists of more than one person.

Currently at my tier of Uverse, 600GB at 18Mb/sec calculates as the following for data over the advertised speed:

$(600 \text{ GB (gigabytes)}) / (18 \text{ Mb/s (megabits per second)})$

266667 seconds

Unit conversions:

3 days 2 hours 4 minutes 26.67 seconds

4444 minutes

74.07 hours

3.086 days

Comparison as time:

$\approx 9.3 \times 8\text{-hour workday (8 h)}$

This is nowhere near what the service claims, since the service is for roughly a month.

Switching to another service with comparable speeds to protest this new cap is not even possible in my area, since the other internet service providers only have 1.5 Mbps download speed!

Please make AT&T to remove the cap, or at least allow for other ISPs to have similar services serve in my area, so that AT&T is forced to stay competitive with their pricing and service models.

Ticket: # 990362 - Scam pretending to be my computer technician service. By having my account

Date: 5/20/2016 6:52:02 AM

City/State/Zip: Fairfax Station, Virginia 22039

Company Complaining About: Verizon Wireless

Description

was able to win my confidence by the amount of information he had gathered i granted permission for him to access through support 123 software and using my phone number they contact me by

(b)) (6) . after he started down loading I got out out of. Then started taking contol back with help from my norton anti virus software and my genuine people

Ticket: # 989338 - Data usage

Date: 5/19/2016 3:59:33 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: AT&T

Description

My grandmother who lives on a fixed income as well as any other customer of At&T, should not have to pay an extra \$30 for unlimited on top of her already too expensive Internet bill. She cannot afford to pay such a hefty bill. She also shouldn't have to switch her cable provider to whatever At&t wants just so she can have unlimited data free of charge. She's had the same cable and Internet providers for 14 years, so why should she have to change her services? Just so a company can come in and take advantage of innocent loyal customers just to make an extra dollar?!? It's completely absurd.

[Ticket: # 989415 - tried to hack into my computer](#)

Date: 5/19/2016 4:16:53 PM

City/State/Zip: Springfield, Missouri 65810

Company Complaining About: AT&T

Description

A man with a thick middle-eastern or India accent called my cell phone at 2:50 pm May 19. He wanted me to push the windows button and the letter "r" at the same time. I pretended to play dumb until he finally hung up. His number was 800-201-3210.

[Ticket: # 989914 - false advertisement](#)

Date: 5/19/2016 6:58:23 PM

City/State/Zip: Mount Vernon, Illinois 62864

Company Complaining About: Caesars

Description

Horseshoe Casino of Southern Indiana is selling access to high speed internet in the hotel, the download speed is 3mbs down and 3mbs up, I have a faster connection on my cell phone. Tested on 3 other devices. They're charging a \$10.00 access fee + \$5.00 for highspeed.

[Ticket: # 989936 - shut down of modem](#)

Date: 5/19/2016 7:06:59 PM

City/State/Zip: Oregon City, Oregon 97045

Company Complaining About: Comcast

Description

Comcast suddenly increased my bill by almost 20.00 a month charging me \$94.01 per month. I called customer service about my bill. The gentleman offered me to pay 6.00 more per month with a one year commitment. I declined the commitment and said I would go with another provider if we could not agree on something. We ended the call and the second we ended the call my modem was disabled. The customer service associate was so upset that I did not commit to the agreement that he illegally turned my service off. I work from home and need internet. Please help me.

Ticket: # 990096 - AWFUL CUSTOMER SERVICE TIME WARNER CABLE

Date: 5/19/2016 8:47:43 PM

City/State/Zip: Dallas, Texas 75229

Company Complaining About: Time Warner

Description

Well, I don't even know where to start because I am to upset with Time Warner Cable customer service. I am a new customer, I paid for my installation and service from last 05/17/2016 but today is 05/19 and nobody show up here yet to make the property installation of my service. I called them and no one, NO ONE give a solution, just transfer my phone call from one line to another for about two hours. First place they say they are sorry because somebody write down all the information in wrong way, then they told me that the installation was programmed for 05/18 not for 05/19 and that really makes me bad because the building where my store is located is closed Tuesdays and Wednesday and I have this same schedule from last 8 years, So, I am not retarded to make an appointment in those two days, So there is no chance that I make this mistake. The problem here is that I lost to visit my customers today and move all my appointments for tomorrow 05/20/2016 because I was waiting for the Time Warner Cable guy come over today. Well, I do not know what to do because they don't even start to give me the internet service that i already paid for and they are not capable to bring a great customer service. I say it again, I LOST 2 HOURS on my phone from one line to another and not even the supervisor could give a solution.....

I definitely want my money back, TWC really suck!!

[Ticket: # 990140 - Comcast Usage Popups](#)

Date: 5/19/2016 9:19:41 PM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: Comcast

Description

More browser injected popups

[Ticket: # 990139 - Comcast Usage Popups](#)

Date: 5/19/2016 9:19:40 PM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: Comcast

Description

More browser injected popups

Ticket: # 990202 - Lawful websites blocks

Date: 5/19/2016 10:22:36 PM

City/State/Zip: Anaheim, California 92802

Company Complaining About: Southwest Airlines

Description

Southwest Airlines provides a fee based broadband service in selected aircraft. This service is a mobile broadband service and is classified by the FCC as a telecommunications service. Southwest Airlines blocks access to sites who's content they feel is not appropriate and therefore censors content that is requested by paying broadband customers. Some of these websites are primarily text and do not require network resources that exceed the bandwidth requirements of other unblock websites and services.

I request that the FCC take action against Southwest and require them to unblock all sites that the available Air to ground bandwidth can support. This request is in line with the FCC's open internet principles.

[Ticket: # 990577 - bias and support for hate media](#)

Date: 5/20/2016 10:46:33 AM

City/State/Zip: Okc, Oklahoma 73120

Company Complaining About: AT&T

Description

Today on Foxnews web site ,Mr.todd Starnes writes"college boots ex-delta force hero".Mr.Starnes intentionally ignores the fact that Then 4 star general boykin was "really was fired by President George Bush at the height of Iraq war because he said my god is better than their god ,pointing to Christian god being better than the moslem god"

A journalist publishing in a national magazine web site(not for the KKK news outlet) has the obligation to do his home work and call a racist ,bigot and hate mongerer what he really is .mr.starnes was around 11-12 years ago and knew about Boykin firing from the army (it made headlines in the national news,including foxneas.Mr.Staness is banking on the assumption that the American audience are ignorant or have very short term memory only . I would not call Mr.Boykin a hero (and I am in the military).Mr.Boykin needs to learn to keep his mouth shut ,but a hate mongerer will always be so , people do not change , especialy the dinasours like Mr.Boykin .But in this case they should shy from the public eye and limit themselves to inside a shell , because , although free speech is allowed by our constitution , hate speech ought not .he should limit his speeches to the likes of mr.starness and the KKK.

I am pretty sure mr.Starness would have fit it well in Germany , had he been born 30-4- years earlier . been born

[Ticket: # 991086 - internet](#)

Date: 5/20/2016 1:24:51 PM

City/State/Zip: Springfield, Missouri 65804-3231

Company Complaining About: AT&T

Description

i have been paying for unlimited internet from ATT for over 15 years and last week I recieved notice that my data usage will be capped unless I pay for their Direct TV service or buy a screw on device for \$30 a month. This seems really wrong to me if not a violation of net neutrality rules.

[Ticket: # 992432 - Hacking](#)

Date: 5/21/2016 9:52:39 AM

City/State/Zip: Whiting, New Jersey 08759

Company Complaining About: Verizon

Description

On Wednesday 5/16/20016 my computer was infected with a virus which froze my computer. The posting asked me to call 888-725-5161 in the next five minutes or my computer would be blocked. I did not call this number and took my computer in for service which resulted in a costly repair. Is there any way you can trace these hackers? I have upgraded security and it still happened.

[Ticket: # 991958 - XXXX XXXX's complaint re: ISP Zero Rating](#)

Date: 5/20/2016 6:16:24 PM

City/State/Zip: Louisville, Kentucky 40241

Company Complaining About: AT&T

Description

we have called att about 10 this month about how we are not getting our speeds that we are paying for. The speed att says we are getting is 12Mbs but when my son downloads games from steam we get 1.9Mbs. Then our internet also randomly drops at 7-8pm every day. Please help

(b) (6)

[Ticket: # 992018 - Cost of service](#)

Date: 5/20/2016 6:56:59 PM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

Comcast overnight made all new high speed internet connections in Atlanta subject to a three year contract or a massive \$40 premium. This is not only greedy, but also uncompetitive. They are doing this to trap as many people as possible into their sub par service. I am moving from a condo to a house 6 miles down the road. I can not change anything on my current service as there are HOA involvement. Basically any service I try and change to is subject to this insane 3 year lock in deal or almost \$40 per month premium.

[Ticket: # 997273 - At&t data caps and caps in general](#)

Date: 5/24/2016 1:21:05 PM

City/State/Zip: Alameda, California 94061

Company Complaining About: AT&T

Description

Why is this still happening? Is there some way we can stop it from happening? Please help us fight against this unfair subjugation.

Ticket: # 992203 - COMCAST Service disconnected by Comcast person by accident

Date: 5/20/2016 8:47:10 PM

City/State/Zip: Margate, Florida 33063

Company Complaining About: Comcast

Description

I requested to disconnect my service on 1st june. But some genius disconnected same day (20th May 2016). They do accept its their mistake. After that its been 7 hours i am struggling and no one is taking responsibility and they are not ready to compensate of their mistake and waste of my time of 7+ hours.

[Ticket: # 992428 - Charges for Data Overage](#)

Date: 5/21/2016 9:32:49 AM

City/State/Zip: Sapulpa, Oklahoma 74066

Company Complaining About: Cox

Description

Cox has instituted charges for exceeding arbitrary data limits in the Cleveland, OH area. This is a blatant scheme to extort more money from subscribers and limit losses due to decreases in cable TV subscribers.

[Ticket: # 992829 - retransmission consent](#)

Date: 5/21/2016 4:09:57 PM

City/State/Zip: Lewisville, Texas 75056

Company Complaining About: Amazon Prime

Description

Amazon intentionally prohibits me from accessing my amazon subscription through equipment I chose to use. It is my opinion that amazon is using a retransmission agreement, with my service provider, in order to bill me twice for my amazon subscription. My service provide should not be compelled to pay fees on my behalf, for a service that I already pay for. Such compulsion will only serve to increase the cost of my access to amazon content, the same as being billed twice. I am paying my service provider for access and I am paying my content provider for their content. It is my opinion that amazon is using retransmission agreements in bad faith.

Ticket: # 993050 - Mediacom(Cable) Huntsville AL

Date: 5/21/2016 8:43:18 PM

City/State/Zip: Toney, Alabama 35773

Company Complaining About: Mediacom

Description

My mother(great grand mother)

Just shut down over half of her cable usage, trying to cut bill in half...

The grand kids stay at house and do who knows what on internet, We were never ever told of any cap? Nor anyway to monitor its amount?!!

My mom called me, tells me she just got a usage warning???said we were at 91%!!!?

This is slimey back woods abuse!!

And just who do you speak with or be able too see a amount!!

[Ticket: # 993110 - T3 time outs](#)

Date: 5/21/2016 10:43:28 PM

City/State/Zip: Flint, Michigan 48506

Company Complaining About: Comcast

Description

during daytime hours i have experienced t3 time outs where the internet stops working. Comcast has blamed by equipment, my electric company but refuse to look into the problem. They have oversold the area and can not meet the demand. No issues at off peak hours. I need and pay for daytime hours.

Ticket: # 996289 - AT&T Capping "broadband" Internet

Date: 5/24/2016 9:31:45 AM

City/State/Zip: Southaven, Mississippi 38671

Company Complaining About: AT&T

Description

We need to break up these so-called "natural monopolies," encourage municipal broadband, install oversight committees and prevent this kind of wanton price gouging.

Service in the USA is getting worse, prices are going up, all the while other countries are getting much better Internet than us.

Ticket: # 993360 - Internet service

Date: 5/22/2016 1:46:26 PM

City/State/Zip: Philadelphia, Pennsylvania 19136

Company Complaining About: Comcast

Description

I received a letter from xfinity offering me a promotion price to switch my Internet service to them from Fios. I called the number on the letter 1800xfinity and was speaking to 3 different department. The person. I spoke to Quitman ID #q1z, stating I have to go the xfinity store to add services. I don't understand why they send a letter offering the promotion and it's states to call them. Now they want to go to the stores.

Ticket: # 993421 - Comcast is throttling my service

Date: 5/22/2016 3:27:56 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: Comcast

Description

Every day during the hours 8 pm to 12 pm our cable internet services decreases to 50% of normal, then to 25%, then to 10% and finally to 1% of normal. We have been tracking this daily for weeks. The decrease happens concurrent with our use of streaming services such as Amazon Prime, Acorn, Netflix, Apple TV, and others. This is not a case of buffering. The speed drops can be tracked at sites such as speedtest.net and dsreports.com. When we call Comcast to claim to complain their call center denies any knowledge and claims that the service is "within standards". (Note that the only test that the call center performs is a ping to determine if our modem is on-line -- they do not do tests to confirm download speeds.) We believe that Comcast is illegally decreasing service quality to disfavor competitors. When we told the Comcast call center that we were filing a net-neutrality-violation complaint, we were told that "would be a mistake".

Ticket: # 993578 - Mediacom throttling internet speeds

Date: 5/22/2016 6:27:16 PM

City/State/Zip: Columbia, Missouri 65202

Company Complaining About: Mediacom

Description

I have been trying to stream movies all weekend long on netflix. My ISP mediacom is not letting me access netflix at all. When I try to access the site it times out. The rest of the web works great. I have pinged everyone that I can think of all great speed, netflix not so much. I have looked to see if netflix is having issues, there is nothing reported. I called about it brought it up with them, and got the run around, then they hung up on me.

A tracert of the netflix path. The rest of the web works great!

```
C:\Users\sage4>tracert www.netflix.com
```

Tracing route to www.us-west-2.prodaa.netflix.com [54.245.249.47]
over a maximum of 30 hops:

```
 1  <1 ms  <1 ms  <1 ms  192.168.1.1
 2  12 ms  12 ms  14 ms  173-26-216-1.client.mchsi.com [173.26.216.1]
 3  19 ms  18 ms  19 ms  172.30.81.153
 4  15 ms  18 ms  19 ms  172.30.1.145
 5  46 ms  48 ms  49 ms  12.250.192.97
 6  74 ms  75 ms  86 ms  cr1.kc9mo.ip.att.net [12.122.150.70]
 7  73 ms  74 ms  74 ms  cr1.dvmco.ip.att.net [12.122.3.45]
 8  74 ms  74 ms  70 ms  cr2.dvmco.ip.att.net [12.122.31.22]
 9  71 ms  75 ms  74 ms  12.122.2.158
10  72 ms  73 ms  144 ms  12.122.111.69
11  71 ms  73 ms  73 ms  12.251.177.6
12  *      *      *      Request timed out.
13  *      *      *      Request timed out.
14  *      *      *      Request timed out.
15  79 ms  78 ms  79 ms  205.251.232.141
16  78 ms  78 ms  78 ms  54.239.48.183
17  *      *      *      Request timed out.
18  *      *      *      Request timed out.
19  *      *      *      Request timed out.
20  80 ms  78 ms  83 ms  ec2-50-112-0-19.us-west-2.compute.amazonaws.com [50.112.0.19]
21  *      *      *      Request timed out.
22  *      *      *      Request timed out.
23  *      *      *      Request timed out.
24  *      *      *      Request timed out.
25  *      *      *      Request timed out.
26  *      *      *      Request timed out.
27  *      *      *      Request timed out.
```

```
28 * * * Request timed out.  
29 * * * Request timed out.  
30 * * * Request timed out.
```

Trace complete.

Like I said the rest of the web works great, it is only netflix that is blocked.

Ticket: # 993961 - AT&T limiting usage, no other provider options

Date: 5/23/2016 10:15:25 AM

City/State/Zip: Houston, Texas 77058

Company Complaining About: AT&T

Description

I received a note from AT&T that they will be putting a cap on our internet usage and then start charging us \$10 for every 50GB we go over up to \$100. Of course if we want to add \$30 to the \$70 we already pay, then we can have unlimited usage. Same if we bundle with their cable service (we currently only have internet because that's all we can afford and we don't watch a lot of TV). After receiving this note, we've searched for other providers to switch to. It looks like Xfinity is the only other provider for this area, but they don't offer only internet. If we switch to Xfinity, the only option is an internet/TV bundle. We have been left without any affordable internet options.

Ticket: # 993990 - Internet speed corruption

Date: 5/23/2016 10:30:20 AM

City/State/Zip: Indian Rocks Beach, Florida 33785

Company Complaining About: Bright House

Description

It's been brought to my attention that the fcc is considering the allowance of Internet speed choices for streaming services like Netflix. Please stop this corruption! The service providers are already overcharging and under delivering to home owners as we speak. You must stop this corrupt nonsense. The Internet speed is purposely slow forcing us to buy faster speeds. - I have to turn my phone internet off just to download information or be forced to wait 10x longer for the same download through Internet and I pay for a faster speed. So then I end up paying my phone carrier an absurd amount of money. Please stop this corruption

Ticket: # 994088 - Traffic Shaping

Date: 5/23/2016 11:14:56 AM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

I rent a server that is located in Atlanta, GA, from the hosting provider RamNode.

<https://whois.arin.net/rest/net/NET-192-184-80-0-1/pft?s=192.184.85.183>

The issue I am having is from Comcast internet connections to my server it appears that Comcast is performing some form of traffic shaping. Using multiple protocols such as, http, ftp, ssh, and others, each sessions of these protocols hit some arbitrary bandwidth limit that is usually around 500KiB/s. Now this limit is only being hit per session, so if I spawn multiple transfer sessions, each of the sessions will hit the limit, but the aggregate bandwidth total greatly exceeds the 500KiB/s limit.

Now I am only able to reproduce this limit from other Comcast internet connections, when I do any transfers using any other ISPs I do not ever hit this limit. This is what makes me believe they are doing some illegal form of traffic shaping and this is not some congested link, which being able to overcome this arbitrary bandwidth limit with multiple transfer sessions from the same location would also suggest. As I run businesses from that server, this is affecting my customers who have Comcast internet connections.

I have spent close to two weeks on the phone with Comcast customer support and they refuse to even let me talk to someone who has the capability to confirm the issue. I believe they are violating FCC regulations and are performing traffic shaping practices to my hosting provider.

[Ticket: # 994162 - comcast violating net neutrality](#)

Date: 5/23/2016 11:40:59 AM

City/State/Zip: Florence, Alabama 35630

Company Complaining About: Comcast

Description

Two month ago Comcast notified me in so many words that I had exceeded my "allotted" megabyte quota for the month and that extra charges would apply. I am also attempting to run the Sling(a competitor of comcast) app and was having trouble with the buffering . I did some research and found that the cause was possibly due due to comcast reducing bandwidth or speed during certain times of day. (??? technical language I don't understand). I called comcast and was told that I could increase my speed by paying more. I agreed to pay more and find that the increased speed makes Sling run just fine, but also making the cost of Sling not as competitive with Comcast services.

These tactics by comcast are blatant attempts to reduce competition and get around FCC net neutrality rulings. We keep hoping that the FCC will cease it's listening too much to the "big boys" and their lobbyists and listen more to the people who are being abused by telecommunications giants like comcast and others.

[Ticket: # 995026 - exclusivity prevents internet adoption](#)

Date: 5/23/2016 4:26:12 PM

City/State/Zip: Lantana, Florida 33462

Company Complaining About: AT&T

Description

Please help me

5 years hopefully I can using and enjoying the Internet in my apartment, put the AT & T always renews exclusive agreements with the board of the building (probably offering some particular benefit)

the question is: they offer limited internet, 3Gbps for \$ 30 (which is expensive for me) while COMCAST offers 24gps for \$ 19!

for many years I try to get the services of another competitor, however looted the city between the companies, which I believe is against free competition, favoring cartels and abusive prices, mediocre quality

i tried to ask for low income options for AT&T but nobody knows about ! (i tried many times, by many hours)

i thank you in advance

[Ticket: # 995636 - youtube search setting](#)

Date: 5/23/2016 8:00:23 PM

City/State/Zip: Scituate, Massachusetts 02066

Company Complaining About: Comcast

Description

YouTube has a "safe search" setting which I enabled to strict mode. Despite this setting on the home page there are suggested videos to watch. The first suggested video listed is The Day in the Life of a Porn Star. Seriously?! They need to fix this setting. I watch part of this video to verify its filth. It's something I never want my three girls to hear.

Ticket: # 358423 - Comcast Blocks HBO GO on the Playstation 4 Device

Date: 6/23/2015 1:44:04 PM

City/State/Zip: Saint Paul, Illinois 55102

Company Complaining About: Comcast

Description

Comcast Blocks HBO GO on the Playstation 4 Device

http://www.slate.com/blogs/future_tense/2015/03/13/it_s_absurd_that_comcast_can_block_hbo_go_on_your_ps4.html

[Ticket: # 995763 - Microsoft forcing install of Windows 10](#)

Date: 5/23/2016 9:09:40 PM

City/State/Zip: Audubon, Pennsylvania 19403

Company Complaining About: Microsoft

Description

Microsoft has continually harassed users of non-10 Windows operating systems to install Windows 10 on their computers. Most recently Microsoft has sent a pop-up that stated that the Windows 10 upgrade would be installed on my computer on May 26-27, 2016. I selected the "X" on the pop-up to close that function but learned that would not stop the install. Selecting X on a typical site should close that option, but not so with the Microsoft pop-up. For a company like Microsoft to violate the standards of normal operating procedures is unethical, deceptive, comparable to the quality of a hacker, and possibly illegal. I do not want Windows 10 installed on my computer but do not know how to prevent that from happening.

Ticket: # 996176 - racist

Date: 5/24/2016 8:43:55 AM

City/State/Zip: Snow Camp, North Carolina 27349

Company Complaining About: Time Warner

Description

This online game people are racist calling blacks (b) (6) and I reported them all they say deal with it.<http://www.battleofthevalley.com/index.php>

[Ticket: # 996000 - I saw a headline today that disturbed me.](#)

Date: 5/24/2016 4:54:44 AM

City/State/Zip: Coalville, Utah 84017

Company Complaining About: AT&T

Description

<https://www.dslreports.com/shownews/ATT-Begins-Capping-Broadband-Users-Today-137031>

I see that AT&T believes the consumer to be some sort of cow to milk. This is an entirely anti-consumer sentiment that has been continuously growing for quite some time, and I would like to see them, and other companies in their wake, stopped. It is time to check the power that we have given them.

Ticket: # 996018 - Unfair usage of Data Caps by Cable Providers

Date: 5/24/2016 6:19:42 AM

City/State/Zip: Warrenville, Illinois 60555

Company Complaining About: Comcast

Description

How is it fair that we can be corralled into paying more for what we already have. We are just being fought against for our usage of things like Netflix and Hulu.

Instead of cable companies adapting and offering new services and automating infrastructure they are punishing us and taking technology in the opposite direction.

[Ticket: # 996023 - ATT Data cap](#)

Date: 5/24/2016 6:25:52 AM

City/State/Zip: Missouri City, Texas 77459

Company Complaining About: AT&T

Description

ATT has capped my data usage over a month.

[Ticket: # 998994 - Data caps from ISPs](#)

Date: 5/24/2016 4:43:21 PM

City/State/Zip: Alviso, California 95002

Company Complaining About: Comcast

Description

These ISPs just keep getting richer and richer and I mean unbelievably wealthy and by capping everyone it's just going to continue the imbalance. Their overhead is nothing close to what they claim.

[Ticket: # 996082 - Internet Data Caps](#)

Date: 5/24/2016 7:58:46 AM

City/State/Zip: Derby, Kansas 67037

Company Complaining About: AT&T

Description

Why are these a thing with any ISP? With the data plan that I currently have, there's a 600 gigabyte cap over us that we (my family and I) can easily eat through in a week! There's also the fact that Att Uverse and their TV boxes use your internet connection so that time frame of just a week can be reduced down to a few days.

[Ticket: # 996086 - Broadband caps](#)

Date: 5/24/2016 8:05:15 AM

City/State/Zip: Ventnor City, New Jersey 08406

Company Complaining About: AT&T

Description

Today, AT&T has started putting caps on broadband data used by consumers. The whole internet implores to put an end to this and bring true justice in a corrupt world

[Ticket: # 996093 - AT&T data cap](#)

Date: 5/24/2016 8:08:47 AM

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: AT&T

Description

Our internet has recently been changed from unlimited internet usage a month to a cap of only 500GB. The price has not lowered as we are paying the same as when it was unlimited. Now they want 30 dollars extra a month to make it unlimited again.

Ticket: # 996097 - complaint against Frontier Communications

Date: 5/24/2016 8:10:47 AM

City/State/Zip: Bradenton, Florida 34208

Company Complaining About: Frontier Communications

Description

My account was transferred from Verizon Fios to Frontier 4/1/16 as i live in Florida. I was without internet service and some tv until 4/11/16 with intermittent issues until 4/17/16. I called countless times. They drafted \$ for the same time period i had paid Verizon for, without my permission and without giving me a bill or any access to their website. I have emails from them telling me they screwed up my data. I cancelled service 5/11/16 as i had no contract. I have been trying to get a refund for overpaid service and they say that they cannot give it to me at this time. They will probably try to deduct a cancellation fee from me. I need help getting my refund of 160.05 back. They owe this to me and as i am retired i need this.

[Ticket: # 996138 - ISP companies](#)

Date: 5/24/2016 8:28:18 AM

City/State/Zip: Memphis, Tennessee 38104

Company Complaining About: AT&T

Description

AT&T is leveraging unfair, anti-consumer business practices enforcing arbitrary data-caps on their consumers, because their only competition (another natural monopoly) is doing the same.

[Ticket: # 996174 - Data-Caps](#)

Date: 5/24/2016 8:43:09 AM

City/State/Zip: Reston, Virginia 20191

Company Complaining About: AT&T

Description

I'm writing to complain about data-caps, specifically the ones handed down by AT&T. These unfair, anti-consumer business practices, don't make sense. How did we go from unlimited data, to caps on basically every type of device and service? That seems so backwards based on how you'd assume the cost for the technology should decrease over time... There is a growing need to break up these so-called "natural monopolies," encourage municipal broadband, install oversight committees and prevent this kind of wanton price gouging.

[Ticket: # 996183 - AT&T data caps](#)

Date: 5/24/2016 8:46:05 AM

City/State/Zip: Douglasville, Georgia 30135

Company Complaining About: AT&T

Description

I don't know if anyone is going to read this, but here goes nothing... Please do something about AT&T and this ridiculous move. Internet needs to stop being seen as a commodity and seen as a utility (water/electric/etc...). This needs to be addressed as soon as possible. We need your help. Please don't let us get trampled by greedy, tyrannicals.

Ticket: # 996209 - Anti competitive anti net neutrality illegal data caps

Date: 5/24/2016 8:52:42 AM

City/State/Zip: Alston, Massachusetts 02134

Company Complaining About: Comcast

Description

We live in an Internet age where all need access to a valuable service. There exists no justifiable reasons for companies/monopolies like xfinity Comcast and AT&T to cap data use for their subscribers. They provide no additional service and ask higher prices. Consumers are not given a choice in this matter as monopolies have formed where the only choice is xfinity for example. No voice has been heard from the people whom you represent. Please take action against these anti competitive and anti net neutrality business practices. USA should not suffer terrible internet providers while the rest of first world countries leap ahead in connection quality speed and pricing.

Ticket: # 996232 - AT&T's Data Caps

Date: 5/24/2016 9:02:21 AM

City/State/Zip: Orlando, Florida 32822

Company Complaining About: AT&T

Description

AT&T is continuing it's quest to discover the most unfair, anti-consumer business practices it can. This natural monopoly is constantly trying to squeeze more money out of it's consumers, even though it continues to provide them with equivalent or lesser services. I worry that AT&T's fat cat "competitors" (Let's be serious here, they don't actually have any competitors, there are just other corporations who have divided up the country and agreed not to compete with each other) will decide that they like the amount of extra cash AT&T is raking in while providing the same service they always have. AT&T claims this is because of the rising cost of broadband services, but it's really a punishment for cord cutters who no longer want to pay for cable TV when they can stream shows from Netflix, Hulu, etc. Why is nothing being done to break up the natural monopolies that control our access to a free Internet? Why do we allow laws that prevent municipalities from providing Internet access? When will something be done to protect the consumers from this predatory corporation and it's (non-)competitors?

Ticket: # 996350 - Please Stop Internet Caps from Service Providers

Date: 5/24/2016 9:55:16 AM

City/State/Zip: South Bend, Indiana 46637

Company Complaining About: AT&T

Description

Hi,

I'm writing to strongly discourage internet bandwidth caps being implemented by ISP's. The United States already has deplorable bandwidth issues and are being charged excessively for internet access. The service providers are now needlessly capping the amount of internet that can be consumed.

The FCC needs to breakup these "legal" monopolies and encourage municipal broadband expansion. It's clear the current service providers are not working in the best interest of the consumer. The United States is quickly falling behind every major country in open internet and internet speeds.

[Ticket: # 996376 - Natural internet monopolies](#)

Date: 5/24/2016 10:03:09 AM

City/State/Zip: Bellevue, Washington 98004

Company Complaining About: AT&T

Description

I believe that it is time to stop companies like comcast, at&t , and all other major internet providers that have unchecked powers over the internet based on infrastructure that was essentially given to them by our government. These monopolies must be broken up once and for all. I want municipal broadband and to be rid of these terrible companies that do not have my best interests at heart but only care about how much money they can get from me. Finally I believe that oversight committees would help make sure these awful monopolies and business practices are subdued.

[Ticket: # 996382 - AT&T has begun capping out broadband](#)

Date: 5/24/2016 10:05:47 AM

City/State/Zip: Los Angeles, California 90042

Company Complaining About: AT&T

Description

We received a letter from AT&T that says they will be capping our broadband. We feel this is a breach of contract, and an unethical business practice.

[Ticket: # 996428 - Usage Caps](#)

Date: 5/24/2016 10:20:23 AM

City/State/Zip: Smyrna, Tennessee 37167

Company Complaining About: AT&T

Description

AT&T has put a 300GB usage quota on my 6mb DSL service to try to force me into using direcTV instead of streaming services. Since AT&T has a monopoly for internet access in my area and I have no other options I cannot change ISP's. This behavior is anti competitive and should not be allowed.

[Ticket: # 996395 - AT&T enables broadband data caps.](#)

Date: 5/24/2016 10:12:51 AM

City/State/Zip: Somerville, Massachusetts 02144

Company Complaining About: AT&T

Description

See article: <https://www.dslreports.com/shownews/ATT-Begins-Capping-Broadband-Users-Today-137031>

This is not OK. The internet is not a finite resource, and caps on overall data usage exist solely to rob their 'customers' of more money.

It is the 21st century, and unrestricted internet access is a necessity.

[Ticket: # 996410 - ATT Datacaps](#)

Date: 5/24/2016 10:15:59 AM

City/State/Zip: Bakersfield, California 93311

Company Complaining About: AT&T

Description

Hello,

I'm writing to you today to encourage you to look into this issue of companies (in this case AT&T) putting data-caps on Internet access. I know I'm not the first one to bring this to the attention of the FCC so I won't make this longer than needed. The internet and network usage in general aren't a perishable good. It's not a crop in a field that needs to be grown or oil down hole that needs to be extracted. It's something that merely requires maintenance, but is nonetheless an infinite resource. The fact that it's being treated as a finite resource indicates that these companies are simply price gouging customers and monopolizing their markets. I urge the FCC to do something about this because if nothing is done, this problem will simply run more rampant and set the path to a future where internet access (now a basic commodity) will no longer be affordable. Thank you for taking the time to read my comment and I hope to see some sort of action on this issue in the near future.

[Ticket: # 996423 - AT&T data caps](#)

Date: 5/24/2016 10:19:22 AM

City/State/Zip: Chamblee, Georgia 30341

Company Complaining About: AT&T

Description

I think it is unfair for the company to cap the data that I am paying for. I do not want traditional television and feel like Internet streaming is being unfairly ganged up on by ISPs. Let the cord cutters cut!

[Ticket: # 996424 - Internet Data Caps](#)

Date: 5/24/2016 10:19:31 AM

City/State/Zip: Tuscaloosa, Alabama 35401

Company Complaining About: AT&T

Description

These upper limits on the amount of bandwidth I can use with my internet service is completely arbitrary and an unfair practice. Every other 1st world country is cap free or removing their caps on each respective internet service.

Do the American people a service, and listen to these cries of rage.

It is a complete abuse of the patrons of the internet to cap data.

Ticket: # 996518 - AT&T Begins Capping Broadband Users

Date: 5/24/2016 10:46:27 AM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: AT&T

Description

1. Customers already pay a PREMIUM for Internet access. The US has some of the highest broadband costs in the world.
2. Companies, like Netflix, pay to peer with ATT, Comcast etc.
3. Customers pay another PREMIUM if they want to avoid caps all together OR curtail habits to keep under the cap.
5. ATT already injects ads into many browsers for extra revenue.
6. The above are things we know about, so what about the revenues we don't know about?

Ticket: # 996529 - Robin BerryContra Piracy - World Association of Intellectual Property

Date: 5/24/2016 10:49:36 AM

City/State/Zip: Gilbert, Arizona 85295

Company Complaining About: Cox

Description

Cox turned off our Internet because they said that they had received an email from "Robin BerryContra Piracy - World Association of Intellectual Property" stating that we had illegally downloaded a movie "Capital Punishment". We checked all of our computers and no one in our home had downloaded any illegal movies. This company said that if we did not pay them \$250 they would take us to court for hundreds of thousands of dollars. We paid them on March 9th. Cox turned on our Internet service. Then two more times, Cox turned off our Internet service as recently as today. They have received notification from the same company for the "same complaint" and told us that by law they have to turn off our Internet service. I have a copy of the receipt of payment and an email from the company stating that they received the payment. Why are they harassing us? How can they get away with this? Help Please!

Sincerely

(b) (6)

[Ticket: # 996558 - ATT Datacap on DSL internet](#)

Date: 5/24/2016 10:56:12 AM

City/State/Zip: Grand Rapids, Michigan 49508

Company Complaining About: AT&T

Description

Hi,

I was a paying AT&T subscriber of "Uverse" DSL internet for the past two years. AT&T recently began enforcing arbitrary datacaps for all DSL customers. I recently switched to Comcast due to this absurd practice.

There's no technical reason for these caps to exist - based on my limited experience, their infrastructure is fine during peak times. The only way this makes sense is to extort their customers.

It's an unfair business practice. Please look into this and eliminate datacaps for home network connections.

[Ticket: # 996674 - Data Cap](#)

Date: 5/24/2016 11:25:37 AM

City/State/Zip: Greenville, South Carolina 29615

Company Complaining About: AT&T

Description

My monthly usage has been capped by AT&T and the only way they will remove the cap is if I were to add cable services. The apartment complex I live in is only wired for AT&T so I can't change to a service provider that does not have a cap. Basically, I am being punished by AT&T because I do not have cable.

[Ticket: # 996678 - AT&T Broadband Data Caps](#)

Date: 5/24/2016 11:27:35 AM

City/State/Zip: Northglenn, Colorado 80233

Company Complaining About: AT&T

Description

AT&T recently start capping broadband services and it goes against everything the internet is about. These unfair, anti-consumer business practices must stopped. The natural monopolies created by these types of actions need to be broken up so that municipal broadband services can be competitive and help grow the market, not shrink it to several big corporations. Oversight committees can easily prevent many of these injustices that are forced upon common internet users.

I am not alone on these issues so hopefully as more and more users become frustrated with these monopolistic corporations, like AT&T, that more complaints will come in about these awful business practices.

Thank you for your time.

[Ticket: # 997043 - AT&T Data Cap](#)

Date: 5/24/2016 12:45:24 PM

City/State/Zip: Durant, Oklahoma 74701

Company Complaining About: AT&T

Description

Today, AT&T begins capping internet users. If I could, I would cancel my internet subscription with AT&T.

[Ticket: # 997406 - Internet Caps / Measurements not correct](#)

Date: 5/24/2016 1:38:30 PM

City/State/Zip: Encinitas, California 92024

Company Complaining About: AT&T

Description

Internet Caps, they are also not recording/measuring correct amount of data. They put a cap on the line in disrupting the data.

[Ticket: # 996967 - We need the FCC to stand up to ISP datacaps](#)

Date: 5/24/2016 12:20:54 PM

City/State/Zip: Denver, Minnesota 80232

Company Complaining About: Comcast

Description

I work from home and need a fast and consistent internet speed I cant be getting capped just because I refuse to also use buy their cable bundle. capping me because I dont feel the need to give them extra money is equal to extortion and as a governing body thats supposed to protect the customer from greedy corporations it falls on the FCC to do the right thing.

Ticket: # 997004 - Complaint against Data Usage

Date: 5/24/2016 12:32:40 PM

City/State/Zip: San Francisco, California 94110

Company Complaining About: AT&T

Description

When you cap my data, you basically tell me that this utility isn't mine to use.

Please remove the cap on data usage and don't allow for a monopoly to exist.

Ticket: # 997093 - AT&T Broadband Cap / Exempted by subscribing to U-Verse TV

Date: 5/24/2016 12:55:33 PM

City/State/Zip: Newberry, South Carolina 29108

Company Complaining About: AT&T

Description

AT&T is capping my broadband connection to 600 GB per month. I do not wish to subscribe to their TV service nor do I use their wireless service. In order to get unlimited data I must subscribe to DirecTV, Uverse TV, be an AT&T wireless subscriber, or pay an additional \$30. The \$30 additional is slightly less than the minimum packages that are offered as an alternative.

The requirement to purchase a secondary product, direct or indirectly, creates an implied benefit for nearly free. In other words, the value of the other services is so low that AT&T essentially values them at near zero dollars as long as the \$30 unlimited surcharge is factored in.

This creates a pathway to unfair competition in the market by offering services for nearly free or pay an additional fee and subscribe to a third party service like Netflix, Baby's First TV, or the likes. The basis for this complaint is that AT&T is de facto violating the network neutrality requirements by creating a secondary path for their highly subsidized, noncompetitively priced services AND leveraging a \$30 penalty for using a competitor's product.

My personal remedy would be a \$30 reduction in my AT&T broadband bill to reflect the reduction of service with the option of restoring to the current price for unlimited. OR AT&T would offer to eliminate the tie between these secondary products and the primary products so that children can engage in third party educational pursuits without additional worries of subscribing to services undesired.

Ticket: # 997216 - Internet Caps

Date: 5/24/2016 1:15:27 PM

City/State/Zip: New Windsor, Maryland 21776

Company Complaining About: Comcast

Description

WHY? Internet caps do not solve anything. There isn't, wasn't, nor will be a problem with having access to unlimited data use. There is no correlation between capping data and an increase of service. There is also no correlation between unlimited data usage and decrease of service. Simply put, you want more money for something you had no control of and once you saw an opportunity to take advantage of a widely used service for capital and personal greed, you took it. Not cool. So I ask again...WHY?

Ticket: # 997230 - Religious Freedom

Date: 5/24/2016 1:16:51 PM

City/State/Zip: San Ramon, California 94583

Company Complaining About: N/a

Description

Bible.com is blocked on my school's Wi-Fi. So is Catholic.org, Christianity.com, Torah.org, and Quran.com.

But you know what isn't blocked? Athiests.org.

This is ridiculous.

I understand that safety on the Internet is a concern (that is why CIPA was passed, of course), but this is a clear violation of students' First Amendment rights.

Students should be able to exercise their right to religious freedom as they please, even on school grounds.

I demand that these sites be blocked immediately. Doing otherwise would only prove to me that the FCC is not interested in guaranteeing a truly "free and open Internet."

Unblock these sites if you truly believe in those words.

[Ticket: # 997315 - net neutrality](#)

Date: 5/24/2016 1:24:45 PM

City/State/Zip: Milpitas, California 95035

Company Complaining About: Comcast

Description

I'm really bothered by the slow down and signal degradation that I consistently get. I work from my home frequently, which means I use a great deal of bandwidth. Bandwidth that costs companies nothing beyond some hardware costs that they would be paying anyway. And they then claim that bandwidth is expensive and limited, and so imply fees and caps and try to pass that off as a necessary cost of doing business. And they pressure the organization which exists to prevent such abuses to allow into continue.

Ticket: # 997355 - AT&T

Date: 5/24/2016 1:30:09 PM

City/State/Zip: New Berlin, Wisconsin 53151

Company Complaining About: AT&T

Description

AT&T has begun issuing a broadband cap to their customers today, but I'm sure you've heard about this. These anti-consumer business practices shouldn't be happening. Nobody appreciates companies like AT&T, Comcast, Time Warner, Verizon, etc. monopolizing and forcing customers to pay ridiculously inflated prices for services that aren't nearly that expensive.. However, one step at a time. Please, just don't let this happen. I'm not even using anything AT&T; in fact, I'm stuck with Time Warner Cable.

Doesn't that say something, though? You know things are bad when many are willing to fight for problems they don't even have to suffer through. If we don't stop this now though, they won't be the only ones suffering from one of the plethora of other problems with these cable giants.

[Ticket: # 997502 - ISP usage cap.](#)

Date: 5/24/2016 1:53:47 PM

City/State/Zip: Las Vegas, Nevada 89129

Company Complaining About: Centurylink

Description

The fact that there is a monthly usage cap put into place by ISP is ridiculous. The internet is an integral part of business, education and everyday life. It is a must to be productive in society.

Ticket: # 997466 - Data Caps on Internet Service

Date: 5/24/2016 1:47:40 PM

City/State/Zip: Bakersfield, California 93314

Company Complaining About: AT&T

Description

It's unfair to force consumers to buy into packages to prevent unknowingly accruing overages using their "broadband" connection. I use the term loosely because ISP (internet service providers) consider a measly 3 mb/s connection to be broadband. With the advent of video streaming of high definition content, it is very likely that consumers will go over their allotted amount. This unfair business practice by Comcast and AT&T sets a bad precedent for other companies to follow. It creates a strategy that punishes cord cutting consumers for not buying bundled products, products which may not be needed given the ubiquity of stream-able content.

[Ticket: # 997492 - AT&T Data Caps](#)

Date: 5/24/2016 1:53:03 PM

City/State/Zip: Demopolis, Alabama 36732

Company Complaining About: AT&T

Description

I do not think it's fair or right that AT&T can just decide to cap our data usage with their UVerse product. They don't offer the UVerse TV, and only allow unlimited if we decide to also buy their DirecTV package. We do stream a lot of shows on various applications to PREVENT having to purchase more TV options. They know in rural areas like mine they are essentially the only internet option we have.

[Ticket: # 997648 - Data Caps](#)

Date: 5/24/2016 2:13:52 PM

City/State/Zip: Philadelphia, Pennsylvania 19130

Company Complaining About: Verizon

Description

Freedom of information flow is one of the bedrock principles of a successful democracy. The Internet is the ultimate source for facts and information and an informed voter base makes a country great. Please protect citizens ability to send and receive uncensored and unlimited information. Both conservatives and liberals agree that an educated voter base makes the country better for all. Don't let a handful of lobbyists threaten the fabric of democracy.

Ticket: # 997539 - AT&T and Data Caps

Date: 5/24/2016 1:58:20 PM

City/State/Zip: Melbourne, Florida 32905

Company Complaining About: Bright House

Description

Allowing internet companies to cap data is inherently anti-consumer and only possible because of the virtual monopoly ISP's have over the industry. AT&T operates in my area, and because of the monopolies held by the ISP's, most citizens who pay for services from AT&T (or another provider who enforces caps) will not be able to fight this change in offered services because they have no access to another option.

Internet service should be fully regulated as a utility in the United States, as it is a basic requirement to properly function in the modern world. Companies like AT&T and Comcast should not be able to bully customers into paying for unfair and anti-consumer products because of their monopoly over the industry. This kind of exploitative behavior by American ISP's is regressive and heavily curtails the power of the internet to enrich the lives of the US population.

Please consider reviewing how the Federal Government and the FCC regulates ISP's, because, as it stands, the lack of oversight into this industry is allowing consumers and US citizens to be exploited by companies who have far more resources to fight against change than we do to enact it.

[Ticket: # 997559 - AT&T Data Caps](#)

Date: 5/24/2016 2:01:07 PM

City/State/Zip: Louisville, Kentucky 40216

Company Complaining About: AT&T

Description

AT&T has started capping their bandwidth if you don't subscribe to a TV package and I think this is wrong and should be stopped. My feeling is that AT&T are doing this to increase revenue and/or stop defection from their TV and it has nothing whatsoever to do with line congestion or traffic control.

[Ticket: # 997727 - Data Caps from IS providers](#)

Date: 5/24/2016 2:25:48 PM

City/State/Zip: Raritan, New Jersey 08869

Company Complaining About: Optimum

Description

Internet service to a home should not be capped or limited. Comcast begin this, now AT&T is following suit. This does not support a free and open internet, nor does it preserve Net Neutrality. Why would we allow this to happen?

[Ticket: # 997773 - Internet Usage Meter Accuracy](#)

Date: 5/24/2016 2:31:02 PM

City/State/Zip: Santa Rosa, California 95403

Company Complaining About: AT&T

Description

I would like an independent testing of the accuracy of my AT&T U-verse internet meter. Like a third party (county weights and measures) - similar to how gas pumps, scales, water meters are tested for accuracy but for my internet meter. I want it tested annually (like county weights and measures seals).

[Ticket: # 997805 - Att data caps](#)

Date: 5/24/2016 2:34:03 PM

City/State/Zip: Chicago, Illinois 60625

Company Complaining About: AT&T

Description

Att sent me a letter saying that my data usage is now capped. This yet another way they are trying to milk cord cutters out of money. I should be able to use as much data as I want without paying extra for it. This is specially targeting cord cutters because they offer unlimited data but only if you purchase att cable services as well. For shame att.

[Ticket: # 997786 - End AT&T Data Caps](#)

Date: 5/24/2016 2:31:49 PM

City/State/Zip: Austin, Texas 78744

Company Complaining About: AT&T

Description

It is unfair for AT&T to cap my data because I will not subscribe to their expensive cable package. Please end this practice of capping internet data.

[Ticket: # 997933 - Data caps](#)

Date: 5/24/2016 2:50:41 PM

City/State/Zip: Athol, Massachusetts 01331

Company Complaining About: Time Warner

Description

Putting caps on an infinite resource is a money grabbing joke. And for our government to allow you guys to do this is just a clear showing that our people in charge do not know what they're doing. Keep lining your pockets at the expense of the American people...for no reason. I hope you guys sleep well at night.

[Ticket: # 997831 - Please stand up for Americans](#)

Date: 5/24/2016 2:37:29 PM

City/State/Zip: Boise, Idaho 83703

Company Complaining About: AT&T

Description

The datacaps on Internet usage are only the most recent assault on consumers by an industry that runs all over us by operating what should be a public utility as vampire monopolies.

Our telecom industry and their greed disgusts me as well as the fcc's lack of ability to stand up to their lobby.

Do something for the public service and fight back for us against these clowns that bilked the taxpayers out of billions by outsourcing their infrastructure needs and privatizing their profits.

Win one for the little guy for once and classify these parasites as public utilities!

Thanks to anyone that answers the call to stand up to these entities.

(b) (6)

[Ticket: # 997902 - ISP caps](#)

Date: 5/24/2016 2:47:09 PM

City/State/Zip: Gainesville, Florida 32824

Company Complaining About: AT&T

Description

What corporations like AT&T and others are doing when capping our wifi data should be illegal! We are in the age of information. The Internet has become a crucial part of everyone's life. It's equally as important as running electricity or water. We cannot let corporations dictate how much data we use. It should be unlimited data! Please bring attention to this subject. For the USA to stay an international power house within global economy we need to allow our citizens unlimited access to data and we need more competitions for the Internet provides. No more pseudo monopolies!

[Ticket: # 997922 - Data caps](#)

Date: 5/24/2016 2:49:23 PM

City/State/Zip: Bellbrook, Ohio 45305

Company Complaining About: AT&T

Description

I feel extorted. A month after I sign a verbal contract, I get a letter stating AT&T will enforce their caps starting May 23rd. However, they will waive my cap if I sign up for their Direct TV service. If not, that's another \$30 on my bill. I'm cord cutter, and that's exactly who this was meant to punish. It's okay to stream HD and 4K through cable all day long but as soon as I use Netflix my ISP claims that's too much for their network to handle. This is unfair and I feel should be dealt with.

[Ticket: # 998066 - Data Caps are Arbitrary and Unjustified](#)

Date: 5/24/2016 3:05:46 PM

City/State/Zip: San Luis Obispo, California 93405

Company Complaining About: AT&T

Description

Internet service providers should never be able to cap the amount of data used on a network. Data is NOT a limited resource, and it is therefore completely impractical and unwarranted to charge people for using more data. This practice needs to become unlawful for service providers, and consumers must be protected from such absurd practices.

[Ticket: # 998167 - Data Caps and Throttling speed](#)

Date: 5/24/2016 3:16:45 PM

City/State/Zip: Woodhaven, Michigan 48183

Company Complaining About: Comcast

Description

My ISP constantly caps my data and slows down my download speed

Ticket: # 998153 - Let's Stop Playing Monopoly

Date: 5/24/2016 3:14:56 PM

City/State/Zip: Nope, New York 07094

Company Complaining About: Verizon

Description

Help me out.

I'm wondering what it takes to become a public utility.

It was my impression that electric companies and water companies like PSEG are government controlled or at least regulated. I thought this was because they are crucial services to the public that normal life cannot exist without. I also assumed the government stepped in because these companies have substantial influence over particular areas in which they do business.

Assuming that is correct, why are internet service providers treated any differently? If you live in suburban Virginia or rural Georgia, the average American has one option as to who their internet provider could be. I'm using the word "option" loosely, because to have "options" usually needs more than one option to choose from.

Now that we've established that "option" implies having a choice, we should review oligopolies. Oligopolies can appear as several different companies, but when several companies who "compete" with each other come to an agreed standard of pricing and use their influence to buy votes, they effectively become a monopoly. One body, acting in that body's interest. I'm no lawyer, but I'm certain that this isn't legal.

"But why should this be fixed?" you might be thinking to yourself. You, the anonymous complaint fielding software. Hopefully I've made it past your spam filter and into the inbox of someone with half a heart.

This is the year 2016. Internet is a basic utility for news, commerce, and education. If anything, it is more vital than telephone and cable tv since it replaces both of them. I think it's too late for the FCC to ignore this fact. Really, the FCC should be concentrating their efforts on allowing free (unrestricted) internet to all US citizens. Somehow a monopoly is allowed to exist. A monopoly that continuously tries to manipulate the market in which it wholly controls and tries to put limiters and paywalls on their public utility. They are effectively limiting the power of the average American, staunching innovation and education.

I would like to know why this is allowed to continue. I'm certain it's a complex topic, but when I see practices as unfair as oligopolies in addition to removal of net neutrality, I start to see greedy corporations dictating American law. No, this may not be new. But shouldn't someone do something about it?

I'd rather not tell my kids about "the good old days" when every website was free.

Thanks for listening,

(b)

[Ticket: # 998155 - Net neutrality, data caps](#)

Date: 5/24/2016 3:15:11 PM

City/State/Zip: Fairfax, California 94930

Company Complaining About: Comcast

Description

I hope that the FCC will rule in favor of citizens best interests, not CEOs. The FCC should support net neutrality and it should oppose broadband caps and other non-competitive price-gouging.

[Ticket: # 998221 - Data Caps are bull](#)

Date: 5/24/2016 3:23:43 PM

City/State/Zip: Ankeny, Iowa 50021

Company Complaining About: Verizon Wireless

Description

Verizon has a datacap on my smart phone. and its way over priced. 140\$ for 16 gb of data are you kidding me!!!!

Ticket: # 998226 - Internet throughput caps and Open Internet

Date: 5/24/2016 3:24:49 PM

City/State/Zip: Thornton, Colorado 80241

Company Complaining About: Centurylink

Description

I would like to put in as someone whom is a network engineer and as someone whom has worked for some of the largest NSPs and ISPs in the United States that for what it is worth that the idea that there needs to be some sort of throughput cap per month is an absolutely untrue business decision that is used because of the lack of competition and because of government (state and municipal) right of way and exclusivity rights.

Companies that use throughput caps liken that bandwidth is much like water or electricity and that there's some sort of scarcity when in reality this is very much not true and is patently far cheaper to build infrastructure to add additional capacity than it is in those other utilities (water and electricity). Then there's the issue in which Ajit Pai likes to go against consumers by trying to say that cable companies already are under undue burden and interconnecting with someone directly like Netflix is no different than prioritizing bandwidth and making "fast lanes" across the peering links. Ajit clearly has no knowledge of how the internet actually works, how peering actually works, and how traffic actually flows between networks.

There's far more that I can add here but I feel that this something that many people have probably written at length over.

Thank you. I hope that the right decision can be made over this in the future.

[Ticket: # 998316 - AT&T and internet caps](#)

Date: 5/24/2016 3:33:48 PM

City/State/Zip: Albany, California 94706

Company Complaining About: AT&T

Description

I was disappointed to learn that AT&T would soon cap their customers' broadband internet service. This is a worrisome trend that, without intervention, will become standard policy among all internet service providers.

Neutrality and openness are essential to the internet. They allow us to communicate with distant family and friends, safely and securely research health and financial issues, and -- why not? -- enjoy cute cat videos.

The actions of AT&T and their competitors threaten this invaluable municipal resource, arguably humankind's greatest technological achievement of the last 50 years. Please don't let the greed and narrow-mindedness of a few corporations destroy the internet as we know it.

Ticket: # 998349 - Data caps

Date: 5/24/2016 3:36:36 PM

City/State/Zip: Bainbridge, Georgia 39819

Company Complaining About: Mediacom

Description

What if we lived in a world where everything was capped by the companies we purchase from? Went over your water cap? No water for you then until next billing cycle, or you could purchase 50 gallons extra for \$10! Accidentally go over your electricity useage? Sorry to hear that grandma won't be using her breathing machine for the next week, and most of your food is going to spoil and your freezer is going to thaw ruining your top layer of the wedding cake you've been saving to eat next week since it's going to be your first anniversary. So sad this is how internet is treated, the redheaded step child of 21st century

Ticket: # 998374 - AT&T & Comcast Data Caps

Date: 5/24/2016 3:38:25 PM

City/State/Zip: Newton, Massachusetts 02460

Company Complaining About: Comcast

Description

I am very frusterated because its not only now that I pay too much money to comcast and AT&T for below average coverage and internet (comcast especially should refund me 3 months for how much time its gone down in the last year) but now there is a cap on how much internet we can use in a given month?

The internet is not a finite source, such as water, food, or rare material, and as a utility there should never be a limit to it. I don't understand how they can be allowed to so openly disregard the rules that have been set in place. The worst part is that there is nothing I can do to stop them.

I feel so utterly helpless in this scenario. I can't change providers because there is noone else in my area who will give me high speed internet. I don't like to do this, but please help.

(b) (6)

[Ticket: # 998495 - Data caps](#)

Date: 5/24/2016 3:52:34 PM

City/State/Zip: Seattle, Washington 98121

Company Complaining About: Wave Broadband

Description

I am being charged for data, \$10 for every 50 gigabytes above 300 gigabyte. This is essentially an information tax and should not be accepted.

[Ticket: # 998485 - Data caps](#)

Date: 5/24/2016 3:50:32 PM

City/State/Zip: Fresno, California 93726

Company Complaining About: Comcast

Description

Why are isp's allowed to cap Internet data? This is clearly abuse of the system and stifles creativity for new uses of the Internet. Why are the isp's allowed to have a monopoly and gouge consumers for pricing when our tax dollars paid for large portions of their infrastructures? This is an unacceptable disservice to the American populace and regulation similar to power, water and telephones needs to be enforced on isp's. Have you tried applying to a job recently? You can no longer go into an office and shake someone's hand, you have to apply online. Fattest possible Internet in today's society should be a right, not a privilege.

[Ticket: # 998540 - Bandwith Data Caps](#)

Date: 5/24/2016 3:57:14 PM

City/State/Zip: Grand Rapids, Michigan 49505

Company Complaining About: Comcast

Description

Comcast is the only cable internet provider in my area, and they have a 300gb data-cap. We are a full home, and that is not enough data to always be able to allow everybody to stream, play, or download what they want.

[Ticket: # 998628 - Data Caps](#)

Date: 5/24/2016 4:05:34 PM

City/State/Zip: Chicago, Illinois 60614-4113

Company Complaining About: AT&T

Description

Capping data is against internet rights and immoral for a company to do especially since many users are paying for unlimited data, so to keep offering unlimited data and capping it is not just.

Ticket: # 998810 - Metered Service: Yes; Preferential Treatment of Business Partners: No.

Date: 5/24/2016 4:23:44 PM

City/State/Zip: Beaverton, Oregon 97006

Company Complaining About: Comcast

Description

(b) (6)

Beaverton, OR 97006

Tue 2016-05-24

Dear sirs:

As a software developer actively involved in e-commerce, I strongly support a healthy Internet infrastructure. Part of this infrastructure involves ensuring that ISPs and backbone services collect sufficient funds to drive the business forward through the 21st century.

To this end, I can support a metered usage system, where heavy consumers of the Internet pay more for their use. I hedge a bit here, because I do not know if gigabytes, monthly, or some other metric is the fairest way for ISPs to recoup their expenses. This is one area where I expect you, the FCC, to perform the due diligence to ascertain the best way to protect both businesses and consumers.

I also regard data service to be a fundamental utility, such as electricity, water, garbage, or telephone service. In fact, the distinction between telephone service and Internet service, in this day and age, is like arguing the difference between solar and wind powered electricity. The consumer really doesn't care how the service is provided, and I despise attempts by certain ISPs to claim they should be regulated differently.

My complaint is simply that ISPs should not take advantage of their effective monopoly to compete against businesses that provide other services.

One recent egregious example is the move by Comcast to meter customers for their data use except to provide an unfair advantage over Hulu, Netflix, Flixster and others by exempting data from their own pet content provider from these charges.

Another example, unfortunately also by Comcast, is how Comcast has started shaking down Netflix for access to their networks. Does Comcast charge its cable channel content providers a similar for access to their networks? If not, Comcast is using its monopoly position to favor certain businesses (i.e., their business partners) over other businesses offering the same service.

One could compare this to an electric company charging a lower rate to customers who exclusively buy their appliances from them instead of Hitachi, LG, and General Electric. I argue this is an anticompetitive practice that should be summarily forbidden and penalized.

Yours truly,

(b) (6)

[Ticket: # 998901 - Data caps will stifle business](#)

Date: 5/24/2016 4:32:27 PM

City/State/Zip: Arlington, Massachusetts 02474

Company Complaining About: Rcn

Description

If my internet is to be capped, I would reconsider hosting all of the free resources I post to my website. Everyone loses.

[Ticket: # 998696 - Data Caps](#)

Date: 5/24/2016 4:11:30 PM

City/State/Zip: Grove City, Pennsylvania 16127

Company Complaining About: Armstrong Cable

Description

I have recently moved. Where I live now there is effectively only one ISP available . That ISP enforces a strict 200 GB datacap monthly and charges me more than the unlimited data I was able to use while I was with TWC. After doing some research, I discovered that this was not always the case, and the datacap was instantiated a few years ago. Isn't this something that should be enforced since I have no where else to turn to except this ISP?

[Ticket: # 998773 - AT&T charging me overages](#)

Date: 5/24/2016 4:19:47 PM

City/State/Zip: Pasadena, California 91101

Company Complaining About: AT&T

Description

Starting May 23 (yesterday), AT&T is going to charge me \$10 for every 50GB extra I go over. Which will be a lot. I DON'T WANT TELEVISION but if I buy it, I get unlimited internet. That is not right. The internet should be unlimited and free. Stop these caps!

Please do something. Corporations are ruining everything in this country and people are sick of it.

[Ticket: # 998814 - Data Caps](#)

Date: 5/24/2016 4:24:11 PM

City/State/Zip: Coral Springs, Florida 33065

Company Complaining About: AT&T

Description

It is unfair to require paying extra for either a tiered content offering from ATT or paying a surcharge in lieu of or getting capped via data.

[Ticket: # 998930 - Internet caps](#)

Date: 5/24/2016 4:36:15 PM

City/State/Zip: Richardson, Texas 75082

Company Complaining About: AT&T

Description

Hello FCC, I just wanted to take time out of my day to tell you that internwta caps should not be a thing. This is the USA not some third world country like where my parents came from. Internet caps are a step back

[Ticket: # 999003 - Data caps after sign up.](#)

Date: 5/24/2016 4:44:28 PM

City/State/Zip: Novi, Michigan 48374

Company Complaining About: AT&T

Description

I have had ATT uverse for years and now I suddenly get a letter saying my internet will be capped and if I go over, automatically billed in 50 gb chunks. An unlimited option was available for an extra \$30/month. I already had unlimited! How can they do this?

I canceled ATT and got myself a Bright House connection. But if they decide to play this same game that ATT and Comcast are doing then I am in trouble.

This industry needs to be regulated as a utility and allow third parties to compete. Cable companies are dinosaurs that are trying to punish people who do not want to pay their inflated rates for tv services.

[Ticket: # 999019 - Internet data caps and potential lack of net neutrality](#)

Date: 5/24/2016 4:45:57 PM

City/State/Zip: Fort Myers, Florida 33913

Company Complaining About: Comcast

Description

They're an abomination and the end result of a monopolistic plutocratic government. If you agree with Jesus that God is within, and internal control is necessary for democracy or even just the latter. Then you will stop giving these massive companies external control over yourself and the rest of us.

Because; Proverbs chapter 22 verse 7

The rich rule

over

the poor,

and the borrower is slave to the lender.

Economics haven't changed.

[Ticket: # 999048 - Data Caps are hurting invoation](#)

Date: 5/24/2016 4:50:29 PM

City/State/Zip: Coconut Creek, Florida 33066

Company Complaining About: Comcast

Description

Please stop the mega ISPs from hurting our economy and changing our agreements for no reason.

Ticket: # 999057 - Internet Caps

Date: 5/24/2016 4:51:09 PM

City/State/Zip: Canton, Mississippi 39046

Company Complaining About: AT&T

Description

ATT uverse has implemented caps, but if you have their TV service they ignore it, or if you pay a upfront cap removal fee. So I want to cancel my tv service and just use their internet, for hulu, netflix, they will charge me either per GB over a set amount, or a flat fee that I have to sign up for before I go over. As an IT professional (SYS and network admin) I am perfectly aware that congestion is not an issue, and the caps are simply a money grab. Watching 4k content will eat up all the cap in a single 24hr period, think about that, your entire month, used up in one day with your kids watching cartoons. I understand the caps are there for abusers, people using TBs of information a month, but the ridiculously low caps stifles advancement and punishes the non abusing consumers.

If our roads become congested, do we limit the hours per month you are allowed to drive, or do you fix the problem?

Ticket: # 999297 - Different Speeds from Different Websites

Date: 5/24/2016 5:15:03 PM

City/State/Zip: Huntsville, Alabama 35801

Company Complaining About: Comcast

Description

Testing my speed from speedtest.net shows I am getting roughly 50Mbps down yet using Fast.com (from netflix) shows i am getting mere Kilobits per second. This violates net neutrality regulations and is utterly ridiculous.

In the attached files please note the time stamps in the bottom left. You can see the screen shots were taken moments apart, but yeild drastically different results

Ticket: # 999298 - Different Speeds from Different Websites

Date: 5/24/2016 5:15:25 PM

City/State/Zip: Huntsville, Alabama 35801

Company Complaining About: Comcast

Description

Testing my speed from speedtest.net shows I am getting roughly 50Mbps down yet using Fast.com (from netflix) shows i am getting mere Kilobits per second. This violates net neutrality regulations and is utterly ridiculous.

In the attached files please note the time stamps in the bottom left. You can see the screen shots were taken moments apart, but yeild drastically different results

[Ticket: # 999282 - Data Caps from internet service providers.](#)

Date: 5/24/2016 5:13:55 PM

City/State/Zip: Berkeley, California 94710

Company Complaining About: Comcast

Description

They shouldn't be allowed, I pay for internet, I should be allowed to use it how I please and not limited.

[Ticket: # 999355 - Data caps - at&t](#)

Date: 5/24/2016 5:20:45 PM

City/State/Zip: Aubrey, Texas 76227

Company Complaining About: AT&T

Description

How, in 2016 are we actually going backwards in terms of technological advancement? The world is using more and more data in everyday life so ISPs are essentially holding capless data as a hostage for them to sell you bundles for stuff you don't need. It's the biggest racket on the planet. It's like economies of scale don't apply for them simply because they know they can get away with it. I don't want your crappy 200 channels that I never watch, but having a cap otherwise forces me to line their pockets.

Ticket: # 999413 - Comcast xfinity data caps, not okay and restricting me from using my internet now. No other options for me.

Date: 5/24/2016 5:28:17 PM

City/State/Zip: Grayson, Georgia 30017

Company Complaining About: Comcast

Description

I have Comcast xfinity and I get charged for using data even if I am barely using it and if I stream video's from Netflix, I will hit the limit. This is trying to charge extra for Netflix use. I do not have any other high speed internet options at my location so I have no choice but to pay extra for going over the cap they added without informing me.

Ticket: # 999390 - Home internet data cap

Date: 5/24/2016 5:24:46 PM

City/State/Zip: Vacaville, California 95688

Company Complaining About: AT&T

Description

I just bought a house here in California. I went and got the fastest speed of Internet that AT&T offers in our neighborhood which is 75mbps down @ a cost of around 87\$ dollars a month. Now I just got notified my service is capped at 600gb of data per month. I have four people total in my home and w/ 21 days left on our data cycle I have already used 312gbs of data. I do no torrent from my home we stream services such as Netflix and Amazon and I do own a 4K tv. If your not aware 4K tv eats up a ton of bandwidth and I feel I'm being extorted by paying an extra 30\$ a month or have to pay for tv services. I feel this is very unfair practice set up by the telecom/broadband companies. To get more money from a service I know where I use more than 600gb in a month AT&T won't notice nor will it adversely effect there service to other customers. Thank you for viewing my complaint and have a great day.

Ticket: # 999391 - Date caps

Date: 5/24/2016 5:24:48 PM

City/State/Zip: Fresno, California 93726

Company Complaining About: AT&T

Description

I got a message say this.

Dear,

Beginning on May 23, 2016, we will be increasing the U-verse® Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance amount. The maximum overage charge will be \$100/mo. If you choose to bundle your U-verse Internet with DIRECTV® or U-verse TV you will be provided an unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling. Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your Internet service for an additional \$30/mo.

What is this please PLEASE do something about this. Please help the consumer!

[Ticket: # 999479 - AT&T Data Caps](#)

Date: 5/24/2016 5:42:11 PM

City/State/Zip: Gaffney, South Carolina 29340

Company Complaining About: AT&T

Description

AT&T is literally extorting people into getting Directv by offering to waive their 30 dollar unlimited data fee if you have directv. The main reason I need unlimited data is so i can stream tv with Amazon Prime and Netflix. I don't want Directv. Please do something about this.

[Ticket: # 999481 - Usage caps](#)

Date: 5/24/2016 5:42:32 PM

City/State/Zip: Traverse City, Michigan 49686

Company Complaining About: Verizon

Description

Usage caps are anti-competitive. Internet video is poised to swallow Cables business model, in an act of protectionism they have enacted usage caps to punish cable cutters. It's not my fault their industry has buried their head in the sand and denied cord cutting, nor have they adjusted their business model to accommodate for this new reality.

Usage caps, along with zero rating are absolutely wrong, anti-competition and anti-neutrality.

Ticket: # 999619 - I wasService disconnected, unable to remedy w/ safelink, despite "easiest method" to check application

Date: 5/24/2016 6:17:13 PM

City/State/Zip: Santa Maria, California 93455

Company Complaining About: Safelinkca Wireless

Description

Tried to contact safe link ca wireless 15 times. Was "approved" 3/15/16. Received phone, service active for 1 month? Finally reached safelink, was assured that California lifeline program made the mistake and to call them back. 805-2498879 is # safelink assigned. Why is safelink NOT on the list of phone companies? It obviously should be at the top of list

Ticket: # 999670 - Internet Limiting

Date: 5/24/2016 6:32:14 PM

City/State/Zip: Wynne, Arkansas 72396

Company Complaining About: Cablelynx

Description

I am wanting to file a formal complaint against East Arkansas Video and CableLynx for implementing a limit on the use of our Broadband. We signed a contract for CableLynx Cable Internet with East Arkansas Video and have not changed our service. Please if you need any further info Please call me. Thank You (b) (6) (b) (6)

Ticket: # 999763 - Prescription drug ads on internet sites

Date: 5/24/2016 7:00:37 PM

City/State/Zip: Phoenix, Maryland 21131

Company Complaining About: Personal Residence

Description

I am very distressed at the continuous ads for prescription drugs on shows that I watch via the Internet. I do not watch TV at all.

#1: They are continuous..each and every show, advertisements arise for medications/prescriptions with one minute of positives and at least 2+ minutes of negatives.(specially Embriol???, among others)

#2; Why is this occurring? Isn't a specific pharmaceutical for a specific illness supposed to be between a Doctor and his/her patient?

3: I do not mind seeing an ad every now and then, but some of these are ridiculously continuous!

4: I am not, thankfully, ill, or subject to any of these pharma ads.. If I was....I would NOT RELY ON ADS! I would talk to my doctor? Does that seem odd??

5: I know pharmaceuticals spend a ton of \$\$\$\$\$\$, for ads, but does that make it proper, legitimate, or in public service? Correct? NO!!!!!

.....and # 6 :and finally, I am totally disgusted that I have emailed the FCC at least 2 or maybe 3 times and NO ONE has even acknowledged my inquiry. I am at a loss as to whom I can speak to or email! This is not public service!

I would appreciate some type of response,..other than : thank you for you email...We will contact you"...I have been trying to do this for a month...I would appreciate a serious response from someone..NOT A GENERAL RESPONSE...AS ONE GETS FROM POLITICIANS! Please direct my email to someone who can appropriately respond..Thank you. I don't know what else to do.

Additionally, I have NO IDEA what to click on regarding my internet issue, so I hope someone can direct me to the proper agency/person?? I most likely clicked on the incorrect internet issue? Since there was no "other" choice. If I do not hear from someone, I will definitely call my Senator after all this time of no legitimate response!

Ticket: # 999846 - Anticompetitive internet usage cap

Date: 5/24/2016 7:39:53 PM

City/State/Zip: Raleigh, North Carolina 27605

Company Complaining About: AT&T

Description

Starting on the 23rd of May 2016 logging into my AT&T account presented the attached picture stating that I can either bundle TV with my internet offer or pay an additional \$30 a month to avoid a 1tb usage cap.

This behavior is a blatant attempt to artificially increase AT&T's number of TV subscribers and deceive investors as to the viability to traditional TV in comparison to new internet based entertainment.

Furthermore this charge is only possible because other internet service providers are in collusion to add usage caps at similar times. Raleigh has a pretty new fiber installation, there is no conceivable way this cap is required by infrastructure or to improve service. There is also no conceivable way this cap would be a viable business strategy unless other ISP's, very conveniently, started enforcing caps simultaneously.

In short this behavior is clearly violating the spirit if not the letter of telecommunications regulation and I strongly encourage regulatory action against AT&T and other internet service providers.

[Ticket: # 999851 - caps on data](#)

Date: 5/24/2016 7:40:52 PM

City/State/Zip: Scranton, Pennsylvania 18510

Company Complaining About: AT&T

Description

i do not want caps on home internet plans, it is not fair

[Ticket: # 999876 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

Date: 5/24/2016 7:55:26 PM

City/State/Zip: Holland, Michigan 49424

Company Complaining About: Verizon

Description

Myself and my family have been Verizon customers for years.

If this "sponsored data programs" underhanded approach to marginalize small businesses and support your larger clients goes through, we'll be cancelling forever.

(b) (6)

[Ticket: # 999977 - USAHud.com Spam](#)

Date: 5/24/2016 8:37:45 PM

City/State/Zip: Edgewood, Maryland 21040

Company Complaining About: Usahud.com

Description

I have repeatedly reply to emails from this company telling them to remove me from their mailing list. The emails that they send make it appear as if I have spoken to them, or requested them to contact me which is absolutely not the case.

[Ticket: # 999982 - Excessive SPAM from Softlayer Corporation](#)

Date: 5/24/2016 8:40:05 PM

City/State/Zip: Pensacola, Florida 32504

Company Complaining About: AT&T

Description

This company is sending out thousands of SPAM messages daily. When someone complains about it they either ignore the complaint or bounce the message back claiming the message of complaint is itself SPAM. They refuse to do anything about the SPAM flooding. When a consumer asks to be blocked from their excessive SPAMMING, they refuse to do so.

[Ticket: # 368348 - Comcast limiting internet speed](#)

Date: 6/26/2015 2:08:55 PM

City/State/Zip: Charleston, South Carolina 29412

Company Complaining About: Comcast

Description

I pay for 50 mbps service and it consistently tests below 20 mbps

Ticket: # 1588117 - Protect Net Neutrality!

Date: 4/26/2017 1:33:52 AM

City/State/Zip: Lumber Bridge, North Carolina 28357

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Please don't take our freedom away!!

(b) (6)

[Ticket: # 375519 - AT&T Data Throttling](#)

Date: 6/30/2015 4:53:54 PM

City/State/Zip: Brownstown, Michigan 48134

Company Complaining About: AT&T

Description

AT&T advising that I have reached 75% of the 5 gb network threshold. When is 5 GB unlimited? I am sorry that they weren't fined more than a 100 million dollars! Apparently Randal Stephenson feels that he can do whatever he pleases. Please do not let AT&T get away with this!!!!

[Ticket: # 378752 - Comcast Throttling](#)

Date: 7/1/2015 8:51:18 PM

City/State/Zip: Atlanta, Georgia 39397

Company Complaining About: Comcast

Description

Every time I attempt to watch a YouTube video over 3 min in length, i experience interruptions in my service.

[Ticket: # 396954 - Throttling](#)

Date: 7/11/2015 7:55:18 AM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Virgin Mobile

Description

My provider is throttling my unlimited data connection. They've emailed me to tell me this. I've kept the email for proof of their practices.

[Ticket: # 397942 - Internet Data Cap](#)

Date: 7/12/2015 7:21:00 AM

City/State/Zip: Lakeland, Tennessee 38002

Company Complaining About: Comcast

Description

Comcast provides a high speed data plan, but caps the plan. We have family of five and regularly download TV, movies from sources other than Comcast. Feel like content carrier laws designed to protect the consumer are not being applied

Ticket: # 1586655 - Protect Net Neutrality!

Date: 4/25/2017 3:19:22 PM

City/State/Zip: Wichita, Kansas 67226

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Hey, Pai,

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. Don't change them. I told you in Mumbai not to screw it up. Listen!

(b) (6)

[Ticket: # 418493 - Open Internet](#)

Date: 7/22/2015 10:31:27 AM

City/State/Zip: Plympton, Massachusetts 02367

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 451577 - Very poor customer service Verizon FIOS residential**Date:** 8/6/2015 7:39:59 AM**City/State/Zip:** Stafford, Virginia 22554**Company Complaining About:** Verizon

Description

Irrigation system installed on July 9, 2015. During the install, WIFI cable was cut. Spoke with irrigation contractor who advised the fiber optic (FIOS) cable was mismarked. They called Verizon FIOS for repair. FIOS dispatched and did NOT permanently repair the line. The line was only reconnected above ground and extended across my lot and over onto the front of my neighbors lot. I have yet to receive an explanation or a given timeline when to expect the line to be correctly repaired. After the repair, the line was inadvertently damaged by a lawn mower. Verizon was called and later dispatched after several phone calls and multiple 'no shows'. Line was inappropriately repaired (Above ground) extended across the rear of the neighbors property. I spoke with the neighbor to advise of the brief history and nature of this issue and my neighbor raised some concern as to a timeline when it could permanently be repaired. My neighbor and myself have now been forced to pick up the cable each occurrence when mowing our lawns. This has been in this configuration since July 7th and all attempts to schedule, request feedback, get questions answered or basically, get my dedicated fiber line respliced (connected) in a normal configuration have failed. It has become very apparent that calling Verizon FIOS customer service is deemed unsuccessful and on each call, I am not allowed or able to speak with the appropriate department that handles cable repairs. I can speak with a help desk or customer service person and continuously find myself voicing the same original problem multiple times. On each phone call, I become more frustrated and feel my efforts are deemed unimportant. I have gone out of town on 2 occasions each a week in duration and have received no phone calls from any representative of Verizon FIOS as they promised. This is very unprofessional and quite disheartening. I've only asked for my trouble ticket status and cannot get anyone to validate if it has even been assigned to a cable repair. THE response I get is "sir I am not able to see or verify if your ticket has been assigned to cable repair, however, I can review the recent activity and assign priority." Well I was told on at least 3 separate phone calls that my ticket has been escalated and I've waited 10 business days with no response from Verizon. There have been 3 service calls schedule and on all 3 ..no technician showed up. On one of those service calls, I canceled my son's orthodontist appointment in order to remain at my residence expecting someone to show up for repair. No one showed up and I never received a phone call or explanation. I am seeking immediate and prompt attention to this matter. The customer service number I have been calling is 1 (800) 837-4966.

Ticket: # 473944 - I REALLY Need the Federal Communications Center to try to resolve my problems

Date: 8/17/2015 8:30:02 PM

City/State/Zip: Atlanta, Georgia 30307

Company Complaining About: Comcast

Description

TO: FCC

FROM: (b) (6), Being Cyber-Bullied by the FBI

Hello, I just spoke with an "In the field" FCC man in San Francisco, and he advised me, that I should make a complaint about the Multi-Year abuses that the Federal Bureau of Investigation has done to me AS..... THE SECOND COMING OF CHRIST. My First amendment Rights have been absolutely TRAMPLED by the FBI (and most likely > mainly by the Lead Agent in my case). Every time (as a white guy) I want to show the NAACP support, after that Church massacre that happened in South Carolina..... The FBI *FULLY DELETES* my supportive postings, which is INSANE. I have Agents working my case who are blatantly racist and very willing to show me THAT. Over more than 5 years, I have had over 1,000 Facebook Postings deleted, because the FBI is trying to narrowly define me through *DELETES*. And don't forget, that the Second Coming of Christ is a messenger (Messiah) and so I need a safe forum, from which to speak. If you study my Facebook.com account, You'll see LOTS of evidence, that the FBI has done a ZILLION of Cyber-Crimes against me. Since the FBI does NOT have authority over the FCC, I need the FCC to have a frank talk with the "Powers That Be" > that it is NOT OKAY (And Illegal) to Hide and Delete people's postings on Social Media. One reason the FBI is doing this to me, Is because, we are headed towards a television trial (eventually) and so the "Bad Apple" part of the FBI is "Cheating All The Way To The Court House". As an example, EVERY Single posting from December 2014, was FULLY DELETED from my Facebook.com Timeline (Which was SUPPOSED to be Historic). I called the NAACP, and told them, that the USA gov has been deleting postings that are positive and supportive toward the NAACP from me (A White Guy). Then when I Re-posted TWO postings about the NAACP..... In less than an hour..... The FBI swiped those postings Off of my Timeline in a blatantly racist manner. Also, The FBI knows that I am officially disabled and without a lawyer, and they are doing everything they can to oppress me, and bully and frustrate my legal activity. The "Shadow Government" of the USA even had a plot to assassinate me in June 2015, but I discovered and Foiled the plot, so now I am still ALIVE to make this authentic complaint to the FCC. Please send my complaint to upper management and prioritize this complaint, if that is, IN anyway possible. I think this is an Upper Level management Issue. To see that I really am Jesus # 2 , Put my name: STUART SATTERFIELD into > www.yahoo.com and watch for the POP UPS. I am literally the MOST CENSORED person on Social Media In ALL TIME HISTORY (And I am being SERIOUS !) The FBI even yanks family pictures OFF of my Timeline, just to be Cyber-Bullies. FCC PLEASE HELP ME. Thank You In Advance. (b) (6)

Good-Bye

[Ticket: # 1093108 - AT&T changed my plan without notifying me](#)

Date: 7/19/2016 5:27:06 PM

City/State/Zip: Allen, Texas 75013

Company Complaining About: AT&T

Description

AT&T reduced my internet speed by 67%, raised my costs, and began to insert adds into my browser WITHOUT my permission. This resulted in a significantly reduced internet experience while raising my cost to access the internet.

Ticket: # 643115 - bad mergers and why isp's are not really competing with eachother.

Date: 11/7/2015 12:57:39 PM

City/State/Zip: Orlando, Florida 32835

Company Complaining About: AT&T

Description

First off the Merger of Charter and Time Warner means that there will be even less choices of broadband than there are now, and there are so few options currently in most places and in some places there is an effective monopoly on internet access. Having less separate company's in the game is only going to make that worse not better.

And this is Why the Companies need to be regulated, they have no reason to stay honest and competitive on their own. I say this because even though you can find a list of a large number of broadband providers when you actually go and check their service area and compare their offerings against each other, the picture dramatically changes. Sure there are a lot of companies out there but for the most part there is only token competition between them at best. Most of the time what ISP you get is not determined by what one you think has the best offer but by where you live. As an example I went apartment hunting not too long ago and looked at a wide assortment of different apartments in multiple areas both in Orlando, FL and Altamonte Springs, FL and every place I'd ask what are my options for getting internet. 80% of the places said that Bright House was the only ISP that serviced the area. Had one place say it AT&T was the only one, and 3 mention that I could pick between AT&T or Bright House. If I really had a choice I'd pick Centurylink as my ISP, not either one of those but I can't not because I'm banned from doing business with them or anything like that, no I simply don't live in an area where they offer service. The ISP's for the most part are not competing with each other as there isn't much overlap in the service areas of the ISP's so thus they don't have to worry about losing clients to the other guys as for many people there is NO other guy they can turn to. And for many people not having broadband is similar to not having power. So many have to deal with flaky connections or rampant speed issues as an ISP will over sell an area and never bother to update their infrastructure to handle the demand they generated there, but continue to charge everyone full price for service they know they can't deliver, and get away with it, as no one else can get those people anything better so they are stuck not with what they want but what the ISP decides they will get.

If you truly want to back out of having to directly regulate the companies then what you need to do is to force there to be several ISP's in every area. Only then do the ISP's have reason to play nice, of course they will try to fight it and claim all sorts of reasons why it would be bad. Not because they actually believe those claims but because they don't want to lose their effective monopoly's they spent all this time and effort setting up and actually have to compete. They know that in some areas their service is so poor the moment other options come to town people will jump ship and not even bother to look at what their new offer is. They don't want to lose those customers but the only way they can prevent that is to not give them a choice. Thus why they will do all sorts of tricks to hide that fact they do have an effective monopoly in various areas.

Another argument I heard was that they say if we keep up with this Neutrality thing it will hurt infrastructure development. And that is total lie, but as long as they are allowed to have these effective monopoly's over large areas with only token competition in some areas, they won't because

they don't need to they can make us put up with what they got. If they had to face real competition with each other and not just in a few areas but all over the place then you'd start to see real investments being made because only when a company has to actually worry about losing customers will it put out any effort to make sure they are happy. Which Considering what a company's primary goal is this actually makes sense, they aren't trying to make people happy or give them great service, as much as they claim that's their goal their real goal is to make money so if they don't have to spend money on upgrades but can continue to charge as if their service has been then they won't ever upgrade as then they don't make as much money and that runs counter to their primary goal. I bet you the cable and DSL infrastructure and deals in the area's where google fiber is available to the general public are much more up to date then in other area's not because google updated them but the fact that google is providing real competition to them and the only way the other ISP's have a chance of keeping people from leaving them for google fiber is they gotta make sure that their service and pricing is at least on par with googles. This means in order to obtain their primary goal, they have to spend the money to do the upgrades, because in that situation they don't need to buy from them, so the company must convince the people to want to buy from them. Thus the only effective way to get the infrastructure upgraded is to make it to costly for the companies not to do it.

[Ticket: # 1526402 - Open Internet Comment](#)

Date: 3/27/2017 7:42:29 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1592358 - For Net Neutrality](#)

Date: 4/27/2017 2:56:08 PM

Description

Fax Ticket Ready For Data Entry

Ticket: # 680660 - Data limits on a home internet service

Date: 11/29/2015 2:28:11 AM

City/State/Zip: Coal Center, Pennsylvania 15423

Company Complaining About: Verizon Wireless

Description

Hello,

I'd like to file a complaint about the data limits that Verizon imposes on its LTE users, especially as a home internet service.

Verizon Pennsylvania (the landline phone company) made an agreement with (and received money from) the state of Pennsylvania to upgrade their infrastructure to provide broadband internet (such as DSL or FIOS) to rural houses where it is difficult to get cable internet. Instead, Verizon PA was able to re-write the law to provide it through another company, Verizon Wireless. Because of this, many houses in Pennsylvania have Verizon LTE as their only option for a home internet service. Verizon Wireless has no competition in many areas. They are imposing large data limits (by house/computer usage standards) to these customers who have no other option for service.

I'd like to know if Verizon is in violation of the General Conduct Rule of the Open Internet laws. I know they may claim "network congestion" to justify their data limits, but I have a hard time believing that now. T-Mobile just started an "un-carrier" service on their network, which doesn't count streaming video against a user's data limit. Video streaming uses a lot of data, but T-Mobile is not charging their customers for it. So T-Mobile's network must be better than Verizon's, and it is possible for Verizon to upgrade their network to provide a better service to people who use their network as a home internet service.

Currently, I do not have an option for a wired broadband internet service for my house. Verizon Wireless could easily charge me \$200+ a month for home internet service if my computer needs to download a lot of updates. This greatly hinders my ability to use the internet, and my ability to use current technologies.

Most wireless companies know that their service is not meant to have (and can't handle) a lot of users for a home internet service. They offer "mobile hotspots" to temporarily connect a computer to their network. They know it's not meant to be the computer's only means of internet access. Verizon Wireless, however, will actually install an LTE antenna to a house. They are explicitly selling this service as a home internet service, knowing that they can overcharge home internet customers with data limits based on a "network congestion" claim and knowing they have no competition.

They had the opportunity to upgrade their DSL and FIOS service, and chose to provide LTE service to homes instead.

I believe they are taking advantage of their lack of competition and are choosing to have data limits on their LTE home internet service. I would like to know if they are in violation of any Open Internet rules for their LTE home internet service.

Thank you,

(b) (6)

[Ticket: # 642510 - Data caps](#)

Date: 11/6/2015 10:36:19 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

I have complained many times this is noncompetitive and monopolistic market conditions.

[Ticket: # 646034 - Unsubscribed 20 times](#)

Date: 11/9/2015 3:59:31 PM

City/State/Zip: Edgewater, New Jersey 07020

Company Complaining About: Verizon

Description

I unsubscribed from www.cannasos.com email list, (that I never signed up for in the first place) yet they still email me every week. Unreal.

[Ticket: # 1594213 - Open Internet](#)

Date: 4/28/2017 11:24:17 AM

City/State/Zip: Royal Oak, Michigan 48073

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1480631 - Open Internet Comment](#)

Date: 3/1/2017 8:05:20 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 835570 - Ban zero rating!](#)

Date: 2/26/2016 5:22:53 PM

City/State/Zip: Minneapolis, Minnesota 55419

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

TWEAST

Ticket: # 1001448 - harassment denie internet and it's paid for.

Date: 5/25/2016 3:03:17 PM

City/State/Zip: Rockford, Illinois 61101

Company Complaining About: Comcast

Description

(b) (6)

[Ticket: # 1598437 - Open Internet](#)

Date: 5/1/2017 1:35:40 PM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1593833 - For Net Neutrality](#)

Date: 4/28/2017 9:17:30 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1467876 - net neutrality](#)

Date: 2/22/2017 9:02:59 AM

City/State/Zip: Plymouth, Minnesota 55447

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 733188 - NBC New Years Eve Program

Date: 1/1/2016 1:25:56 AM

City/State/Zip: Southern Shores, North Carolina 37949

Company Complaining About: Charter

Description

Tonight's New Year's program program was just obscene. I feel sorry for Carson. Totally inappropriate for family viewing. Changed the channel to ABC. Very disappointed in NBC.

Ticket: # 1046713 - Cox Communications - possible net neutrality violations

Date: 6/21/2016 4:02:49 AM

City/State/Zip: Pensacola, Florida 32504

Company Complaining About: Cox

Description

Cox Communications is charging about \$5 a month for faster internet service. One has to ask what is suffering when those who pay more get better service.

[Ticket: # 1470205 - Net Neutrality](#)

Date: 2/23/2017 9:18:24 AM

City/State/Zip: Bend, Oregon 97702

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1478427 - Open Internet Comment](#)

Date: 2/28/2017 10:19:19 AM

City/State/Zip: Los Altos, California 94022

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1245973 - Comcast data cap](#)

Date: 10/7/2016 9:33:42 PM

City/State/Zip: Portland, Oregon 97229

Company Complaining About: Comcast

Description

My internet connection will soon be capped. This limits my existing service without lowering price. I have no other broadband options due to their local monopoly.

[Ticket: # 1558461 - Net Neutrality Comment](#)

Date: 4/11/2017 8:42:52 AM

City/State/Zip: Syracuse, New York 13208

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 706131 - Unable to get removed from AT&T email block list

Date: 12/13/2015 7:53:15 PM

City/State/Zip: Vicksburg, Mississippi 39180

Company Complaining About: AT&T

Description

Mail.madison.com, IP address 162.216.206.10 has been added to the prodigy.net (AT&T) blacklist in error. This was reported to me on 12-8-2015 by Lisa Byrd, chief Civil Deputy for the Madison Parish, LA sheriff office. I have made 2 requests for removal by going to att.net/blocks and filling out the form and have not received any response. The NDR AT&T send is here:

joannahutchinson

A problem occurred during delivery of this message. Microsoft Exchange will not try to redeliver this message for you. Please try resending this message later, or provide the following diagnostic text to your system administrator.

The following organization rejected your message: flpd600.prodigy.net.

Sent by Microsoft Exchange Server 2007

Diagnostic information for administrators:

Generating server: SERVER.mpsol.local

joannahutchinson@bellsouth.net

flpd600.prodigy.net #553 5.3.0 flpd600 DNSBL:ATTRBL 521< 162.216.206.10

>_is_blocked.__For_information_see_http://att.net/blocks ##

Original message headers:

Received: from SERVER.mpsol.local ([fe80::9c5c:6d61:4d1b:ce52]) by

SERVER.mpsol.local ([fe80::9c5c:6d61:4d1b:ce52%10]) with mapi; Tue, 8 Dec 2015 11:59:03 -0600

From: Lisa Byrd <lisabyrd@madisonso.com>

To: (b) (6)

Date: Tue, 8 Dec 2015 11:59:01 -0600

Subject: RE:

Thread-Index: AdEx4cqGsOTCm7p5Su+AQ6bXV9ijLAAAEVYA

Message-ID: <6F94E377181B0B4B95B1AA369ABB382C0502FCA4621A@SERVER.mpsol.local>

References: <1625778285.15942039.1449597226993.JavaMail.yahoo.ref@mail.yahoo.com>

<1625778285.15942039.1449597226993.JavaMail.yahoo@mail.yahoo.com>

In-Reply-To: <1625778285.15942039.1449597226993.JavaMail.yahoo@mail.yahoo.com>

Accept-Language: en-US

Content-Language: en-US

X-MS-Has-Attach:

X-MS-TNEF-Correlator:

acceptlanguage: en-US

Content-Type: multipart/alternative;

boundary="_000_6F94E377181B0B4B95B1AA369ABB382C0502FCA4621ASERVERmpsol_"

MIME-Version: 1.0

Due to this block, the Madison Parish SO is not able to send email to and bellsouth.net user.
I have had this issue with several customers and the only way to get removed is to file a complaint.

[Ticket: # 1265307 - Data caps](#)

Date: 10/14/2016 1:04:36 PM

City/State/Zip: Yee, California 94115

Company Complaining About: Comcast

Description

Comcast is limiting our data, the internet should be free.

[Ticket: # 1265456 - Comcast terabyte data cap](#)

Date: 10/14/2016 1:20:52 PM

City/State/Zip: Goleta, California 93117

Company Complaining About: Comcast

Description

This is an awful precedent and very much an anti-consumer move from Comcast, exacerbated by their audacity to sell it is a positive move for users.

[Ticket: # 1268507 - Data caps](#)

Date: 10/14/2016 10:35:35 PM

City/State/Zip: Folsom, California 95630

Company Complaining About: Comcast

Description

This is a clear money grab from Comcast and you letting it happen is the reason companies are destroying this countries values

[Ticket: # 1269896 - Data Cap](#)

Date: 10/16/2016 2:24:30 AM

City/State/Zip: Dekalb, Illinois 60115

Company Complaining About: Comcast

Description

Comcast is capping my internet usage and upcharging me if I go over. I did not agree to this.

[Ticket: # 1001259 - Open Internet](#)

Date: 5/25/2016 2:17:40 PM

City/State/Zip: Fort Worth, Texas 76137

Company Complaining About: AT&T

Description

MONOPOLY, No competition, one provider only, they are setting a cap and we have to pay \$30.00 or take tv services for no cap.

Ticket: # 1011461 - Broadband caps

Date: 6/1/2016 9:05:09 AM

City/State/Zip: Sacramento, California 95831

Company Complaining About: Comcast

Description

Good morning,

I am reaching out as a consumer. I am a "millennials" and also a "cord-cutter". The reason I pay for streaming services over cable tv include: watching television when I want to, limited/no commercials, and price. At the end of the day cable tv is too expensive for what you are getting. Also I don't want to take the time to set up a DVR to record the episodes I'm not at home to watch. A streaming service is just more convenient and easier. Knowing that cable/internet providers for the most part have missed the band wagon. The same can be seen in recent history with music labels and software like Napster. While ISPs are private companies they regularly receive federal funding for expansion, and other works. This aside it is unethical of a company to put me (the consumer) in a position to pay more money for something that doesn't cost them anymore to maintain. it's unfortunate the cable companies do not receive nearly as large of profits for services like cable television and home phones, but I'm sure companies that made telegraphs felt the same way about the rotary phones. Our culture has changed and internet is apart of daily lives. By companies like ATT listed in the article forcing consumers to pay for services they do not want just to gain additional profits is wrong. This is why I chose to file a complaint today. The FCC is there to protect me as a consumer and in this case we need protecting. I read how the FCC is working to make TV set boxes "open" devices. Which is great, but probably 15 years late to the party. Please do not let ISP regulation also be that way. I appreciate your time.

<http://bgr.com/2016/05/13/att-internet-caps-fcc-cable-tv/>

[Ticket: # 1060293 - Spam](#)

Date: 6/28/2016 8:17:09 PM

City/State/Zip: Austin, Texas 78754

Company Complaining About: AT&T

Description

NTB sends out spam with no way to opt out.

[Ticket: # 1081023 - WIFI Connectivity issues](#)

Date: 7/12/2016 3:47:37 PM

City/State/Zip: Moodus, Connecticut 06469

Company Complaining About: Torrington Library Public Wifi

Description

I get a WIFI exclamation point error. Devices FCC ID:S7JNXW8QC16G

Ticket: # 1067037 - AOL secrete department TOS

Date: 7/3/2016 9:57:53 AM

City/State/Zip: Colorado Springs, Colorado 80910

Company Complaining About: Aol

Description

my AOL account was closed from this department about 2 weeks ago , because they don't like critic on the AOL.

They aloud people from Germany to access the US German Chatroom FREE and we have to pay per months, they aloud this german Clowns to block the chatroom with 2-3 different screen names and do nothing about this (we have notified TOS at least 100 times from this situation) all what we got is bla,bla,bla,bla preprinted return "Costumer Answer letter" .

I have now notified AOL twice to be reconnect, a Customer "Service agent " has written to me that I have to notify TOS directly TOSGeneral@aol.com

what I did , but this department are thinking they are GOD on NYC and acting like COWERS!!!! It is time that the FCC give them a call and remind them that rules are in place for both sides!!!

I have send them my home phone number and CELL , butt they ignore customer.....I will send VERIZON (the new owner of AOL) a notice to clean finally this company/TOS up for good!!!!

(b) (6)

Colorado Springs/Colorado 80910

[Ticket: # 1153512 - I keep getting harassed by AT&T](#)

Date: 8/22/2016 10:15:32 PM

City/State/Zip: Salt Lake City, Utah 84103

Company Complaining About: AT&T

Description

I'm sick and tired of AT&T I have an iPhone I grandfathered into my plan when unlimited data was available now I use about 16gb and they refusing my speeds and I cannot use what I pay? [REDACTED]

[REDACTED]

Ticket: # 1194614 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 11:00:20 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, FL 33062-6631

Ticket: # 1252511 - Comcast Data Cap In Colorado

Date: 10/11/2016 11:33:35 AM

City/State/Zip: Fort Collins, Colorado 80528

Company Complaining About: Comcast

Description

In November, Comcast will be capping data use for its customers to 1TB per month. While we currently probably use well under that as we primarily use services such as Amazon / Netflix for entertainment and as the quality and data needs of such services continues to increase I do foresee a day where we might exceed this usage. Due to their Monopoly in the Fort Collins area we feel the price for Internet service with Comcast is already excessive especially in Comparison with our neighbor Loveland whose municipal government has implemented a better quality of Internet at more competitive prices. Internet service should really be provided by an entity that has the welfare of the community in mind instead of profits in the wake of a shrinking cable customer base.

[Ticket: # 1440753 - Net Neutrality](#)

Date: 2/7/2017 1:18:13 PM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1471266 - Open Internet Comment](#)

Date: 2/23/2017 3:19:42 PM

City/State/Zip: Kirkulle, New York 13082

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1476128 - Internet-Availability](#)

Date: 2/27/2017 10:16:12 AM

City/State/Zip: San Diego, California 92110

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1508539 - Net neutrality](#)

Date: 3/16/2017 2:22:11 PM

City/State/Zip: Gold Beach, Oregon 97444

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1501124 - Supporter of Net Neutrality](#)

Date: 3/13/2017 8:55:45 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1564744 - Net Neutrality Comment](#)

Date: 4/13/2017 2:52:06 PM

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1584850 - Protect Net Neutrality!

Date: 4/25/2017 9:53:30 AM

City/State/Zip: Wyckoff, New Jersey 07481

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Dear FCC, Keep net neutrality, or I will leave the USA permanently.

Sincerely,

(b) (6)

[Redacted signature]

Ticket: # 1587796 - Protect Net Neutrality!

Date: 4/25/2017 9:08:22 PM

City/State/Zip: Rapid City, South Dakota 57701

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Dear FCC,

The Internet is quite possibly the greatest stride in innovation and communication the Human race has ever achieved outside the Gutenberg printing press. It has allowed millions to allow their voices be heard, connect with others, and have access to information that would otherwise be out of their reach. This fantastic network of ingenuity was founded on one very simple rule. It is called Net Neutrality, and it currently is what you are trying to get rid of.

Please don't let corporate greed destroy one of our species' greatest achievement. Don't let four companies silence untold millions. Don't ignore the decades of legal precedent and the millions raising their voice in protest just to line your own wallets. History is watching your actions and you will be judged on if and when you defend the Internet. If you destroy Net Neutrality now will be crippling democracy in the 21st century.

Or maybe that's exactly what you want.

It's your choice. Either stand for truth, freedom, and information, or succumb to greed, corruption, and powerful monopolies. Your children and your children's children will judge you accordingly.

(b) (6)

[Ticket: # 937335 - this is just a test](#)

Date: 4/27/2016 6:08:30 PM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: AT&T

Description

this is a test; please disregard

[Ticket: # 1592364 - disapproval that the FCC is trying to kill net neutrality](#)

Date: 4/27/2017 2:56:36 PM

City/State/Zip: Lexington, Kentucky 40514

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1591637 - Net Neutrality](#)

Date: 4/27/2017 12:13:46 PM

City/State/Zip: Walker, West Virginia 26180

Description

Net Neutrality must be protected, and the current FCC consideration to do away with net neutrality is entirely unacceptable. In this age, the internet is a public utility, and it MUST be regulated. Instead of deregulating, we need to increase regulatory barriers to force major broadband providers to compete directly. ****STOP PRIORITIZING CORPORATIONS OVER ACTUAL PEOPLE****

[Ticket: # 1592172 - Net Neutrality](#)

Date: 4/27/2017 2:10:47 PM

City/State/Zip: San Francisco, California 94110

Company Complaining About: Comcast

Description

Net Neutrality is not negotiable. I'm upset at the potential loss of lasting Net Neutrality protections. It's essential to everything we need in our society and democracy — from educational and economic opportunities to political organizing and dissent. I urge the FCC and the current administration to reject any attacks weakening real Net Neutrality.

[Ticket: # 734789 - Net Neutrality - Limit of Broadband](#)

Date: 1/3/2016 10:59:04 AM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

Comcast should not be allowed to limit broadband usage (300 GB).

Ticket: # 799226 - Armstrong Cable taking advantage of customer ignorance

Date: 2/8/2016 10:02:58 PM

City/State/Zip: 44805, Ohio 44805

Company Complaining About: Armstrong Cable

Description

I live in a town in Ohio that has contracted with Armstrong cable since I was a child (now 32). As with seemingly all cable providers, they continually raise their rates while cutting services etc. This complain however, pertains to Armstrong's nickle and diming their customers through data limits on their network. I currently pay around \$45/month for 33/mbps down speeds, 3mbps up which they only raised after the 2015 FCC regulations. When this happened, they put a limit on their customers at 200GB per month and if a customer goes over this limit, they charge at a rate of \$10 per 50gb. For instance, If I used 205 gb. I would pay \$45 plus an additional \$10. If I used 251gb in a month, I would pay \$45 plus an additional \$20. In an age where everything is going digital, not only is this predatory, there's absolutely no excuse beyond greed and pursuit of maximum profit and the only reason this is even accepted is consumer ignorance.

Here's an example: I just recently got a new computer with windows 10. The fall 2015 1511 update for windows 10 is a 20gb install. That's nearly 1/8 of my monthly data allowance per Armstrong's policy. Another example: modern game consoles apply constant updates to consoles and games alike. Even games themselves are starting to go toward digital attainment with many of these files being over 30gb each.

Other developed countries have had providers attempt these very same greedy, unacceptable practices in the past. They were shut down, rightfully. The FCC really needs to do something about ISP providers charging exorbitant rates for services and/or gauging customers with ridiculous data limit prices through predatory reliance on customer negligence. Not only is it contradictory to our ever-increasingly digitized modern society, much less holding back technological progress, it's a stranglehold on the consumer.

[Ticket: # 820719 - Net neutrality](#)

Date: 2/19/2016 9:48:47 AM

City/State/Zip: Whitefish Bay, Wisconsin 53217

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 851484 - unwanted e-mails](#)

Date: 3/7/2016 3:34:12 PM

City/State/Zip: Ashland City, Tennessee 37015

Company Complaining About: Charter

Description

I keep getting e-mails about Asian women and hooking up with married men. I have unsubscribed several times and they keep coming.

Ticket: # 861067 - BryantPark disconnecting me from hotspot

Date: 3/13/2016 3:09:58 PM

City/State/Zip: New York, New York 10038

Company Complaining About: Skypackets.org

Description

I think it is personal, not technical. I've complained several places and some advances were made, but I am still losing the signal at critical points, like when sending elaborate and important emails (not lost thanks to ctrl-copy discipline but...). For a while it was impossible to connect, then the connection would disconnect randomly and finally go limited. I also think I was hacked in Amazon and got lots of trouble they no longer want to deliver to the LOCKER. SkyPackets was managing some important hotspots, namely, the one in City Hall. At the time my computer had been stolen so I was using my Nintendo DSi, so limited that downloading pictures is out of the question. Yet SkyPackets informed me I was getting service suspended because I was downloading ****inappropriate material****! Fact is I was writing to some governorship contact form... All other hotspots in the zone stopped working too, and now they are very suspicious. Is anyone aware all people in the corresponding ***Alliance**** neighborhood associations are Iraqi and African? Even in the Wall St zone. Much later I was in a warehouse with NO SERVICE and having lots of trouble that led from some persistent burglary to an outright employee assault making me lose almost all my stored belongings. At one time I came out of the place and there was a SkyPackets service van in the parking lot! Of all companies... I even think I found one of the technicians on the way, so I may recognize him but not viceversa. It seems all these people were very concerned that I would **_insulate_** my laptop from wireless and establish my own wireless surveillance system. These hotspots are very important, I think they should be provided by a big impersonal company, not by a small service that may be monitoring communications.

Ticket: # 877383 - COMPLAIN

Date: 3/25/2016 1:19:06 AM

City/State/Zip: Montréal, Alaska 00000

Company Complaining About: Videotron

Description

Against the radio station 97.9 the vacilan NY.
For racist comments against the people.

[Ticket: # 897651 - comcast data limit](#)

Date: 4/6/2016 1:09:27 PM

City/State/Zip: Davie, Florida 33324

Company Complaining About: Comcast

Description

data limit of 300gb which I was never told about

[Ticket: # 935380 - Usage Popup Comcast](#)

Date: 4/26/2016 9:41:23 PM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: Comcast

Description

This is the second popup I've received.

[Ticket: # 924028 - Denial of service](#)

Date: 4/20/2016 2:31:16 PM

City/State/Zip: Roseville, California 95747

Company Complaining About: Facebook

Description

Can Facebook arbitrarily deny service to a customer or group of customers? Or, are they a common carrier?

Ticket: # 985285 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/17/2016 11:51:00 PM

City/State/Zip: Murphysboro, Illinois 62966

Company Complaining About: Verizon

Description

(b) (6)




Ticket: # 988934 - Microsoft Corporation - Unauthorized Software Changes

Date: 5/19/2016 2:08:03 PM

City/State/Zip: Chandler, Arizona 85226

Company Complaining About: Cox

Description

I am not sure if the issue I am complaining about is something that your agency typically handles, but I thought I would pass it along because it clearly is a violation of consumer rights and needs some type of intervention by the government.

Virtually every day for months now, immediately after I turn on my computer a notification from Microsoft Corporation automatically appears about its new Windows 10 software and it asks if I would like to upgrade to that program now for free. I have absolutely NO interest, need or desire to upgrade anything at this time so each time I have checked "No Thanks" or just closed that window.

As you may or may not know, Microsoft will continue to provide automatic software updates to Windows 7 until some time in 2020, so there is absolutely NO REASON for any consumer to switch over to Windows 10 unless that is something they WANT to do.

This morning I turned on my computer as always and left to take care of some other things. When I came back to the computer about 30 minutes, much to my utter shock I saw on the screen that Microsoft had taken it upon itself to begin installing Windows 10 on my computer EVEN THOUGH I NEVER AUTHORIZED THAT INSTALLATION!!!!!! I shut off my computer and since it was early enough in the conversion process, Windows 7 was reinstalled.

In all of the years I have owned a computer and had to get new software installed when Microsoft stopped providing service updates for its current software, NOTHING like this has ever happened!!!! THIS IS A COMPLETE AND TOTAL VIOLATION OF MY CONSUMER RIGHTS!!! NO software or technology company should ever have any right to do anything like this to any consumer.

I contacted the company that services my computer to ask them if there was anything they could do to block any such future attempts by Microsoft to automatically install Windows 10. The company indicated they were prohibited from doing that. They also indicated that although Microsoft has been telling the public that they are not doing anything to force consumers to upgrade to Windows 10, the computer company received 13 complaints within the last day or two that Microsoft has been automatically been upgrading the software.

It is blatantly clear to me that Microsoft has definitely crossed the line here, is out of control and thinks it is untouchable and above the law. Obviously we have now reached a point where regulations and fines need to be imposed. I request that you do whatever is necessary and appropriate to put Microsoft in its place and protect the general public. If you fail to take action and Microsoft can get away with something like this now, this is only going to get worse with all future software upgrades.

Thank you for your prompt attention to this matter.

[Ticket: # 999240 - Internet speed cap](#)

Date: 5/24/2016 5:10:05 PM

City/State/Zip: San Diego, California 92104

Company Complaining About: Cox

Description

The fact that my ISP can cap my monthly usage of Internet is deplorable. Makes me not able to visit certain websites and stream video because the day at usage is too high. I cannot believe the FCC. Has been allowing this to go on.

Ticket: # 974173 - Ports blocked

Date: 5/12/2016 12:12:27 PM

City/State/Zip: Petersburg, Virginia 23803

Company Complaining About: Dhi

Description

I'm paying \$169 overseas on an American base supporting the troops. The ISP here has ports blocked which they refuse to open but continue to advertise that "online game play is available for ps4," I've paid two consecutive months and filed complaints every time but to no avail. I've spoken to a manager and even contacted PlayStation themselves whom gave the same solution "open the ports" which they refuse to do. Every month they get soldiers and contractors hard earned money without reimbursement or improved service. They are the only internet provider here in Afghanistan and ps4 or Xbox online a way for us to relax in such a hostile environment. Please help as this is an ongoing thing and completely unAmerican, to pay services that do not exist. Thank you.

[Ticket: # 364615 - Net neutrality](#)

Date: 6/25/2015 12:27:03 PM

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1124905 - Monopoly

Date: 8/6/2016 5:18:23 PM

City/State/Zip: Phenix City, Alabama 36870

Company Complaining About: Cable Tv Of East Alabama

Description

I know that Monopoly is a board game but it is also something that the government is supposed to stop from happening. However, in Phenix City, AL this is exactly what is happening. There have been no other cable(internet/Tv) companies allowed here since, well, ever. The company just recently started allowing customers to get ONLY internet. Horrible customer service is another main factor as well. They have been down for almost a week and have yet to compensate or notify any of their customers of the latest outage. They have also ignored multiple customers request to not receive the (biased) Phenix Citizen(out local "newspaper"), and yet still charge their customers for something they do NOT want. No option to opt out is given as well. The newspaper is filled with grammatical, spelling, and formatting errors.

[Ticket: # 336649 - can't watch hbo go on ps4 on comcast](#)

Date: 6/12/2015 11:44:58 AM

City/State/Zip: Boston, Massachusetts 02127

Company Complaining About: Comcast

Description

I can watch hbo go on my PC, but I'd like to watch it on my TV via my PS4. Comcast blocks this functionality.

[Ticket: # 338171 - ISP packet prioritization](#)

Date: 6/12/2015 6:27:45 PM

City/State/Zip: Barbourville, Kentucky 40906

Company Complaining About: Barbourville Online

Description

The local ISP Barbourville Online prioritizes packets from some sources over others. They have openly admitted to doing this, but with the change to title 2 this is now illegal.

Ticket: # 338255 - ISP forcing you to purchase Landline service to access broadband internet.

Date: 6/12/2015 7:14:20 PM

City/State/Zip: Oxford, Wisconsin 53952

Company Complaining About: Marquette-adams Telephone Cooperative

Description

My local ISP which is the only provider available other than satellite service is forcing its customers to purchase a land line service if you want access to their internet/broadband network. Now this is a brand new fiber optic network that is attached directly to the side of homes. The old copper infrastructure has been cut, the land line voice is being handled through a VoIP adapter. I find this absurd that I have to pay for a product I do not want, to have access to a broadband fiber optic network who's maximum speed offering is 20Mbps. Current high speed internet thresholds are 25Mbps. There are no other broadband options. This gets at the heart of net neutrality. The large and small ISP's have a complete monopoly across the United States. Other than satellite many times you have no other option. A fiber network should be just like the roads, a public utility. ISP's should only be content providers and a relay point.

We currently pay \$59.00 a month for 20Mbps /5Mbps and this is a Telephone cooperative and they still are behind the times and taking advantage of the monopoly they have. Please help

[Ticket: # 367264 - Rise broadband](#)

Date: 6/25/2015 11:15:38 PM

City/State/Zip: Dyersville, Iowa 52040

Company Complaining About: Rise Broadband

Description

I pay for five mb and only get less than one at night and they said that I just have to deal with it.

[Ticket: # 894489 - Throttling Specific sites](#)

Date: 4/4/2016 10:17:48 PM

City/State/Zip: Isabela, Puerto Rico 00676

Company Complaining About: Choice Cable

Description

I'm using an iptv service to stream tv. It keeps constantly buffering under normal circumstances but if I use a VPN the buffering dissappears.

[Ticket: # 999630 - false advertising of broadband product](#)

Date: 5/24/2016 6:19:48 PM

City/State/Zip: Grants Pass, Oregon 97527

Company Complaining About: Outreach Internet In Grants Pass Oregon

Description

Internet provider advertises that they can provide a variety of packages for varying speeds of broadband service. I signed up with the lowest and found this was not adequate but when I have tried to increase it I have been told that "the owner said no". I had to pay over \$300 for equipment to get this set up and feel like I have been misled and now I do not have adequate internet service for the functions I need.

Ticket: # 386932 - Internet complain

Date: 7/7/2015 12:18:49 PM

City/State/Zip: Bloomingdale, Georgia 31302

Company Complaining About: Comcast

Description

In the neighborhood I live in the only option to get the internet is through Comcast. In this day in age everything we have is mostly electronic. Our Children use computers to do their homework, iPads for their school books and note taking, iPods for games, iPhones for talking and texting, smart tv's and gaming consoles, all of which use the internet. In order to keep from going over the mere 10GB of data on our cell phone bill we have to try and use wifi whenever we can.

We originally bundled all of our cable and internet to take the lower price offered each month, but after 2 years and every month our bill kept getting higher and higher for no reason, we switched to just internet. When we called to get the plan we explained to the sales person that we have 5 children and my husband and myself. As I stated above we have a lot of electronics in our home that are used daily that require the internet. In the summer the children are home from school and the rate of use increases. We wanted a higher plan to accommodate our usage. They set us up with the plan they said could handle all of this.

Our summer season started in June and living in Georgia there are many days where its not good to let the kids outside due to storms or extremely high heat and UV index ranges. I received our bill for the month of June and our bill almost tripled. Our children were complaining that they were having difficulties connecting to and staying connected to the internet, and very slow internet activity. When I called Comcast I received terrible customer service from them along with the run around that I was not on the account. This was not true because my husband and I set this up together and he clearly added me so that during his deployments I can handle all of our accounts. I had even transferred our service from our old house last year when we moved into a home we purchased. Finally I spoke to someone who told me that we are capped at 300GB of data each month (we were never made aware of this) they then charged us \$10 for every 50gb of data we used. We apparently used over 900GB of data in the month of June. Today is July 7th and we have already used our 300GB of data for this month. It is not right for consumers who have no other options for service to be automatically charged for things we have no control over, nor were we aware we were capped at a data limit. It is not right that they can charge whatever they want to and we have no choices or options.

Ticket: # 356418 - Monopoly of services

Date: 6/22/2015 4:17:15 PM

City/State/Zip: Thompsons Station, Tennessee 37179

Company Complaining About: Crystal Clear

Description

I am currently part of a subdivision that has an exclusive agreement with a communications company. The Carbine family owns both the original building company as well as the communication company. Supposedly this agreement to exclusively provide service extends until the year 2032. All homeowners must pay the communications company regardless of whether they utilize the service or not. Requests to see copy of the agreement have been met with responses of that "the agreements are not for distribution and are confidential". Other service providers for internet, phone and cable are not allowed in our neighborhood to provide competition. I believe this is an illegal monopoly of services and has a huge conflict of interest problem between father (builder) and son (communication company). I am requesting help acquiring documents of agreements to help determine breach of contract as many of promised services have not ever been provided.

[Ticket: # 364828 - Blocking of site from ISP](#)

Date: 6/25/2015 12:55:55 PM

City/State/Zip: Fitchburg, Massachusetts 01420

Company Complaining About: Comcast

Description

A site is being blocked by my ISP

[Ticket: # 367437 - RiseBroadband Throttling Internet](#)

Date: 6/26/2015 8:31:30 AM

City/State/Zip: Hudson, Iowa 50643

Company Complaining About: Rise Broadband

Description

Rise Broadband is not providing the speeds they promised and are getting paid for. I have had this service for a little over a year and the speeds keep getting worse. The of course keep promising they will be upgrading but that never happens.

Ticket: # 405516 - AT&T Unlimited Data Plan

Date: 7/15/2015 6:02:05 PM

City/State/Zip: San Francisco, California 94131

Company Complaining About: AT&T

Description

I have a grandfathered unlimited data plan from AT&T. Yesterday I received a text message from AT&T stating "Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds." It is my understanding that on 06/18/15 the FCC fined AT&T \$100,000,000 for exactly this practice. Shouldn't AT&T be complying with the FCC's decision?

Thank you,

(b)

[Ticket: # 416803 - email provider will not release and forward emails to new gmail account](#)

Date: 7/21/2015 3:30:12 PM

City/State/Zip: Buena Vista, Colorado 81211

Company Complaining About: Mountain Computer Wizards 109 Cottonwood Ave. Buena Vista, Co 81211 719-395-4444

Description

Mountain Computer Wizards, (b) ? 109 Cottonwood Ave. Buena Vista, Co 81211. 719-395-4444. Will not return phone calls in order to access his server to forward emails to new account at carlelinke@gmail.com. It is like he quit doing business, but is still charging for services that are not being provided. It is a small town and wanted to keep business local. But as you see, it is not working out. Ping maybe every 30 minutes, speed within legal 40% limit, not letting me forward emails, said that it sent but did not, etc...

[Ticket: # 417794 - Shitty service](#)

Date: 7/21/2015 8:26:05 PM

City/State/Zip: Bloomington, Indiana 47403

Company Complaining About: Comcast

Description

I submitted an online request with Comcast Xfinity to transfer my internet to my new address to take place 1 week from now. A customer service rep called shortly after and put through the request, but caused the transfer to happen that same day. My internet stopped working and I was on the phone with Comcast for 1.5 hours, transferred between 3 different people, and told finally that the Internet would be reconnect after another hour.

Ticket: # 430011 - Cox Lied in Response to File #33811**Date:** 7/28/2015 12:53:07 AM**City/State/Zip:** Gainesville, Florida 32608**Company Complaining About:** Cox

Description

(1) Cox alleged that modems in my area have been online an average of 31.3 days without being turned off. However, 17 days before their response was sent, a tree falling on major power lines caused a power outage to over 10,000 homes and businesses in the Southwest Gainesville area. 3,800 homes were without power for over four hours. (See <https://twitter.com/grustormcentral>) Additional, there have been 5-10 occasions in the last two months where summer lightning storms have caused power to briefly blackout and reset electronic devices including modems and alarm clocks.

Further, <https://downdetector.com/status/cox-communications/archive> shows a pattern of daily Cox outages during June and July. On each occasion that I was unable to access the internet, the live outage map at <https://downdetector.com/status/cox-communications/map/> showed an outage in the Gainesville, Florida market.

(2) Cox alleges I have not contacted them since November, 2013. I have contacted them on numerous occasions, most notably on June 16, 2014 when their TV and internet services went down for over three hours during the United States vs. Ghana World Cup soccer match. On several occasions, I have either been hung up on or was forced to wait on hold so long that my phone ran out of minutes. Additionally, in September and November 2014, I attempted to add TV service and the Cox technician failed to show for the scheduled appointment. This pattern of nonresponsiveness, along with their unwillingness to provide records of when I contacted them, shows anything but a good faith effort to provide adequate customer service. It is also the reason why I felt that contacting them regarding the recent issues would be pointless.

(3) As a new matter, my service has been down for over 40 minutes and counting as of writing. (I am using a mobile hotspot from AT&T to submit this form.) <https://downdetector.com/status/cox-communications/map/> is showing outages in North Central Florida, the Florida Panhandle, California, Arizona, Las Vegas, Nebraska, Louisiana, Virginia, Maryland, and other locations.

Ticket: # 420171 - Cox Communications blocking access to internet on wireless devices

Date: 7/22/2015 5:22:52 PM

City/State/Zip: Henderson, Nevada 89002

Company Complaining About: Cox

Description

Cox account under name (b) (6). We are very upset they continue to block/shut down our wireless access to their services, although the advertisement stated we could have up to 7 wireless devices that could link on the internet. Our computer is the hard wire broadband box hookup with wireless capabilities. They changed our internet name and password without our permission earlier this year. Their excuse was we were "using too much data", but not over "our limit".... although there was no indication that we even had one. No where on account, nor on invoices does it state we had "a limit". And when we attempt to view on account "data usage", it is "unavailable". We discovered the new name/password they did own their own, without permission, and we switched it to a new one. After doing this, we were having constant desktop computer internet crashes, in addition to wireless crashes. On 7/21/15, we again lost our wireless connection access on all devices. All devices mention "no internet connection", "no internet service" or enter password. When I confronted Cox via chat(under my spouse's name) regarding what they were doing, and fix it or I will file a complaint.....chat oddly got disconnected. When I tried to email a copy of chat session, it said "disconnected", when I tried to print it would not permit. Luckily, I remembered I could take a snapshot on phone. None of our cellphones work, none of our laptops work. Their own booklet states that about how you can "stay connected from any part of your home". Only when they allow it I guess.

Ticket: # 439183 - Internet Speed, Price and ISP offerings

Date: 7/31/2015 8:53:23 AM

City/State/Zip: Ellijay, Georgia 30536

Company Complaining About: Ellijay Telephone Company

Description

My name is (b) [REDACTED], I live in Ellijay Georgia, at (b) (6) [REDACTED], Ellijay Georgia. A few Issues:

-I have only one option for Home Internet Service. ETC. (This is ALL of Ellijay)

-My speeds are 5-6 Mbps (megabits) down and 1Mbps up. I'm paying \$50+ a month for this when Copper Coax cable is 2.4 miles away from my residence that handles up to 100Mbps Down/ 10Mbps up (for 110\$) offered from ETC. I live less than 1.5 miles from a State Highway (52 East).

[Ticket: # 454001 - Straight Talk Wireless blocks L2TP/IPSEC VPNs over their data network](#)

Date: 8/7/2015 12:07:05 AM

City/State/Zip: Fort Bragg, California 95437

Company Complaining About: Straight Talk

Description

L2TP/IPSEC VPNs do not work on Straight Talk's wireless network, specifically their Verizon MVNO portion. I personally cannot use such a VPN and their forums are full of complaints about this.

<https://www.straighttalkwirelessforum.com/search.php?keywords=vpn>

Ticket: # 453078 - AT&T Is Throttling my Unlimited Data

Date: 8/6/2015 4:21:58 PM

City/State/Zip: Castro Valley, California 94546

Company Complaining About: AT&T

Description

AT&T sent me this message, "ATT Free Msg: Your data usage this month has reached 3.75GB. If you exceed 5GB before your next cycle on 08/07/2015, you can still use unlimited data but your speeds may be reduced at times and in areas with network congestion. Wi-Fi helps avoid reduced speeds. Visit att.com/datainfo for more info."

Ticket: # 465993 - Monopolistic practice by ONLY Broadband ISP**Date:** 8/13/2015 12:03:36 PM**City/State/Zip:** Dunbar, West Virginia 25064**Company Complaining About:** Sudden Link

Description

I am hereby accusing Suddenlink Communications of conflict of interest and abuse of a monopoly which they hold here in the area surrounding Charleston, WV, specifically, my town of Dunbar, WV. In this market, we have one option for broadband internet, and that is Suddenlink Communications, a company that also provides the only cable television service in this area. Recently, after years of very satisfying service, Suddenlink offered all its user 'free' speed upgrades. What wasn't mentioned (and if you check their web site to this day, you have to dig deep to find it buried) was the institution of what they call "data allowances", which limit the number of GB of data a user has on each plan per month. They have tied these data allowances to different speed levels. Therefore, although I was perfectly happy with 30MBps before the change, that level now comes with a 'data allowance' that is too low for my usage, meaning that in order to get enough data for my usage, I have to pay for a higher speed connection that I neither need nor want. Again, try finding ANY mention of the data allowances for each service level on their web site. NO WHERE do they include any note explaining that the 30MBps plan only has 350GB data. What they do is tout how great their plans are for "streaming internet video". They are encouraging the streaming of video so they can charge overage fees whenever the "data allowance" is exceeded. Please note that I am indeed a "cord-cutter" but I also use internet for cloud backup of all my devices, including my personal photos and videos. Furthermore, the ONLY method we have of monitoring usage is a tool provided BY SUDDENLINK. How can they be trusted to provide accurate information when they control the pipe and the meter? It is clear to me that Suddenlink's strategy is to in place to punish 'cord-cutters' who do not sign up for their core cable television services. However, even if a user were a cable TV subscriber, these 'data allowances' would adversely impact that user's ability to use ALL types of cloud services, including backup, storage, home automation, etc. Even downloading necessary software updates for computers, iPhones, iPads and other devices will be impacted.

It also seems to me that this is Suddenlink's method of sidestepping Net Neutrality by adversely impacted ALL services in order to ensure that they crush the internet services that directly impact their core TV business (i.e. in order to crush video streaming options, they are willing to crush all services)

I would not complain if there was ANY competitor in the area. Frontier Communications is supposedly the competitor, advertising speeds of up to 24MBps, but in my neighborhood, they only offer 1.5MBps, which is not even remotely competitive. Suddenlink knows this, and acts like a monopoly that knows we users have no other options but to pay them whatever they want for internet service that is increasingly essential for modern living.

Ticket: # 469448 - Internet Connection ongoing hibitual problem.

Date: 8/14/2015 5:00:29 PM

City/State/Zip: San Antonio, Texas 78261

Company Complaining About: Time Warner

Description

I have noticed since Time Warner has merged with Comcast that I have had trouble with my internet. I have had to reboot my systems in order to work at least once a week then more. Now that they have announced the upgrade to higher speed internet. Mandated by the government. I have to reboot more than twice a day. I have been without internet for two complete weeks, and continuously have to reboot, and reconnect constantly. No one has the time to deal with this. I am tired of Time Warner acting like this is only happening to me and finding any excuse that it is or may be my equipment. I do know that we have had an outage for over a month, and that they sent me a upgraded modem/router that is know not to interface with their system and cause part of these problems. And of course they charge me for a technician to come out to my home after they knowingly sent me equipment that would not function with their equipment and knowingly that the issue would not be resolved. I am tired of paying for a product that I am not receiving. They need to own up to their systems problems and give us a some kind of discount and or a free month, etc. until these issues are resolved. I do not feel I should be forced to pay for a non functioning product. I am aware that these type of upgrades take time and will have problems. I do not expect to be lied to about their technical issues and blame the customers, etc. I am tired of getting a "Ma am" You have to understand that these problems take time." I do understand, and am more than patient until now. I will not accept that statement above as if I have to accept it. I am looking at other internet providers, but fear that all others will be the same. Why did they not upgrade in stages?? Anyways, thank you for letting me vent. The point is I want this company to tell the truth, credit were credit is due monetarily, and fix the problem. At this point I do not care how they do it. In addition to my speed is not the same, in fact it is all over the place. Depending upon the given day. And my computer will connect sporadically. They said, my Wi-Fi card in my computer is not compatible. Lol. It is not a Wi-Fi computer. And it does connect occasionally. I can no longer contact every piece of equipment, now know more than 3 at a time. They do not care, they say, well at least some work, then the others should. Not buying this. I'm done calling, emailing Time Warner and getting a response as if they do not know what is happening, and just a I'm sorry for the problems you are having. Since I have had these problems, my phone has not worked for a month as well.

Sincerely,

(b) (6)



Ticket: # 469906 - Lack of competitive options for services leads to higher rates

Date: 8/14/2015 8:27:13 PM

City/State/Zip: Milton, Massachusetts 02186

Company Complaining About: Comcast

Description

My only available high speed ISP option is Comcast and they raised my bundled rates in May 2015. I have asked for lower rates which are offered to customers but they will not reduce my overall price of service. I have asked about unbundling and was told that unbundled would lead to higher rates for fewer services.

I feel that Comcast has all the leverage because they are the only provider servicing my location, and therefore can gauge their customers.

Ticket: # 470084 - Communications

Date: 8/14/2015 10:50:11 PM

City/State/Zip: Simi Valley, California 93065

Company Complaining About: Time Warner

Description

I am a low income Senior that lives in a low income residence. In order to survive, I cannot subscribe to Telecommunications as it is as it is too expensive. I only have the Internet and yet when I try to view 'breaking news' within my area or State, I cannot as the news I have that is streaming via the Internet is delayed by hours and I have to view many commercials before viewing breaking news!!!

The reason why I am writing this, is because there was a fire that broke out on the other side of Madera here in Simi Valley, CA. I wanted to follow the news to be safe as I live on the North side of Madera, but I could not!

If the basic channels of 2,4,5,7,9,11, 13 and other's are free via an antennae, then why can't we access those stations for free on Roku, Netflix???

This is atrocious and I believe it needs to be changed for the good and benefit of all!

Regards.

[Ticket: # 504874 - Comcast data cap](#)

Date: 9/1/2015 11:02:45 PM

City/State/Zip: Weston, Florida 33326

Company Complaining About: Comcast

Description

We are being punished for being cord cutters.

Ticket: # 503249 - Bandwidth caps are out of control

Date: 9/1/2015 2:05:20 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

To whomever this may concern,

I woke up to what might be the most despicable email I have ever received in my life: Comcast/Xfinity is now capping my bandwidth at 300GB a month (and my family are tech junkies, using Netflix and Hulu almost daily, and we hit around 350-500GB/month). Needless to say, because I'm sure you get plenty of other complaints about them, I was beyond outraged and I hadn't even gotten out of bed yet! They're already overcharging me beyond belief, putting hidden fees on my account (such as billing me extra when I call for a technician despite their website saying they DON'T DO THAT) and now they want an additional \$30/month?! I've had enough!

Chairman Julius Genachowski back in 2012 had defended these caps, saying that it would be better for the CUSTOMERS, because it would lead to cheaper prices, and yet here I am with my same plan, paying my way overpriced Internet, and yet they want even MORE MONEY FROM ME. How exactly is this helping ME, the little guy, in any way? Telling my family to turn off Netflix/Hulu because "we'll go over the cap" is ridiculous. Almost all of us fall asleep with a TV show to watch/listen to on our laptops/TVs, and now we can't to try and cut our bandwidth usage. This is going to greatly impact our lives in an extremely negative way!

FCC, please show the states that you really do want to protect the people, that you really do care about Net Neutrality and an open Internet. This is greatly imposing on the freedom of anyone who wishes to use the Internet but can't afford these ridiculous and increasing prices. Don't let them walk all over us as they already have for far too long. You know this is wrong; please don't let it happen.

PS: I would just switch providers, but none in my area except Comcast have a strong enough connection. We were originally going with AT&T (which also has bandwidth caps already...) but they could only give us 3-4 Mbps which is far too low for the amount that we use (and that's called a monopoly, by the way).

Ticket: # 501929 - Comcast Internet Usage Cap

Date: 8/31/2015 8:37:14 PM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

Comcast has put a usage limit of 300GB of Internet to consumers in the state of Georgia, having to pay an additional \$10 per additional 50 GB of usage. They state that your usage is available from the first day of the month until the last day of the month. However, this is untrue, since for the past months I have noticed that they have been resetting the data usage at 8 PM on the last date of the month.

This month, I went over my 300 GB, using approximately 380 GB. This means that I have had to pay an additional \$20 for the extra 100 GB of usage. However, on August 31st, my data got reset (meaning that the usage meter that Comcast provides to consumers to measure how much data has been used has now started counting my usage for the next month of September.) The website after 8 PM on August 31 shows I have 300 GB available of internet usage until September 30. Meaning that I have been deprived of using the additional 20 GB I am paying for the month of August.

Three things are to be mentioned here:

(1) Since I am the consumer and I have paid for an additional 50 GB, I should be allowed to use this data AT LEAST until 11:59 PM on August 31, 2015.

(2) Comcast should allow the unused data that I paid for to rollover to the next month. I paid for this data, and it is unfair that I lose it.

(3) Most importantly, the main issue is this: Comcast has a monopoly and has arbitrarily decided to limit our internet usage, having us pay increasing fees for additional usage above their cap. Comcast penalizes us for using other services as Hulu and Netflix by forcing us to have to pay for cable TV to keep ourselves under the internet CAP. Keeping track of internet usage in a household can be very tricky, and it is not updated realtime. I am upset that Comcast is even allowed to cap our internet, when it doesn't do it in all States. Their excuse is that this is a "trial" for some markets, however this has been going on since 2013, without fair warning to us consumers. I have contacted Comcast in the past about this matter; however, representatives are not trained to help in this area. In the past I wasn't even notified when I was approaching my 300 GB cap, even though I had elected to be notified.

[Ticket: # 506984 - Monopoly of internet service provider](#)

Date: 9/2/2015 5:21:20 PM

City/State/Zip: Shrewsbury, Massachusetts 01545

Company Complaining About: Selco Cable

Description

I am a resident of town of shrewsbury ,Ma 01545

town has internet service which is very poor and veru gigh prices compare to other provider near other town,

Town of Shrewsbury did not allow any other Provider to provide their service in town in short we don't have an option while all other town residence have a choice

Ticket: # 509943 - Plantation Cable Eatonton, GA

Date: 9/3/2015 9:52:15 PM

City/State/Zip: Eatonton, Georgia 31024

Company Complaining About: Plantation Cable

Description

I pay for 40mbps and regularly have less than 1mbps. Internethealthtest.org shows that my connection is being deliberately slowed down.

Ticket: # 522037 - surcharges and limits to usage

Date: 9/10/2015 5:41:32 PM

City/State/Zip: Milford, Pennsylvania 18337

Company Complaining About: Blue Ridge Communications

Description

Blue ridge is now trying to cap/limit access to the internet. Their own page @ <http://www.brctv.com/news/new-data-caps> states they will limit and surcharge existing 'unlimited' customers by unilaterally changing their existing contracts. Can they legally change existing contracts?

[Ticket: # 539442 - Complaint against Cable one internet service provider](#)

Date: 9/19/2015 4:46:48 PM

City/State/Zip: Rio Rancho, New Mexico 87144

Company Complaining About: Cable One

Description

Cable one is my ISP but they have closed all the ports so that I cannot use devices I purchased IP based caberas thermostats and Media servers
the access top the internet should allow me to use the devices I purched but since I do not have any other options - DSL cannot deliver the speeds I want and Comcast or Xfinity is not available wherew i live I want to know what I can do about it.

Ticket: # 554930 - Comcast data cap on internet use

Date: 9/28/2015 6:09:57 AM

City/State/Zip: Decatur, Georgia 30033

Company Complaining About: Comcast

Description

Not only was it a nightmare to get comcast set up (missed appointments, 4hr phone calls with customer service, unwanted charges, and wrong information given). Now they are capping my home internet usage at 300gb which we go over every month even with minimal use. My data usage is not properly monitored and when I ask for proof of my usage I am given the run around being transferred from one department to the next. If we go over we are charged causing our bills to be unreasonable. Also due to a lack of options I cannot switch providers to a company that will not cap my data. When I contact comcast I get transferred from one department to another and told different things about my bill. At this point, I am powerless to do anything. I cannot cancel service because I need internet, I cannot switch providers to one without a cap or reasonable prices, I cannot get Comcast to be helpful, and I cannot afford to pay ridiculous fees for using the internet I pay for monthly. This complaint is the only thing I can do and I hope somehow comcast is held accountable.

Ticket: # 557905 - Data caps - Suddenlink Communications**Date:** 9/29/2015 11:15:03 AM**City/State/Zip:** Nixa, Missouri 65714**Company Complaining About:** Sudden Link

Description

Bandwidth caps have been put into place with this carrier, both without announcement, advertisement, or updating current customers. The first cap was 350gb per month, and was put into place "Since AT&T put a cap on U-Verse" according to the representative I spoke with at the time. Since then, the cap has been LOWERED to 250Gb, while prices and speed have risen over the time period. Given that a single smartphone's OS update can be multiple gigabytes, an hour of streaming 1080p television is 4.7Gb, and an hour of 4k TV is 18.8gb/hour.

This cap, in a time when data is becoming more and more ubiquitous, represents a total of 14 hours of 4k streaming per month before they charge you \$10 per 50gb (2 hours) over this amount.

This data reduction coincidentally occurred in this area at the same time that AT&T announced that it would no longer be growing it's U-Verse, and there is zero competition that they have to compete with. Given that wired broadband in most areas has little to no competition, and that companies set these 'caps' based on the idea that 99% of users will not reach them (they are only for abusers), they should either be eliminated or updated annually such that the same 99% of users are not hitting them by watching 15 hours of streaming video in a 30 day period.

Ticket: # 561315 - Comcast Data Plan Changes - cap change from 500GB to 300GB

Date: 9/30/2015 3:10:05 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I bought a service from Comcast I pay my bill on time the plan offered 500GB of internet usage per month I have not exceeded it ever. But now I get a letter from Comcast that they decided to pilot a new program changing my cap to 300GB and if I exceed it I have to pay an extra \$10 for every 50GB over the new 300GB limit.

Our original agreement which is a 2yr term agreement permitted for 500GB now halfway thru the agreement they changed their mind and now want me to pay the same amount of money for 200GB of less usage.

They claim this is a pilot but they offer no way for me to opt out of this pilot nor did they provide me with enough notice to change providers, the letter is dated Sept 18th and I received it on 21st which gives me less than 2 weeks to evaluate my options because this change goes into effect on OCT 1st.

This is abuse of power is horrible, now I have to worry about bandwidth usage and make hard choices about can I use the internet today or should I save my kilobytes for my work/business on average my internet usage is 430GB per month so that means my bill will now increase \$30 a month and I changed nothing I didn't ask to be part of any pilot program for Comcast, how rude of them to force me into this.

Ticket: # 565533 - AT&T residential Data Usage cap

Date: 10/2/2015 11:30:17 AM

City/State/Zip: Anaheim, California 92808-2220

Company Complaining About: AT&T

Description

I have had AT&T residential DSL broadband service for approximately fifteen years. Four days into the current billing cycle, I received an email warning that, as of two days prior to the notice, I had used 65% of the 150Gb of data allowed and would be subject to overage charges if the limit were exceeded.

I was unaware that what was originally sold as unlimited data service is now subject to limitation, had never received such a warning notice before and my internet usage is fairly consistent and limited.

Though I have not, as yet, been billed for overage charges, to be proactive I immediately contacted AT&T customer service for clarification whether this notice referred to the previous billing cycle just concluded, purported to be my usage two days into the current billing cycle, represented a usage cycle different from the billing cycle, or was a technical error on AT&T's part.

In two and one-half hours with four different representatives I was repeatedly: subjected to a sales pitch for AT&T's fiber optic service, told that the information I was seeking was available on the AT&T website, informed by each representative that they did not have access to usage information, and then routed to the next department.

I informed each representative that the AT&T website does not, in fact, provide current data usage information. It displays only a bar graph which purports to show total data traffic in cycles (whether billing or usage is not stated) which concluded one month prior.

At the conclusion, none of my questions were definitively answered. The last representative stated that it appears that the notice was probably referring to a previous billing cycle.

Aside from the fact that what was originally sold as an unlimited data plan is now capped at 150GB, there is no means for AT&T DSL customers to monitor their current data usage and this information is not accessible to either the user or, apparently, AT&T customer support.

This effectively leaves customers the choice of either risking overage charges or arbitrarily limiting their internet usage, thereby inhibiting access to internet-based services and businesses. In addition, customers are denied access to information which would allow them to dispute any additional charges which may eventually appear on their bills.

Thank you for your attention to this concern.

[Ticket: # 568677 - Broadband not offered in an affordable way](#)

Date: 10/4/2015 10:04:32 AM

City/State/Zip: Park City, Illinois 60085

Company Complaining About: AT&T

Description

Broadband is defined as a minimum of 25gb download speed. In zip code 60085, my area, ATT offers high speed internet that is barely in this category. The only speed offered at "broadband" level is the "Power" package which is 77 dollars. ATT have been given large tax breaks to supply citizens with affordable internet at modern speeds. The tiered pricing is ridiculous and leaves me with no affordable broadband options.

Ticket: # 568778 - Suddenlink Datacaps

Date: 10/4/2015 11:02:16 AM

City/State/Zip: Lubbock, Texas 79424

Company Complaining About: Sudden Link

Description

My ISP is Suddenlink (<http://www.suddenlink.com/>) has datacaps that restrict internet access. When I first moved to this town, I went over my allotted usage three weeks into my first month. Our household (my wife and I) only stream our content (no cable service). Between Netflix and my AppleTV led us to go over our limit. When I called customer service, they informed me of the datacap (was not notified when I signed up for service).

After switching providers (to NTS Communications who has no cap). I then purchased a house and my only option was Suddenlink. I have to pay \$30 more a month to have a Business account to avoid the fees. They are the only cable internet provider in my area.

Ticket: # 572430 - Throttled Netflix Streaming

Date: 10/6/2015 11:30:21 AM

City/State/Zip: Minneapolis, Minnesota 55410-2922

Company Complaining About: Centurylink

Description

I have stable internet connection speed of 40 Mbps. Despite hard wiring all connections and ensuring an internet download speed of 40 Mbps, I continue to have issues streaming Netflix content. I spoke with Netflix, only to determine that the problem was not on Netflix's end. I've tested the connections and speed between my devices and the internet. Furthermore, I did not have any issues when I had Comcast as my ISP. With my CenturyLink service, Netflix streaming continues to be a problem, often capping out at 512 kbps.

[Ticket: # 578340 - Barrier of Close Caption /open caption](#)

Date: 10/8/2015 1:31:25 PM

City/State/Zip: San Diego, California 92116

Company Complaining About: Cox

Description

CNN, Yahoo, and others keep barrier close caption while I like to read the news or others . I am very disappointment because I like to know the news but there are no close caption. I am Deaf

[Ticket: # 579816 - Contract terms](#)

Date: 10/8/2015 8:55:38 PM

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

I signed a two year contract for internet 25 megabits with Comcast. Now they put a 300GB limit which is not on the original terms. Plus now Comcast want to charge me for early termination fee for canceling something I didn't agree with.

[Ticket: # 583796 - Complaint No. 154875](#)

Date: 10/11/2015 5:38:13 PM

City/State/Zip: Mahomet, Illinois 61853

Company Complaining About: Frontier Communications

Description

No resolution to speed and connectivity issues with internet service from Frontier. Frontier Communications promises and sells services for which they do not have the necessary equipment/hardware. This is false advertisement to entice customers into a contract that is fraudulent and does not fulfill its promises. Frontier Communication's Vice President of Legislative Affairs Jennifer Schneider 877-433-3806 ext# 4189 has not made a sincere effort to resolve the problem.

[Ticket: # 611015 - Follow up existing claim # 572266](#)

Date: 10/24/2015 4:09:24 PM

City/State/Zip: Sylva, North Carolina 28779

Company Complaining About: Hughes Net

Description

This claim was filed October 8th and I have not heard a peep from them. I was told they should write to me within 10 days. Do I need to do anything else?

[Ticket: # 595947 - Bandwidth caps or "data guidelines" are bad](#)

Date: 10/16/2015 2:34:22 PM

City/State/Zip: Nampa, Idaho 83686

Company Complaining About: Cable One

Description

I pay for 50 Mbps internet from CableOne, but they have a 300 GB data guideline. If I go over this, they can force me to pay more for a higher speed internet package. I don't need higher than 50 Mbps, 50 Mbps is fine for my needs. What I want, is to be able to taker advantage of my 50 Mbps connection, without worrying about arbitrary limits on how much I can use it.

Ticket: # 601741 - Constant service issues no resolution**Date:** 10/20/2015 12:07:35 PM**City/State/Zip:** Warren, Michigan 48089**Company Complaining About:** Comcast

Description

For the last 2 month our internet has been dropping signal on average of 10 times per day. Comcast have yet to resolve the issues, provide credit for down time and refused to apply Charter customer guarantee credits for issues not resolved on first trouble call. We had a technician come out the trouble call issued on the ticket was an equipment issue. The tech did not replace the equipment but changed some lines. Results as soon as he left our problems still happened again. Signal loss on all devices in the home. We called again and instead of sending another tech they expected us to go to a local office to swap out modem routers. I took off of work spent 1.5 hours getting new equipment and the same problems occurred. My wife used to work for Charter and told the tech that came here that there was data loss based on pings ran via the ping test for signal. Either way the issues at hand were ignored we still have issues and our service is less than sporadic. We cannot continue to not have our service work and have Comcast refuse customer guarantees. We have had nothing but issues with Comcast from day 1. If its not billing problems its poor rude service if its not that then its NON RESOLVED technical issues. We have spent weeks and hours trying to resolve these problems . I would like to add we have only started to have internet issues after we cancelled our cable and went with Netflix roku and wireless devices only which we had for a year prior and had no problems running all of these devices until we cancelled our cable TV service.

Ticket: # 603458 - Interference with internet service by provider

Date: 10/20/2015 11:42:04 PM

City/State/Zip: Jamul, California 91935

Company Complaining About: Stream Wifi

Description

This internet provider has several points in it's terms of service that are clearly unconstitutional in scope.

They also automatically assume that any torrent client is unlawful and interrupt service regardless of what is being downloaded. Many linux distributions are shared through torrent clients due to their size and because torrents are the most efficient way to distribute large files.

They interrupt VPN service which, considering that they admit they aren't a secure service is one way to ensure that my internet use is not monitored by anyone.

Their terms of service are nearly impossible to find unless you copy them when your first sign up or if you acknowledge them again after being quarantined for using a legal piece of software that they deem to be unlawful.

[Ticket: # 605797 - Comcast Throttling/Speed](#)

Date: 10/21/2015 10:48:27 PM

City/State/Zip: Mt. Laurel, New Jersey 08054

Company Complaining About: Comcast

Description

This is my second complaint filed through the FCC. My first complaint was never attended to. The management at Comcast called and when I returned their call -and left a voicemail- they did not return my email or voicemail. My internet is beyond slow and the technicians have tried and failed to provide adequate adjustments to my speed. My wife and I work from home and our livelihood is directly correlated to an average internet speed. The internet is below average according to all major speed tests.

[Ticket: # 607345 - Cable One imposing data caps](#)

Date: 10/22/2015 4:16:11 PM

City/State/Zip: Biloxi, Mississippi 39531

Company Complaining About: Cable One

Description

Cable One insists that I am using too much bandwidth (more than 300GB a month) and is automatically going to change my service to a more expensive rate.

[Ticket: # 611476 - Comcast adding cap to data usage.](#)

Date: 10/25/2015 8:48:03 AM

City/State/Zip: Fort Lauderdale, Florida 33309

Company Complaining About: Comcast

Description

Hello, I'm in a trial location for Comcast's initiative to restrict Internet use by adding a cap. My husband and I both work at home and rely heavily on data usage, unfortunately it seems criminal that we will be charged an extra \$10 for every additional increment used after our set limit. Please address this deceptive practice, our service provider is attempting to charge extra fees for a service that has been initially classified as unlimited usage.

Kind regards,

Ticket: # 611726 - Internet Access

Date: 10/25/2015 3:15:26 PM

City/State/Zip: Twin Falls, Idaho 83301

Company Complaining About: Cable One

Description

I wrote the details of my complaint against Cable One in the attached file named
Davis_Vicky_2015_10_25_Complaint_Cable_One

Ticket: # 617985 - Comcast, out of the blue data usage rate.

Date: 10/28/2015 1:09:26 PM

City/State/Zip: Miami, Florida 33157

Company Complaining About: Comcast

Description

My complaint is a simple but possibly long one. I apologies for whomever reads it.

As of today 10/28/2015 I (b) (6) was contacted by comcast via cell phone saying, "Your data usage limit has been reached." This message was completely out of the blue and new to me, I had no idea of a data usage limit when I signed up for these services, nor was i informed of when they were implemented which was apparently on Oct. 1st, 2015. My house hold from what i can tell is a lucky one since even with 3 people using the internet we didn't use up the limit with in the first few weeks of the month, but this is in part from one of the house hold members traveling for work a lot. We had signed up the "Comcast Performance" package for the internet, not once during sign up or purchasing was this possible limit brought up to our attention. At. All. Nothing, you can see how I am highly furious about this, no information, out of the blue possible additional charges and now I have to limit my usage when before I didn't have to? On top of that there is only ONE other option for a data plan which is not with in my budget to use. Which would keep me at the speeds I am but make my data limit "unlimited".

I also find that this straight up limits what i can do and can't do on my HOME NETWORK. Like i can't visit Netflix as often as I'd like to anymore, I wont be able to surf the internet as much, I wont be able to play games as much as i'd like to. It honestly feels like they're ruining Net Neutrality with this. My only option is to either not have internet which other then the luxury things I listed off, is t o me a utility for job hunting, or switch over a worse provider which worse speed at a high cost just to not deal with the data limit.

Again I apologies to whom ever will read that i became more ranty then a formal complaint but it really has made me furious and feeling cheated.

[Ticket: # 618128 - internet data cap monopoly](#)

Date: 10/28/2015 1:46:48 PM

City/State/Zip: Lakewood, Ohio 44107

Company Complaining About: Cox

Description

I have been using cox internet for years now and suddenly they began to cap data and charge for overages. When I looked for alternatives there is only ATT that does the exact same thing(actually they are worse). Essentially this is an unregulated monopoly. please help.

thank you for your time,

(b) (6)

Ticket: # 619831 - Comcast limiting streaming capabilities

Date: 10/29/2015 7:33:39 AM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

Our streaming video is halted, slowed or interrupted continuously near the end of our monthly service due to "nearing overage data usage." But if we approach our maximum data, shouldn't Comcast just allow it and not stop it? The next day we will receive a pop up window saying we have maxed out our data (300 gb) and will be charged overage fees. However, our streaming habits have been the same for months but only recently have we been sited for overuse. Ironically, our sign in account constantly encourages service upgrades but we are supposed to have "Blast" one of the fastest internet packages. Also, I refuse to watch Comcast VOD or TV because I do not want to waste my time on commercial ridden entertainment. If a consumer "pays for VOD" via Comcast or any TV provider, shouldn't they get to watch it Commercial free?

Ticket: # 619916 - Internet Restriction

Date: 10/29/2015 9:20:56 AM

City/State/Zip: Miami, Florida 33165

Company Complaining About: Comcast

Description

Comcast, initiating a 'Restriction' from using my own home Internet, has to be one of the greatest insults I have ever encountered. Without PRIOR warning of any coming changes to my bill/service plan, I received a message, in the form of a spam-like-popup, that my 'Internet usage was coming to its monthly limit of 300GB; with 30GB left for download usage'. I'm already being restricted with my mobile carrier and THEIR Internet plans, what makes you think I would willingly sign up for restrictions with my HOME Internet company?! This is absoluteley absurd and an outrageous misuse of power! Comcast needs to be dealt with, if not for only this gross behavior, but their HISTORICALLY horrible customer service as well!

[Ticket: # 620455 - Comcast could not show me I went over my data, but still charged me.](#)

Date: 10/29/2015 12:29:58 PM

City/State/Zip: Savannah, Georgia 31406

Company Complaining About: Comcast

Description

After having Comcast internet service for almost a year, the only company of two in my area that has high speed internet, my wife and I realized we were both paying the bill(directly debited.) We only realized this after we received a letter saying we had a past due amount after paying the bill twice every month. When we called to find out why, Comcast said we went over our 300gb data limit every month. Not only did they tell us we went over, but for 3 months they said we used 800gb for at \$10/50gb(\$100 per month!!) I canceled our service immediately, refuting their statements the entire time. After sending my equipment back, I received another \$117 bill, and when I said to show me I used the data, I was told they no longer had that information because I canceled my service. After 4 hours on the phone with every department they had, and being hung up on 3 times, they said they would credit the last bill. When I asked about the other several hundred dollars of overcharges, I was told, just because they do not have the information now, does not mean I did not use the data.

Ticket: # 621909 - Ignoring T-Mobile?

Date: 10/29/2015 7:46:53 PM

City/State/Zip: Houston, Texas 77024

Company Complaining About: T Mobile

Description

<http://www.t-mobile.com/offer/free-music-streaming.html>

<http://bgr.com/2015/10/29/t-mobile-unlimited-video-streaming-leak-netflix-hbo/>

Let me preface this by saying I am a happy T-Mobile customer, and this does not effect me as I am already on an unlimited plan. I also trust T-Mobile with neutrality more than ATT and Verizon, but the fact that they will now be letting Music, and video through with no limits, but all other traffic is limited is a clear violation of Net Neutrality. Soon only "Approved" sources will get unlimited treatment, and all other traffic they do not like will be limited. How is this legal?

I expect this to be welcomed with open arms despite the preferential treatment of data based on its source, but this sets a really bad precedent that Verizon and AT&T are going to abuse

For example, I have a Plex server. That traffic comes from my house. I guarantee you that isn't going to be added to this program. You won't be able to get things added to it unless you are a big player, meaning there will be no room for new players or content that T-Mobile does not agree with

This also proves that the limits are not in place to mitigate network congestion, as they are making a very heavy usage (Video streaming) unlimited. But they are in place to limit you from using certain services instead

[Ticket: # 621942 - Comcast Injecting pop ups into other companies products.](#)

Date: 10/29/2015 8:07:18 PM

City/State/Zip: Milton, Georgia 30004

Company Complaining About: Comcast

Description

Comcast is injecting pop ups into any software that uses a internet connection.

This is beyond what any ISP should be legally allowed to do. If they want to contact customers they have either a phone on record or a email on record. And yes they send an email about the current pop up but still feel the need to disrupt other product services and potentially create security holes.

There is no easily available way to block this sort of poor behavior outside of one of a few options. A website that is full https/ssl or Using one of the many adblockers to block the injected code. There is no easy route level process to block out this intrusions.

Images attached are from (b) (6) (b) (6) client and (b) (6) client.

[Ticket: # 625159 - Comcast is inserting warnings into data stream](#)

Date: 10/31/2015 2:51:04 PM

City/State/Zip: Ridgeland, Mississippi 39157

Company Complaining About: Comcast

Description

Comcast is inserting in to data streams warnings about net usage. These warnings block access to content and are almost impossible to get rid. Altering a data stream by a provider is prohibited under the net neutrality rules no matter the purpose of the alteration.

Ticket: # 625547 - Comcast refusing to allow HBO GO in conjunction with Android TV devices

Date: 10/31/2015 8:59:51 PM

City/State/Zip: Aurora, Illinois 60506

Company Complaining About: Comcast

Description

Despite offering service via Android handheld devices, Comcast will not allow HBO GO to be used in conjunction with Android TV. Since this service has been paid for through my subscription, I am filing an official complaint until Comcast resolves this. Please see: <https://help.hbogo.com/hc/en-us/articles/213244457-I-am-trying-to-activate-HBO-GO-on-my-Android-TV-and-Comcast-is-not-listed-Why->

Ticket: # 625814 - Data cap

Date: 11/1/2015 12:27:17 PM

City/State/Zip: Las Vegas, Nevada 89143

Company Complaining About: Cox

Description

Recently canceled out of Cox Cable TV, but kept internet. Suddenly my internet usage is limited to 350gb a month.

However, suddenly now with no additional devices my bandwidth usage has more than doubled, sometimes tripled. I am unable to reproduce this sudden increase in bandwidth usage on my computer using network monitoring tools.

How are they measuring my bandwidth which made such a drastic change suddenly? My network is secure, my internet habits haven't changed, and no new devices are on my connection.

I feel like i'm being 'punished' for dropping the cable TV connection by them misreporting my daily bandwidth usage now. how do they gather this information? Can it be independently verified by a network professional of my choosing external to Cox communications?

[Ticket: # 626292 - Comcast Data Cap](#)

Date: 11/1/2015 7:25:46 PM

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

Comcast data usage meter is down on their website. I am unable to confirm my actual data consumption. Comcast is threatening to charge me because they said I have exceeded my allotted 300 GB of data. I have no choice but to use Comcast. I have no other high speed internet available in my area.

[Ticket: # 626841 - Comcast is running a monopoly in my area and charging more than other places](#)

Date: 11/2/2015 8:23:29 AM

City/State/Zip: Snellville, Georgia 30039

Company Complaining About: Comcast

Description

There are no other internet options in my area. Just Comcast. Now Comcast is capping my data and saying I have to pay more money if I want more data. Other Comcast customers do not have to pay more... why do I? How is it legal for them to cherry-pick who has to pay more for unlimited data? That is not net neutrality.

[Ticket: # 628822 - ISP competition](#)

Date: 11/2/2015 7:01:09 PM

City/State/Zip: Cary, North Carolina 27518

Company Complaining About: AT&T

Description

This is definitely a very general complaint, but I am disgusted by the lack of competition among ISP's. I find it hilarious that as soon as Google Fiber decided they would come to my area, TWC mysteriously lowered their rates and more than tripled their speeds.

Ticket: # 630078 - Liberty Cable de Puerto Rico

Date: 11/3/2015 12:21:12 PM

City/State/Zip: Caguas, Puerto Rico 00725

Company Complaining About: Liberty Cable Of Puerto Rico

Description

Internet company does not provide tools for parental control, they will tell you to install those by your own.

[Ticket: # 628877 - Time Warner Cable taking advantage of being only option in my area](#)

Date: 11/2/2015 7:17:17 PM

City/State/Zip: Marina Del Rey, California 90292

Company Complaining About: Time Warner

Description

Time Warner Cable is constantly going down, trying to charge me more money without telling me, and providing substandard support. Yet they continue to get my money because no other provider is available. Since the internet is not optional, neither is my business relationship with TWC. The result is no customer care at all...

Ticket: # 629036 - Comcast 300Gb montly cap

Date: 11/2/2015 8:04:49 PM

City/State/Zip: Fort Lauderdale, Florida 33315-2833

Company Complaining About: Comcast

Description

I live in Ft. Lauderdale, and apparently Comcast began a "trial" in my area of instituting a 300Gb montly cap. When I purchased my internet plan, the bandwidth was limited, but there was no usage cap. Now I am getting notifications for almost going over this new cap. When I called to complain, comcast (in typical fashion) had me wait on hold for 10 minutes and then disconnected the call immediately after answering. Of course, they will chalk this up to connection issues that can be blamed on the customer. In my experience, this is typical during calls to customer service with Comcast. I received no call back, of course.

Also, since comcast advertises a 500Gb DVR, they clearly understand that many people using streaming TV services (ie Netflix) will use more than this 300Gb cap. This 300Gb cap will hurt those who do not wish to purchase Comcast cable TV services, and who instead rely on streaming offerings such as Hulu, HBO, and Netflix. I should be paying for bandwidth, not a Gb metered service. This goes against an Open Internet, by FCC definition. This "change" in my internet plan offers no benefits to the customer, whatsoever. If this cap had been instituted 10 years ago, we would all be stuck at 25Mb per month and the nature of the internet would be completely different.

Ticket: # 629288 - Comcast customer service

Date: 11/2/2015 9:36:57 PM

City/State/Zip: Bountiful, Utah 84010

Company Complaining About: Comcast

Description

I was told I could downgrade my service, which I did, but they downgraded my service further than I had talked about on the phone and they charged me more for it. I had to call multiple times because I was hung up on twice to get this fixed. Why the hell are these guys the only service in my area that offer Internet speeds even worth considering. Google fiber is just one city over yet I can't get speeds over 5 MBPS for upload. For 5 dollars more than my service now I could get 1 Gbps up and down if Google was in my city. Why does Bountiful city even have the right to only allow Comcast in our borders?!

[Ticket: # 629519 - Comcast month cap](#)

Date: 11/2/2015 11:57:02 PM

City/State/Zip: Hialeah, Florida 33014

Company Complaining About: Comcast

Description

Internet cap on a house service, it shouldnt be like a phone plan by any means. 300gb per month and after that you get charge \$50 that outrageous

[Ticket: # 631805 - Company has set caps on usage.](#)

Date: 11/3/2015 9:23:24 PM

City/State/Zip: San Angelo, Texas 76904

Company Complaining About: Sudden Link

Description

For several years now I've had unlimited data on my cable Internet subscription. Because of this I've modeled much of my digital life style on the expectation of unlimited data. My family uses about 1500 MB of data a month. Sudden Link has just instituted caps which will limit usage to only 250 MB of data for my plan. In order to meet the data needs of my family it will require me to spend up to 5 times my current bill. That is ridiculous. Sudden Link owns a monopoly on high speed Internet in San Angelo and they should not be allowed to do this to their customers.

Ticket: # 632111 - Comcasts Data Trials

Date: 11/4/2015 3:20:56 AM

City/State/Zip: Shreveport, Louisiana 71104

Company Complaining About: Comcast

Description

I am a customer of Xfinity Comcast cable and Internet. I was not made aware by any sort of notification via Comcast that my zip code or service area would be part of a data trial, which ultimately caps the amount of data that I can use on Internet service that I pay \$150/month for. I find this disturbing and concerning as Comcast pretty much holds a monopoly on high speed internet service in my area. They are the only company in my service area that offer downstream speeds of 150Mb/s or faster, and furthermore this is indicative of Comcasts regular business practices. The company consistently adds or hides extra fees or charges that more than double my monthly bill amount, and have not been previously discussed with or disclosed to me. I routinely have to contact a customer service rep in order to fix a billing issue. My billing/service record and/or history should be documented with Comcast. Please note my complaint.

Thank you for your time.

[Ticket: # 632172 - Unauthorized emailsails](#)

Date: 11/4/2015 8:48:19 AM

City/State/Zip: Medinah, Illinois 60157

Company Complaining About: Comcast

Description

I keep asking them to be removed, but I still get these emails from this neighbors-request@i-neighbors.org

Ticket: # 632320 - MAIL ACCOUNT

Date: 11/4/2015 10:39:31 AM

City/State/Zip: Elmwood Park,, New Jersey 07407

Company Complaining About: Opt Online

Description

I HAD LIVE IN ELMWOOD PARK FOR ABOUT EIGHT YERAS. OPTIMUM ONLINE WAS MY CABLE PROVIDER FOR THE TOWN OF ELMWOOD PARK. I GOT DIVORCED, WAS SICK FOR THREE YEARS IN THE HOSPITAL. I MOVED TO HARRISON NJ WERE OPTIMUM CABLE SERVICE IS NOT THE CABLE PROVIDER. I WAS ADVISED THATH FOR SECURITY RESONS THEY NEEDED FOR ME TO CONTACT THEM IN ORDER TO PLACE A MORE ROBUST PASS WORD. I DID CHAT ON LINE AND THEY TOLD ME I NO LONGER AM A CUSTOMER AND THERE FORE I AM NO LONGER A SUBSCRIBER AND THAT I HAVE NO RIGHT TO THE DOMAIN ADDRESS. EXPLAINED THAT THEY HAVE NO SERVICE IN THE AREA I PRESENTLY LIVE AND THAT THE EMAIL ADDRESS ARE FREE BY APPLE GOOGLE HOT MAIL THAT THERE SHOULD NO REASONS TO CANCEL MY EMAIL ADDRESS THAT I HAD FOR YEARS, THEY TOLD ME THAT THERE IS NOTHING THEY COULD DO. I OFFER TO PAY FOR SERVICES TO KEEP THE EMAIL ADDRESS. THE MAIL ADDRESS FOR A COMPANY THAT IS SO BIG WITH BILLIONS IN REVENUES IS PUSHING ME OUT SINCE THEY CAN COLLET ABOUT 50.00 PER MOMTH. THEY LIE TO GET TO CONTACT ME AND THEY DON'T CONTROL THE MARKET PLACE. I SAID THIS IS THE MAFIA IN DISGUISE.

[Ticket: # 632761 - Data cap](#)

Date: 11/4/2015 11:59:05 AM

City/State/Zip: Toledo, Ohio 43611

Company Complaining About: Buckeye Cable

Description

My local internet company "Buckeye cable" has a cap of 300GB, which is just around the limit it takes someone to exceed if they cut the cord and stream all movies and shows. Its an unjust practice and it needs to end.

[Ticket: # 634152 - Comcast, COX data caps](#)

Date: 11/4/2015 3:22:04 PM

City/State/Zip: New Orleans, Louisiana 70115

Company Complaining About: Cox

Description

I recently logged into my COX account to see a data usage meter. I PAY for unlimited home internet. They don't charge for overuse YET in my area, but I know COX does in some areas. This is absurd. Internet is a human right and companies like COX should not be allowed to limit it in order to make a quick buck (Neither should cell phone companies either). Please put a stop to this.

Ticket: # 634303 - Comcast Nationwide Data Cap

Date: 11/4/2015 3:53:24 PM

City/State/Zip: Gettysburg, Pennsylvania 17325

Company Complaining About: Comcast

Description

My complaint:

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

1.

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

2.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

3.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

4.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

5.

I sometimes work from home. Comcast will literally be inhibiting my ability to work while also putting my job and livelihood at risk. This should not be out of my control.

Ticket: # 634384 - Comcast 300gb cap

Date: 11/4/2015 4:03:59 PM

City/State/Zip: Shreveport, Louisiana 71104

Company Complaining About: Comcast

Description

I pay for what i was told was 'unlimited' Internet. I received an email from Comcast informing me that they are starting a trial that would put a 300gb cap on my internet usage, and I will be charged for every 50gb I go over. It's either that or the option of paying an extra \$35 for 'truly' unlimited data on top of the ridiculous fee I am already paying. I feel like I was lied to and tricked into a contract that they had no intentions of keeping. They said in this email that I wouldn't be affected by this change, because I stay under the 300gb mark anyway. When I tried to use their tool to determine if this was in fact correct, the web page conveniently wouldn't load. I feel like they are lying, once again, in order to add extra fees on my bill. It's dishonest and bad business. I will see how the 'trial' goes, but I feel strongly that I will shortly be taking my business elsewhere.

Ticket: # 634400 - Comcast unethical business practices

Date: 11/4/2015 4:06:19 PM

City/State/Zip: Little Rock, Arkansas 72223

Company Complaining About: Comcast

Description

My complaint:

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

1. The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I stream a few episodes daily, and this alone puts me in danger of going over my cap.
2. Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from a strict profit motive.
3. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.
4. It's possible to call Comcast's retention department and complain enough to have the "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary, or ethical, to begin with.

Ticket: # 634583 - CableOne Data Plans**Date:** 11/4/2015 4:36:51 PM**City/State/Zip:** Fargo, North Dakota 58102**Company Complaining About:** Cable One

Description

Good Afternoon,

Over the course of the last several years CableOne has been making massive changes in the Fargo, ND market. These changes have stemmed from more competition in the Fargo market for internet service. Originally CableOne had a 50 Mbps plan that had a 300 GB data "guide line". This practice continued for many months and eventually CableOne killed this requirement once Midcontinent announced they were coming into Fargo. CableOne recently completed upgrade to their network that increased speeds to 100 Mbps, 150 Mbps, and 200 Mbps. With this they have since brought back Data Plans for their respective tiers. They are as follows:

100 Mbps - 300 GB Data Plan

150 Mbps - 400 GB Data Plan

200 Mbps - 500 GB Data Plan

Once a customer has surpassed this 3 times in a 12 month period cable one will require the customer to upgrade to an internet speed\plan that contains a larger data plan as detailed here:

<http://www.cableone.net/Pages/internetaup.aspx>

I pay for a service and for CableOne to defined what they consider excessive is not only unfair, but not right. That internet connection as long as it is used for lawful internet browsing, downloading, and uploading should not be susceptible to a data plan. As things become more unplugged things such as Netflix, On Demand Services, Streaming, Gaming Consoles such as PS4 and Xbox One require that an internet connection be available to download updates, play games, etc. I urge the FCC to look into Cable One's data plans and take action regarding it.

[Ticket: # 639791 - Comcast cap](#)

Date: 11/6/2015 12:35:42 AM

City/State/Zip: North Little Rock, Arkansas 72116

Company Complaining About: Comcast

Description

I'm a current Comcast customer and will be directly affected by the recently Comcast 300 gb cap. The internet is no longer a luxury... It is needed for the world we live in now.

[Ticket: # 634640 - Comcast Capping Data Usage](#)

Date: 11/4/2015 4:46:06 PM

City/State/Zip: North Little Rock, Arkansas 72114

Company Complaining About: Comcast

Description

First of all, that is ridiculous to cap usage. Second, Comcast for one has poor internet now and goes in and out constantly but now I am going to be capped too? Please do not allow this to go through.

Ticket: # 653736 - Data caps

Date: 11/13/2015 12:22:30 AM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Although Comcast is not capping data in my area, I want to make sure they never will. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. Here are just a few--

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2-3 episodes a day, and I've already gone over my monthly cap by 100gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

[Ticket: # 634730 - Very upset with comcasts practices.](#)

Date: 11/4/2015 4:57:55 PM

City/State/Zip: Seattle, Washington 98107

Company Complaining About: Comcast

Description

I am very unpleased to hear that comcast is going to expand capped internet started december first. Internet at home should, and always be unlimited.

[Ticket: # 635020 - Comcast 300 GB Data Limit](#)

Date: 11/4/2015 5:50:06 PM

City/State/Zip: Pembroke Pines, Florida 33024

Company Complaining About: Comcast

Description

Comcast is implementing a 300GB data limit in my area (Broward County, Florida). If we go over, we have to pay \$10 per 50GB increment or \$35 for unlimited. This is unacceptable and cable pipelines shouldn't have a data limit to them. My family relies on the internet to communicate with family in Hong Kong and we shouldn't be capped for this.

[Ticket: # 635513 - ISP introduced data plan limits](#)

Date: 11/4/2015 7:29:53 PM

City/State/Zip: Fargo, North Dakota 58102

Company Complaining About: Cable One

Description

Cable One my only cable ISP choice has introduced new data limits for all service plans. My plan is being limited to 300 GB, which is quite small when consuming steaming media. This is a direct violation of net neutrality.

[Ticket: # 635948 - Data caps](#)

Date: 11/4/2015 9:45:56 PM

City/State/Zip: Woodburn, Oregon 97071

Company Complaining About: Wave Broadband

Description

Wave Broadband limits the amount of data you can use each month. Even the highest plan offered to me has a cap of 1 Terabyte. It is unreasonable to sell 110 Mbps internet to customers and then cap their bandwidth. The fees for going over are very high too! They should not be allowed to put caps on my internet. I should be free to download as much as I please.

Ticket: # 636312 - Average of 8 Mbps despite 75Mbps subscription.

Date: 11/5/2015 12:36:03 AM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: Comcast

Description

We (family) are signed up for Comcast's 75Mbps "Blast!" package for around \$80 per month.

However, internet speeds are consistently much lower than promised.

Over the course of a week, the average download rate was a meager 8 Mbps, with the average upload rate being 8.5 Mbps upload (graph attached).

Although we use around 1000GB per month (according to Comcast's data usage monitor page for the past 3 months), Comcast's Acceptable Use Policy states, "Comcast is NOT currently applying a monthly data consumption threshold to XFINITY Internet accounts" (Section IV), and that they are allowed to "TEMPORARILY lower the priority of traffic for users who are the top contributors to current network congestion" (Section III).

We are paying around \$80 per month for a service that consistently provides only a tenth of what it promises without justifiable cause.

[Ticket: # 636368 - Comcast data cap](#)

Date: 11/5/2015 1:14:05 AM

City/State/Zip: Clark, New Jersey 07066

Company Complaining About: Comcast

Description

Comcast is capping other customers and plans on spreading it to even more customers. This has to be stopped because there are areas where people are forced to use Comcast and this basically lets them charge more for less, since there is no competition in that area.

[Ticket: # 636369 - Comcast Data pricing](#)

Date: 11/5/2015 1:16:40 AM

City/State/Zip: Clinton, Tennessee 37716

Company Complaining About: Comcast

Description

Dear FCC, Please please step in and add some rationality to the market. Comcast is proposing to charge both on connection speed AND data usage. This seems unfair at the start. The bogus comparison of 40GB as average will be untrue in just a few (for small numbers of few) years. The US already has one of the highest priced Internet in the developed world. Why? Because in most of the country, there is no competition. Yes in a big city one might have a choice of carrier. However in large parts of the country this is not the case. ADSL can't compete with broadband. And how few companies own the broadband infrastructure. I would think you should consider opening up the "last mile" of broadband infrastructure to other companies, like the wired telephone service.

We have some competition for wireless phone service; we have little to none for Internet service. Please be more aggressive reining in behavior afforded by dominate positions in the market place.

[Ticket: # 636403 - Stop Comcast broadband data caps](#)

Date: 11/5/2015 1:37:13 AM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

As a .NET developer and tax-payer, I find it disgraceful that our country has one of the most monopolized and under-performing broadband markets in the industrialized world. That is why I am imploring you to change this by, among other things, preventing Comcast from capping broadband data usage among its customers. Again, as a developer, I can guarantee that this stifles innovation and puts our country and economy at a serious disadvantage compared to other countries with more sensible regulation. You have the power to act on this. While I know that lobbyists and special interest influence are hard at work corrupting the political process in this country, you should know that the citizenry is aware of this more and more every day. The internet has and will increasingly continue to shine a spot-light on such corruption.

Ticket: # 636405 - Comcast Data Caps

Date: 11/5/2015 1:37:34 AM

City/State/Zip: Redwood City, California 94063

Company Complaining About: Comcast

Description

Comcast has announced that they are expanding their capping of data (to 300 GB) on December 1st. Head David Cohen has said that they plan to cap the entire US market within 5 years. There are many, many problems with this plan. For instance

1. The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain cable customers, thereby selling advertising on the networks they own. It is far too easy to breach this cap with the expanding world of internet videos, including 4K and 3D.
2. Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up." There's no reason to limit usage, aside from the limiter profiting by doing so.
3. Comcast cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure. Do not let them abuse cities into remaining the only option for customers.
4. It is apparently possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with. This is not fair business.

Ticket: # 636839 - Internet Rationing

Date: 11/5/2015 11:09:45 AM

City/State/Zip: North Little Rock, Arkansas 72116

Company Complaining About: Comcast

Description

Comcast is expanding their rationing of unlimited internet to Little Rock, Arkansas. Citation. <http://customer.xfinity.com/help-and-support/internet/data-usage-trials/> With these caps in place, our children can't watch education videos online such as Crash Course YouTube Videos. Citation <https://www.youtube.com/user/crashcourse> Please do not allow educational restrictions to be placed on our internet. These tiny humans are the future of our country and our world. Education is the only true freedom. Don't allow it to be rationed to our children. We are not in a Great Depression of Education, the internet is a Golden Age of Education, and this action by Comcast is an attempt to close the door to American children on their educational opportunities. Please help us.

On a side note, break the laws that restrict internet competition. My dream is to be an entrepreneur and create an ISP in Little Rock, Arkansas. I believe Arkansas deserves it. I know the talent. I know the bankers. I know the technology. Yet I have no one who will work with me because the laws I was born under restrict my ability to create the only business I know how to create. That business would have good paying jobs too. Building the internet is what I have done with the last decade of my life. Its what I want to do with the rest of my life. Arkansas's motto was formerly "The Land of Opportunity", we can bring that spirit back. You and me, FCC.. you and me.

Keep up your hard work,

(b) (6)



Ticket: # 637467 - COMCAST Internet

Date: 11/5/2015 2:02:41 PM

City/State/Zip: Arlington, Tennessee 38002

Company Complaining About: Comcast

Description

Comcast internet has stated we are using more data than we have ever used since paying for their services since May. We have done nothing different in our household and all of a sudden we have a 300GB cap and we have used 1/2 of our cap (150GB) in 5 days even after changing network password and name, removing all but two cellphone devices from the Internet just to see if anything could help. The Internet is so slow that is offered and the GB is getting eaten up when we haven't done anything different from previous months. Unreliable internet connection, horrible customer service, and now a cap put on how much we can use at home, unless we want to pay an additional \$35 for "unlimited" internet. This is absurd and I have never had to deal with this until using COMCAST. (We are military and the only reason for our switch to Comcast is due to a military PCS, otherwise they wouldn't have us for customers). They need to be shut down and offer all of us under this ridiculous plan to strip us of our money a huge refund for the insane amount of time spent on the phone and waiting for service calls that fix nothing.

Ticket: # 637773 - Comcast Data Plan

Date: 11/5/2015 3:23:21 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

I work from home as a web designer, and must massive amounts of data between my computer and my servers off site. When shit hits the fan, I have to download the whole server to my computer to get the latest changes, and frequently will have to delete and reupload all data on the server. It's not unreasonable for me to do this multiple times a day, and I can end up sending over 50GB of data in a couple hours.

I have no other choice for internet besides the bastards at Comcast, and with data transfer being such an important part of my work, their latest data plans are extremely upsetting, and eat handily into my bottom line as an employee.

Please stop Comcast from their anti-competitive, anti-consumer market-wringing.

Thank you,
Bryce Kolton

Ticket: # 637947 - Comcast Data Caps

Date: 11/5/2015 3:54:31 PM

City/State/Zip: Eagan, Minnesota 55123

Company Complaining About: Comcast

Description

- 1) Same data limit for most XFINITY users, no matter the customers internet speeds
- 2) Short notice of data limit from Comcast
- 3) No alternative to Comcast services in some areas
- 4) Unrealistic data limit imposed by Comcast
- 5) Unreasonable cost for unlimited data plan
- 6) Exorbitant fees for exceeding data limit
- 7) Data usage meter useless

[Ticket: # 641856 - internet caps](#)

Date: 11/6/2015 5:12:32 PM

City/State/Zip: Homer Glen, Illinois 60491

Company Complaining About: Comcast

Description

Hello, I've been hearing of internet caps being implemented in parts of the country. Luckily they have not yet spread to my area but am hoping they will be stopped altogether before given the chance to.

[Ticket: # 639043 - Net Neutrality](#)

Date: 11/5/2015 8:21:33 PM

City/State/Zip: Lexington, Kentucky 40509

Company Complaining About: Comcast

Description

Comcast is violating net neutrality by artificially discriminating data by charging for data that meets arbitrary quotas called caps. They refuse to send/receive data to a customer unless they agree to pay more for the same data that they were previously receiving. Thus, they discriminate data. Net Neutrality was designed and implemented so that data could not be discriminated by slowing or refusing to send/receive such data. Thus, Comcast's policy of caps are discriminating data.

People punish Comcast for a violation of net neutrality.

Ticket: # 639631 - Comcast's upcoming data limit

Date: 11/5/2015 11:29:51 PM

City/State/Zip: Johnson City, Tennessee 37604

Company Complaining About: Comcast

Description

I recently received an email from Comcast informing me of an upcoming 300GB limit to my internet data per month, with charges for overages, and an option to pay an extra \$35 a month to get unlimited data. If, as they say, the minority of customers goes over this amount, there is plenty of bandwidth left over from everyone else's \$50+ worth of service a month to take care of that.

In addition to the very important points many other people are providing (monopolies, etc), I also believe that this may be an attempt to force people away from tv streaming services and back into cable internet. We use netflix, amazon, and network websites frequently to watch television, because I only have the most basic cable package required to have with cable internet. I can't afford to pay a hundred dollars a month to have 900 channels I never watch and 5 I do.

Sincerely, (b) (6)

[Ticket: # 639651 - Comcast new 300 gig Data Cap](#)

Date: 11/5/2015 11:34:07 PM

City/State/Zip: Miami Springs, Florida 33166

Company Complaining About: Comcast

Description

I think is unfair, I renew my contract with Comcast 3 months ago, now they want to charge me extra for the 300gig cap. This new rule was made right after signing a 2 year contract. Been Comcast customer for 15 years.

Ticket: # 640161 - Proposed Comcast Bandwidth Limits

Date: 11/6/2015 9:26:44 AM

City/State/Zip: Washington, District Of Columbia 20002

Company Complaining About: Comcast

Description

I am concerned about the proposed implementation of Comcast bandwidth limits. The broadband product is advertised as "Unlimited", but Comcast proposed to limit bandwidth to 300 gb/month, with additional bandwidth charged at \$10/50gb/month. My market does not have any broadband competition, and the proposed changes will significantly increase my monthly bill. If my market was not monopolized by Comcast, I would change service providers, but that is not an option.

I am concerned that Comcast is taking advantage of consumer in a situation where they are the only viable option in the market. Please investigate this issue.

Streaming video and TV increasingly uses more bandwidth, and the 300GB cap appears set to prevent streaming TV in favor of broadcast TV.

[Ticket: # 643136 - limiting our internet use](#)

Date: 11/7/2015 1:14:31 PM

City/State/Zip: University Place, Washington 98466

Company Complaining About: Comcast

Description

It appears your company wants to place a cap a subscriber's amount of internet use. This is completely against the idea of the internet and makes no sense. Please stop being greedy!!!!!!

[Ticket: # 641284 - Comcast. You know...](#)

Date: 11/6/2015 2:38:32 PM

City/State/Zip: Kearny, New Jersey 07032

Company Complaining About: Comcast

Description

"While we believe that 300 GB is more than enough to meet your Internet usage needs"

The internet serves as a bastion of free speech and communication for the world. Comcast has no right to determine what they feel is an appropriate amount of internet to be used.

They have shown it serves no technical purpose and is just a way to milk customers for another \$30 just to get the same service they had before.

<http://bgr.com/2015/08/16/comcast-data-caps-300-gb/>

Stop this before it gets out of hand.

[Ticket: # 642055 - Comcast's new Data Usage Plan effectively obstructs access to an open internet](#)

Date: 11/6/2015 6:15:59 PM

City/State/Zip: Miami, Florida 33183

Company Complaining About: Comcast

Description

We need for the FCC to push back on Comcast's latest attempt to press their monopolistic advantage with respect to local internet service in South Florida to shut down people's access to their streaming service competitors.

I'm certain many others have already commented on how this is just another exploitation facilitated by monopolistic control of the marketplace. However, this particular tactic goes beyond that to become a flank attack against the concept of net neutrality and an open internet.

In this context, the new policy of fining customers \$10 for every 50 GB of monthly bandwidth use (or fraction thereof) beyond 300 GB achieves a critical goal for Comcast:

When your internet customers are captive and have no other internet choice that supports internet streaming as a replacement for cable service, you increase the cost of that internet service not primarily to make money from cord cutters, but rather to punish them for switching and prevent others from choosing that option in the first place.

Comcast's efforts to restrict access selectively to certain models of internet usage via arbitrary pricing models is not compatible with our country's goal of a free and open internet.

In Miami, customers can generally save 50 or 60 dollars by switching from cable to streaming subscriptions. However, many households here must pay \$30 monthly fine to Comcast as a consequence of increased bandwidth usage. In other test markets, this flat-fee option isn't even available, and they may find themselves turning over every dollar saved from moving to streaming, and then some, right back to Comcast in fines until they get their heads right and come back into the fold.

This perverse effort is fundamentally no different from Comcast's efforts to lobby local governments and pay HOA organizations for exclusivity agreements that prohibit use of satellite TV, external over-the-air antennae, and other potential cable competitors. However, this case is particularly egregious because this has the effect of pricing out an increasing chunk of the population from what is often the only internet service option available.

It is a joke that my mobile phone, which operates internet over a clearly resource-limited infrastructure and has a legitimate reason to discourage excessive usage, is not charging overage fees the way Comcast is. I hope we in South Florida can count on the FCC to apply pressure to Comcast to step back from this anti-competitive, closed-internet model. We hoped our state representatives would stand up for us in this regard in the past and we have been repeatedly disappointed by their corrupt allegiance to this and other moneyed interests against their constituents' best interests.

Until then, I will stay away from Comcast Cable and will continue to patronize their streaming competitors, even after the savings evaporate against Comcast's boiling frog maneuvers. I will do this as a matter of principle and not because I think any resistance on my part will change anything, since our federal regulatory environment makes it all too easy for Comcast to continue doing this kind of stuff.

[Ticket: # 642025 - Data Caps](#)

Date: 11/6/2015 6:03:04 PM

City/State/Zip: Hixson, Tennessee 37343

Company Complaining About: Comcast

Description

This is an abuse of power from Comcast to punish all of their users because some people have a limit that they imposed. So now everyone should get capped they think? It should be illegal what they're doing and a complete money grab.

[Ticket: # 642046 - Comcast is implementing data caps on my unlimited internet.](#)

Date: 11/6/2015 6:11:25 PM

City/State/Zip: Little Rock, Arkansas 72204

Company Complaining About: Comcast

Description

Comcast is limiting my unlimited internet access to only 300gigs a month and charging overage fees after that. Comcast is price gouging, please help.

Ticket: # 642261 - Comcast Internet Service Data Caps

Date: 11/6/2015 7:34:50 PM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Comcast

Description

I am a current Comcast / Xfinity customer, who is obligated to a two-year contract. Comcast in different markets across the country are attempting to move to a usage based pricing model. This is unfair and should be unlawful. Unfettered access to the internet is a fundamental requirement for many Americans to learn, conduct business and to enjoy simple entertainment. As a Comcast customer, I have no options for high-speed, business class internet, in my area. If Comcast moves to a usage based pricing model, many Americans like me will be penalized for simply using the services they are already paying to use. Please stop Comcast from abusing their geographically advantageous monopoly. We already lost our unlimited mobile data services, if we lose our unlimited home or business internet, it is effectively a usage tax for simply doing our ever-day tasks. This is nothing more than Comcast leveraging their position as the only high-speed ISP in the region as a weapon to cut out competition from other services such as Netflix, Amazon or other entertainment venues.

Please stop Comcast from moving customers to a usage based pricing model for internet services.

[Ticket: # 642374 - Data Caps from Comcast](#)

Date: 11/6/2015 8:46:51 PM

City/State/Zip: Antioch, Tennessee 37013

Company Complaining About: Comcast

Description

Comcast has now imposed 300 GB limit on my internet every month; Before it was a 500 GB limit but in the sense of "fairness" as they say, they have reduced everyone's limit in my State. I do not have any direct competitors to Comcast in my area. There is no TWC, no AT&T, no charter. I do not think it's fair I must have a limit, but what the problem really is is that there's no competition so I couldn't even switch if i could.

[Ticket: # 642559 - Comcast Data Cap & Inability to use other networks](#)

Date: 11/6/2015 11:26:57 PM

City/State/Zip: Sonoma, California 95476

Company Complaining About: Comcast

Description

Hi there! I live on the wrong side of my street apparently. My only choices for Internet are the awful, awful anti net-neutrality data-capping Comcast, or Satellite internet slower than my line of work would ever allow me to use. On the opposite side of my street virtually every major ISP (AT&T, Verizon, and local ones) are available. This means I've been locked into using a company that actively tries to harm me and my business. What can I do to get myself out of this situation short of moving?

Thanks!

[Ticket: # 642721 - Youtube throttling](#)

Date: 11/7/2015 6:11:58 AM

City/State/Zip: North Plainfield, New Jersey 07060

Company Complaining About: Comcast

Description

Often during the day, especially during peak hours (4-8 PM), my connection to youtube becomes sluggish and at times unresponsive. My internet speed is approx 75 Mbps and struggles to stream a 1080p video. Whenever I connect through a VPN, however, the issue completely disappears and I can stream multiple videos at once.

This seems to only be limited to youtube as I've not tested this with other streaming sites.

[Ticket: # 642723 - Comcast Internet cap is ridiculous](#)

Date: 11/7/2015 6:15:17 AM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

I am very upset that comcast is putting a cap on Internet my wife does schooling from home and we use much more Internet then this cap allows and I can live without TV but they force me to have TV in order to get Internet I don't have many other choice besides comcast and direct TV in my area and neither have a solely Internet unlimited package for a cheaper price in fact it will cost more to have unlimited Internet without TV then with it I feel I'm being bullied in to getting something I don't want and I can't do anything about it I hope this can help other users by either removing this ridiculous cap which has no technical promises and is solely for cheating out Customers for more money or at the very least creating a package of Internet only unlimited data and fast speeds

[Ticket: # 642889 - Comcast data cap](#)

Date: 11/7/2015 11:02:52 AM

City/State/Zip: Little Rock, Arkansas 72223

Company Complaining About: Comcast

Description

My right to change television provider from Comcast to Sling, Amazon Prime, and Netflix has been adversely impacted by Comcast's decision to change my unlimited internet usage plan (which I have had since 2003) to a capped structure. This decision is in sharp contrast to "Net Neutrality" and freedom of choice in providers. Since Comcast is my only available option for high speed internet (rural Arkansas), I believe my freedom of choice rights have been violated. In addition, I believe this to be a violation of antitrust laws and regulations.

[Ticket: # 642989 - Comcast Internet caps](#)

Date: 11/7/2015 11:51:27 AM

City/State/Zip: Fort Myers, Florida 33912

Company Complaining About: Comcast

Description

Please don't let Comcast put caps on Internet. It's not fair it's greed.

Ticket: # 643079 - Internet caps must be stopped before they get out of control.

Date: 11/7/2015 12:44:57 PM

City/State/Zip: Las Vegas, Nevada 89141

Company Complaining About: Cox

Description

ISP with Internet caps are hurting competition. Cable companies and their overly expensive TV options forced us to use new internet based tools like Netflix , Amazon, AppleTV, etc... This was because there was no competition, nothing to force them to be more competitive. Now, that I "cut the cord" and no longer subscribe to cableTV and use only Internet based sources, cable companies are scared of loss revenue. There only solution is to introduce usage caps to make their normal cableTV more competitive. I watch Netflix and AppleTV/Amazon movies, these 1080p movies take about 10Mbit/sec. Even if two adults watch movies at the same time that's only 20Mbit/sec, add in games the kids play and that usage increases to maybe 25Mbit/sec. Mind you that were not watching movies all the time. Explain to me how our 150Mb/sec cable connection and their 10Gb/sec or higher fibre backbones are oversubscribing their resources. We don't even use all the bandwidth expect when downloading large files, like a game. Caps hurt the consumer. The must be prevented for Net Neutrality to work.

[Ticket: # 643257 - Comcast's new data usage policy](#)

Date: 11/7/2015 2:17:45 PM

City/State/Zip: Mccordsville, Indiana 46055

Company Complaining About: Comcast

Description

Though this new policy does not yet affect me, I am sure that it will do so in the future. Capping your data usage at 300 GB per month without incurring more fees for extra use, is another ploy for punishing consumers who wish to stream rather than use Comcast as a cable provider, at their exorbitant rates. Some of us also work from home and that would be another charge cutting into employees profits. Comcast needs to be stopped from enacting this policy.

[Ticket: # 643320 - Comcast violating Net Neutrality with new data caps](#)

Date: 11/7/2015 2:47:01 PM

City/State/Zip: Memphis, Tennessee 38104

Company Complaining About: Comcast

Description

Comcast has set up new 300GB data limits in my area (as well as many others) and never informed me of this. They will charge me \$10 extra each time I go 50GB over that limit. This violates Net Neutrality as it discourages users from streaming video services like YouTube, Hulu, Netflix, etc, all of which I use regularly because I do not have cable TV. This is deliberately prioritizing one type of Internet traffic over others. Comcast will NOT charge me extra if I reach 300GB and only stream Xfinity content after that point. They are clearly and deliberately violating Net Neutrality.

[Ticket: # 643786 - Netflix is being capped](#)

Date: 11/7/2015 8:51:55 PM

City/State/Zip: Fenwick Island, Delaware 19944

Company Complaining About: Comcast

Description

I have tested my internet multiple times, and I'm downloading at 2.5-3mbps. My Netflix only requires 700kbps, but keeps needing to rebuffer. I've tried streaming it on a tablet, laptop, and vizio TV, all with the same buffering issues when streaming Netflix. This only started a couple weeks ago when I filled a formal complaint with Comcast's franchise authority because we were having billing issues. I can't help but believe this is retaliatory.

Ticket: # 643943 - Comcast Cable - Internet charge increase

Date: 11/7/2015 11:19:19 PM

City/State/Zip: Johnson City, Tennessee 37615

Company Complaining About: Comcast

Description

Regarding Comcast's latest 300GB "Internet Data Plan" I am being placed under without choice and with no recourse (Comcast being the only Broadband provider to our home due to legally ambiguous agreements with the city of Johnson City) - I feel that this course of action is not only possibly illegal under Net Neutrality rules but also a generally barbaric way of performing business.

How this business decision is illegal without regard to Net Neutrality: Customers in contracts or price locks with Comcast will see their rates changed without recourse or opportunity to exit their contract. Comcast is effectively beaching thousands of binding contracts and thousands of additional verbal contracts made by its agents. These contracts are not to be discounted because if service is terminated during these contracts, "Early Term fees" are collectible by law. It can be concluded that the entirety of the verbal contract is binding - to both parties.

How this business decision is illegal, in terms of Net Neutrality: This new plan, which has nothing to do with bandwidth prioritization or improving the quality of customer's service, opens the door wide for a breach (and perhaps a legal loophole if lawyered correctly) of the basic premise of net neutrality - the entire internet is created and treated as equal to Comcast, a common carrier. Instead, Comcast now has a meter of your usage; however, currently Comcast-branded products do not count against this usage. What is to stop Comcast from charging providers more to be excluded from its data usage meter? This effectively harms the internet equally as much as the non-prioritization rules set in place, clearing the path for Comcast to control what you see and access, using the power of the purse.

How this is just general rubbish: In a couple months, who in their right mind is going to use only 300GB in a month? We have 8 tech users in our home, with 5 being in college. Being without Internet can NOT be a viable option. My family is also a family in the modern age - we own a 3 HDTVs, and over 14 assorted devices (phones, tablets, computers, game consoles). What this rule does is punish the use of internet for things Comcast wants to keep you off of the internet for - things like TV (limited to less than 2 hours/day) and voice (Skype, using 2GB/hour, which alone would eat your usage after 5 hours of daily use independent of other devices). I would love to have access to Comcast's statistics on average household use....and demographics. The only way you're keeping under 300GB is if you are stuck in a internet time machine to 2005.

I would like to be opted OUT of this new pricing completely, "grandfathered" in so-to-say, as they are essentially the only gig in town or be given a monthly service credit in the amount of new chargers.

[Ticket: # 643919 - Comcast to charge based on an overage of plus 300gb without any past record of data usage.](#)

Date: 11/7/2015 10:49:28 PM

City/State/Zip: Virginia Gardens, Florida 33166

Company Complaining About: Comcast

Description

Just got wind of Comcast is planning to charge "overage" fees if I were to go over their 300gb threshold. The thing is, there is no record of the past three months of my usage. Since I don't live under a rock, I use the internet. There's zero usage reported throughout the three months. Now I'm at the mercy of Comcasts word, which I see to not be reliable or reputable by any means. Now I try to log in to my account and I get an error (see attachment). Never had a limit before I would get charge for overages. This not just seems but shouts very unfair and unprofessional service. This screams a scam. If comcast wants to say I used 301GB's of data, how would I know if I had no meter. It seems like comcast is not only trying to charge us more, but trying to scare us so we wont be able to use the internet as freely as we have the right to do. I have attached my supporting documentation. It's much more than money hungry corporate mad men, it's keeping away from us the knowledge that is out there for us to learn about on the internet.

[Ticket: # 644002 - Degradation of Internet performance](#)

Date: 11/8/2015 1:39:28 AM

City/State/Zip: Dallas, Texas 75214

Company Complaining About: Time Warner

Description

Degradation of Internet performance while attempting to play Netflix original content on Apple TV. Internet provided by Time Warner.

Ticket: # 644061 - Comcastst Data Limit

Date: 11/8/2015 9:12:47 AM

City/State/Zip: Jacksonville, Florida 32256

Company Complaining About: Comcast

Description

Quote from comcast " Our data plan trials are part of our ongoing effort to create a fair, technologically-sound policy in which customers who use more data pay more, and customers who use less pay less" There are only two options that are "fair" - charge per mg / usage based, or allowing the millions of users that under use their plan to pay for the top 1% that overrun the monthly limit. FCC must stop Comcast from running these trials, as for some like myself they are the only provider for service / monopoly in town.

STOP DATA LIMIT TRIALS

Ticket: # 644162 - Data Usage Plans - Not applied to some of Comcast's own services

Date: 11/8/2015 11:45:15 AM

City/State/Zip: Jonesborough, Tennessee 37659

Company Complaining About: Comcast

Description

Comcast recently imposed data usage plans for many customers in the southern US. We have little to no competition, and these plans are not applied fairly. Comcast does not count X1 DVR's - which are cloud devices and I believe use the same downstream/upstream channels on their network against the data usage cap. Comcast has been rolling out X1 DVR's (which use more data than any other DVR previously used by Comcast), and then have applied data usage caps (which the DVR's are exempt from) to users.

If there is a requirement for users to use LESS data, why is Comcast rolling out cloud based DVR solutions that use MORE data, then retroactively applying usage caps to us?

I am not totally against the application of usage caps, but the way it is applied is not done fairly. In addition to Comcast exempting some of their own services from the cap, the plans we are given do not scale properly. For the most part, you are given a 300GB cap no matter which data speeds you choose (for example, 10meg plans have the same caps as 75meg plans).

If Comcast is going to enforce a usage cap, it should apply to ALL services and be scaled properly. Placing an 300GB cap across all plans no matter what services you have (while exempting their own services) is just a scheme to generate more revenue, and has nothing to do with network limitations. The whole plan is a rate hike in disguise.

Ticket: # 644223 - Data Caps

Date: 11/8/2015 1:21:16 PM

City/State/Zip: Blacksburg, Virginia 24060

Company Complaining About: Comcast

Description

The internet service provided by Comcast does not actually work as described. They have started to institute a policy in which the policy holder pays for the speeds and for the amount of data they use after a certain point, but that is advertised nowhere in Comcast's description of services. Furthermore, their service is not for data used, but for the speed at which the data is available to the user, so charging for the amount of data used would be disingenuous. On top of that, they have started a policy in which all of their streaming services do not count against the amount of data that a user has used, but the streaming services not run by the company do, which will make their data plans obsolete in the next five years, as many streaming companies (such as Netflix) are going to have much higher quality in their streams, using more data and passing that price on to the consumer accidentally through Comcast. This violates the spirit of Net Neutrality, as it starts to form a monopoly on internet services by several large conglomerations.

[Ticket: # 644315 - Comcast Violating Net-Neutrality](#)

Date: 11/8/2015 3:20:03 PM

City/State/Zip: Chicago, Illinois 60612

Company Complaining About: Comcast

Description

I fail to see how Comcast throttling, capping people's internet usage and doing all of this in non-competitive markets is not violating net neutrality rules? People should have an opportunity to choose their isp, not be forced into gouging prices and UN-fair "fairness" practices!

Ticket: # 644321 - Comcast Data Cap

Date: 11/8/2015 3:27:51 PM

City/State/Zip: Little Rock, Arkansas 72202

Company Complaining About: Comcast

Description

Comcast is imposing a data usage plan in my area, citing fairness of use. As one of the higher users, I save money by using streaming services instead of Comcast channels. A data usage plan with extra charges will actually unfairly restrict my choices. This restriction is due to the effect of the data usage plan policy employed by the ISP. Of note, Comcast has not published whether or not their channels, own streaming service, or own on-demand services consume data under the usage plan. I only presume that Comcast's own services would not consume data monitored by the plan. This is, in practice, preferential treatment of services based on provider or source. I make the complaint that Comcast is undermining net neutrality with the imposition of tiered service relative to usage as they already have tiered service relative to speed.

There are limited internet service providers in my building, though others are available in the region, that infrastructure does not exist in all locations. Comcast has a de facto monopoly in those locations. As such, and with the FCC recently commenting that they will describe broadband access as a utility, I make the complaint that Comcast is conducting business in a monopolist manner in my market with what amounts to a rate increase.

[Ticket: # 671480 - internet cap](#)

Date: 11/22/2015 9:44:53 PM

City/State/Zip: Brodnax, Virginia 23920

Company Complaining About: Bit Comications

Description

bit comuncations bracey va first it was unlimited data 3mbs for 50.00 a month and now its 50.00 for amonth for only 10gbs of data i want unlimited like they promised

[Ticket: # 644679 - Net Neutrality](#)

Date: 11/8/2015 10:14:03 PM

City/State/Zip: Noblesvill, Indiana 46060

Company Complaining About: Comcast

Description

Comcast is threatening to charge for data usage. I subscribe to their tv and internet service but still watch netflix and Hulu. I do not want to pay for additional usage if I already subscribe to their TV service

[Ticket: # 644719 - Net Neutrality violations](#)

Date: 11/8/2015 11:36:48 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Comcast

Description

Comcast is violating net neutrality by charging consumers at particular amounts but not considering services they offer as part of the cap. They are doing this in several "test" markets now but it is quickly becoming the rule, not the exception.

[Ticket: # 644739 - Comcast data caps](#)

Date: 11/9/2015 12:08:47 AM

City/State/Zip: East Stroudsburg, Pennsylvania 18301

Company Complaining About: Comcast

Description

Let me start out by saying I am not a Comcast customer. But I feel their new policy which limits users to 300 gb of data before being charged is ludicrous. Comcast has admitted that this cap serves no technical purpose, and it is clear they are using their position as a monopoly in some regions to extort money out of their customers. Please put a stop to this. It is not fair to the customer - who should come first, not the large corporations.

Ticket: # 644875 - Comcast Data Cap Limit

Date: 11/9/2015 9:22:56 AM

City/State/Zip: Ft. Meade, Maryland 20755

Company Complaining About: Comcast

Description

This absurd attempt at extortion IS coming to all of us, probably sooner rather than later. I know a lot of people nearby though that aren't so fortunate, they are basically going to be forced to swallow this BS if they want broadband internet. This isn't fair to any customers, and especially to those that seek alternatives to high cable TV costs and choose the internet as their alternative. I can see those people suffering most from this, and I see this as Comcast's way of wringing every cent out of those people who were looking to avoid or at least minimize that in the first place as best they could.

[Ticket: # 644931 - Blacklisted](#)

Date: 11/9/2015 10:37:57 AM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

We were never informed of any such activity which would warrant blacklisting. We reside in Oregon but have an I.P. registered in New Jersey.

[Ticket: # 645092 - Utilizing IP6 as excuse for Paid prioritization](#)

Date: 11/9/2015 11:36:15 AM

City/State/Zip: Vega Baja, Puerto Rico 00694

Company Complaining About: Liberty Puerto Rico

Description

As of June 2015 Liberty cable began its transition to IP6. Prior to this transition access to home-based security systems was permitted with no restrictions. As of June 2015 liberty informed its clients that as part of this transitions all clients who wished access to home-based security systems would need to purchase more bandwidth or a static IP.

To the date of the this complaint, I can find no evidence of IP6 anywhere nor have I obtained from Liberty Cable a technology based explanation as to the non-existence of IP6, NAT64 or why I must pay extra for something which totally inherent to the protocol stack.

Attached is a screenshot of my router (No IP6)

Attached is the Liberty advisement of IP6.

[Ticket: # 645127 - Comcast Data Cap](#)

Date: 11/9/2015 11:47:52 AM

City/State/Zip: Greeneville, Tennessee 37743

Company Complaining About: Comcast

Description

Comcast is capping internet data at 300 GB, without demonstrating, and flatly stating, that the reason is not network congestions. Previously, the cap was not enforced.

[Ticket: # 645159 - Net Neutrality vs TW rates for speed](#)

Date: 11/9/2015 11:58:03 AM

City/State/Zip: San Diego, California 92122

Company Complaining About: Time Warner

Description

According to statements in the Net Neutrality file attached: Broadband providers will not be allowed to degrade access in exchange for payments, however, Time Warner appears to be doing that exactly based upon the pricing file also attached. I don't see how the exclusive supplier of Broadband access in my area is following the Law.

Ticket: # 648076 - Overage

Date: 11/10/2015 1:34:26 PM

City/State/Zip: Magnolia, Arkansas 71753

Company Complaining About: Sudden Link

Description

They claim only 5% of customers will be affected by their data limits, which is a lie. Now everyone who is streaming is getting calls from them threatening to charge overages unless they upgrade to a more expensive plan.

Ticket: # 645424 - Comcast Tiering Data and Excluding Competition

Date: 11/9/2015 1:14:39 PM

City/State/Zip: Lexington, Virginia 24450

Company Complaining About: Comcast

Description

I live in an area where Comcast is the only cable provider. There is no other internet service that would allow me high speed internet and video streaming in Central Virginia.

Comcast is going to implement tiered service which would force me to limit my current internet usage and negatively affect my life. I feel that Comcast should not be allowed to monopolize areas so that there is no competition because they will continue to raise rates and limit services.

Ticket: # 653647 - Exede Internet

Date: 11/12/2015 11:08:29 PM

City/State/Zip: Elkton, Kentucky 42220

Company Complaining About: Exede Internet

Description

Hi I am the son of my mother an she pays for the 10gb plan of exede internet supplied by via sat Inc for the first year of our service it was great our speeds were good an everything except for the same problem we have now our plan has 10gb but for some reason they miss count our data we could watch 1 hour of 360p YouTube video which is about 256megabyts but they will say we have used 1 gb I go to trade school ok the exact measure ments of data an a gigabyte is 1024 megabytes an now to my next complant is our speed we use to get 12mbps+ for the first year an that is a great speed if you ask me but now after one year our max speed is about 5mbps an that's if we are lucky yes I have called an asked why our speeds are like this an they say it's network congestion however I speed tested out Internet speed threw speedtest.net an then my friend tested his he live in the same county on the same Exede beam I do an he go 12mbps an I got 2.65 Mbps like I said an now I have looked around an everyone online is saying after your first year that they have slowed down like crazy also an once we are passed our data limit we get .46 Mbps down an 5 Mbps up seriously seince when is your upload speed faster than your down load speed they have ripped us off an they need to be looked into I can't even do my school work an it's Plato learning it doesn't require that much this service is trash an now we are stuck with this service for one more year It is completly stupid that there is a limit on data in the USA in the year 2015 it's pushing us back an it's not fare to people how live in rural area an don't get me started on their ping but I understand that can't be helped by the data has to travel from the satellite in space to my ground unit AT&T isn't offered out here an neither is cable but there is a company called fastnet wireless that uses pin point location to supply you with Internet from towers they have installed near by there speeds are from 1Mbps to 8Mbps an it's unlimited I am complaining because we don't even get what we pay for they should not sell you a service if they can supply it an they need to be finned for its crime against its customers

[Ticket: # 666323 - Internet as utility](#)

Date: 11/19/2015 3:49:27 PM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Comcast

Description

Internet should be regulated as a utility

Ticket: # 645854 - ComCast XFINITY Data Caps

Date: 11/9/2015 3:14:56 PM

City/State/Zip: Gray, Tennessee 37663

Company Complaining About: Comcast

Description

We were recently notified via email that effective 01DEC2015, we will be subject to a 300gb data threshold by our ISP, ComCast xFinity. Less than 30-days notice, before the implementation of this cap implies a rather unscrupulous business practice at best, and outright deceit at worst.

Nothing has changed for ComCast except their ability to get an additional \$30 per month from customers in these "trial" areas. Their infrastructure is unchanged. Their network traffic is unchanged. Their costs and maintenance are unchanged--yet they feel the need to arbitrarily charge consumers an extra \$30/per month for what they have already. This is unacceptable.

Also, if these are simply "market trials" that would imply that they're only going to be around for a limited-time, much like EVERY other "trial" offer. Yet, these data-caps have been in place in some areas since 2012, and have only been expanded.

So which is it? IS this only a trial and ComCast plans to stop this ridiculous practice or do they plan to expand it to ALL they're customers?

In my small town of Gray, TN (population 1222), ComCast says this small town consumes the majority of its bandwidth in this area. Absurd. There is a large industrial complex and Citi-Bank call center here in town, which I'm sure is responsible for a lot of bandwidth usage; but why penalize residential internet customers because commercial customers strain the network. There is no way that 1222 people (not all of whom even HAVE internet) can cause enough data usage that ComCast punishes us by capping our CONTRACTED service plans.

Please look into this matter.

[Ticket: # 646041 - Comcast data caps and home security](#)

Date: 11/9/2015 4:00:37 PM

City/State/Zip: Little Rock, Arkansas 72207

Company Complaining About: Comcast

Description

I am filing a complaint against Comcast's new 300 gig data limit, which is nothing more than a stab at its competition. Customers should be offered more service for their money- not less. I also have problems with my home security system almost daily, with the camera not working or log in problems. Their solution is always the same- turn it off and back on, and they never offer to send a tech out to diagnose.

Ticket: # 646064 - Open Internet and Data Caps

Date: 11/9/2015 4:07:09 PM

City/State/Zip: Dekalb, Illinois 60115

Company Complaining About: Comcast

Description

Hello, as I am writing this I am a subscriber to a 3mb/s cable connection from comcast, a 6mb/s DSL connection from a local provider, and around 35mb/s LTE connection on my phone. I use lots of EA's online services and their game platform (origin) and have noticed one issue in particular. No matter how fast of a connection I am on, The Simpsons Tapped Out game takes around a minute and a half to load. When i switch to my comcast 3mb/s(with ~50ms of latency) connection the game instantly loads. I have proven this even on our 1gb/s(3ms of latency) fiber connection at work, or even my 40mb/s(35ms of latency) Tmobile LTE connection. I am willing to provide videos of this blatant "paid fast lane" that is harming the general public and their ability to receive restriction free internet browsing.

[Ticket: # 646093 - Comcast's new 300GB data cap is anti-consumer](#)

Date: 11/9/2015 4:19:23 PM

City/State/Zip: Sarasota, Florida 34243

Company Complaining About: Comcast

Description

Hello,

I'd like to write to you to complain about Comcast's plan to cap data at 300GB a month for consumers. This is a clear violation of net neutrality. They do not count their own Xfinity-based services against this cap, effectively creating an anti-competitive atmosphere for other internet-based media providers (such as Netflix, Hulu, etc.). Because of the monopoly status of Comcast, they are free to change their business practices to the detriment of their customers, and their customers do not have any power to change providers. I plead with the FCC to reign in Comcast before they push even more providers out of business with their anti-competition practices. They are bad for the American consumer, they are bad for American business, and they are a blight on the American society. Thank you for your time.

Ticket: # 646419 - Comcast Blocks HBO GO on PS4

Date: 11/9/2015 5:52:36 PM

City/State/Zip: Matteson, Illinois 60443

Company Complaining About: Comcast

Description

The HBO GO app was released on the Playstation 4 system 8 months ago. For 8 months, Comcast has blocked the app from working. I don't understand how this is possible, while all other cable providers work seamlessly together.

Ticket: # 646272 - Comcast Data "Caps"

Date: 11/9/2015 5:12:53 PM

City/State/Zip: Richfield, Minnesota 55423

Company Complaining About: Comcast

Description

Hello,

I am concerned about the recent news of Comcast implementing 300GB caps on usage, with customers forced to pay for usage over the cap. This is tantamount to violating net neutrality, as it is inevitable that Comcast will begin allowing services to pay them for free data usage (read: T-Mobile Music). Since Comcast owns media companies, it is not difficult to imagine Comcast allowing free data usage for NBC and Hulu apps; this is a clear violation of net neutrality as they will be prioritizing traffic based on how much the market will pay for such access. Please do not allow Comcast to implement these free-speech-destroying "caps" and restore order to the Internet market. That monopolies (in certain cities) such as Comcast are allowed to unilaterally implement these caps on consumers is unconscionable.

Ticket: # 646324 - Cox Internet Usage Cap

Date: 11/9/2015 5:26:07 PM

City/State/Zip: San Marcos, California 92069

Company Complaining About: Cox

Description

Cox Internet in San Diego has a stated internet usage cap that is currently not being enforced. However, as this cap seems to be part of my "agreement", I'm constantly expecting to be hit with massive overages every month as I am always over the cap. I have, to date, been lucky that the caps have not been enforced as the price for overages is absolutely absurd and in no way representative of the actual cost to deliver data (which is minuscule).

Furthermore, there are select Cox services that are exempt from this cap and I believe this violates the principles of net neutrality.

Attached is a screenshot of the Cox help page with details on the cost for overages and the exemptions to the cap.

Thank you,

(b) (6)

Ticket: # 646431 - Comcast Data Cap - aka Data Plan

Date: 11/9/2015 5:58:07 PM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

I live in Atlanta, GA and have comcast/xfinity internet. We have a cap of 300gb before overage fees kick in. It is not difficult to surpass this cap with netflix, xbox one, tablets and iPhones. My son downloaded two games and we reached out cap by the 15th or so of Oct. Comcast has admitted this has nothing to do with congestion and all about increasing revenue.

I have tried to change internet providers and this is an even bigger issue. Only AT&T offers internet in our subdivision; not much of a free-market when you only have one other option. (Comcast at 25mbps and up or AT&T at 6mbps)

[Ticket: # 646450 - Comcast](#)

Date: 11/9/2015 6:03:09 PM

City/State/Zip: Marion, Mississippi 39342

Company Complaining About: Comcast

Description

I'd like to file a complaint against Comcast for their policy of limiting their customers data usage and then charging them for overages. These limits are completely artificial and the only reason they can get away with it is because they have a monopoly in most areas. Someone like myself cannot fight back by canceling service because I need an internet connection for my job, and there is no alternative in my area. Please do something about this criminal behavior.

[Ticket: # 646600 - Data usage metering with Comcast](#)

Date: 11/9/2015 6:50:04 PM

City/State/Zip: Snellville, Georgia 30078

Company Complaining About: Comcast

Description

Where prior to September, my usage of internet data was less than 4G (out of allocated 300G) as shown on Comcast website, this newly monitoring has shown my usage to skyrocket to past 300G, when I use the same devices and same habits of use of internet data, such as streaming. I'm highly suspicious that these new figures are cooked up by the service provider. No logical explanation has been offered from my calling and questioning Comcast.

Please help. The internet blogs have already brought immense complaints from other Comcast customers

[Ticket: # 646544 - Comcast's Data Plans](#)

Date: 11/9/2015 6:34:24 PM

City/State/Zip: Aurora, Colorado 80018

Company Complaining About: Comcast

Description

Comcast Xfinity's 'Data Usage Plans' are anti-consumer, monopolistic, and by Comcast's own admission serve no technical purpose. These plans, which may be implemented in my area within the next year, will increase the cost of my internet access beyond fair or reasonable levels. Internet should be classified as a utility and other companies should be allowed to offer internet service in my area. Comcast's policies are frankly ridiculous.

Ticket: # 646940 - Blue Ridge Cable Capping Internet Services**Date:** 11/9/2015 8:52:40 PM**City/State/Zip:** Wellsville, Pennsylvania 17365**Company Complaining About:** Blue Ridge Cable/penteledata/pencor Services, Inc.

Description

When I began service with Blue Ridge Cable they utilized an "on peak" (5pm-1am) volume cap and unlimited "off peak" volume service. Then in late 2012 - early 2013, they switched policies without notifying customers to a flat 250GB monthly volume cap. At that time, I filed a formal complaint with the BBB and Blue Ridge Cable/PenTeleData returned to the previous "on peak/off peak" scheme with a new (much higher) "on peak" cap of 250GB/month. Recently, Blue Ridge Cable/PenTeleData has returned to their old ways and have recently implemented a tiered monthly volume cap (500GB/month with 15mbps/2mbps service). I reopened my previous complaint with the BBB about this. Initially, Blue Ridge Cable/PenTeleData would respond to my complaint and now they have simply ignored it. This has caused the BBB to close the complaint with a "Unresolved" status. I have attached my full BBB complaint to this complaint. I have also contacted my local municipality about this issue and the officials there are sympathetic and claim that their hands are tied. My township supervisors have offered to draft a letter of support for my issue, unfortunately the letter is still being written.

My complaint is that I would like to see Blue Ridge Cable/PenTeleData stop attempting to use volume capping policies and attempt to compete on service quality and price with other service providers in the area. Unfortunately, Blue Ridge Cable/PenTeleData operates an effective monopoly on broadband service in my area (no other wire-line services are available). I will also accept Blue Ridge Cable/PenTeleData returning to the "on peak/off peak" volume capping.

Ticket: # 647027 - 300 GB Data Cap

Date: 11/9/2015 9:33:13 PM

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

Hello,

Recently, I have been made aware that my plan now includes a cap of an arbitrary amount of 300 GB per month. Last month, I was warned that I was getting close to my cap and that I would be charged extra on my bill should I go over that cap.

Last week, I purchased a video game through the Steam digital content service. The download for the newly released game was 50 GB - or one-sixth of my entire month's cap.

I researched and found out that these "trial runs" in other cities have in fact continued in perpetuity which makes me fear that this cap will never be lifted. Future decisions on purchasing digital content will now be curtailed due to an ever present concern of being overcharged for a service that has never had such a restriction before.

[Ticket: # 647099 - Comcast Data Caps](#)

Date: 11/9/2015 10:15:24 PM

City/State/Zip: Orem, Utah 84058

Company Complaining About: Comcast

Description

Why is this legal? It had admittedly bring to do with network congestion. They are charging Netflix and streaming users more.

[Ticket: # 647496 - Comcast Internet Data charges](#)

Date: 11/10/2015 10:25:09 AM

City/State/Zip: Franklin, Tennessee 37064

Company Complaining About: Comcast

Description

I have a Comcast account in Tennessee and Arizona. Comcast is starting a trial in several cities that will charge customers for data usage in excess of 300 GB PER MONTH. This is outlandish and is an attempt to charge customers more even though Comcast has significant Data to sell. Although the trial will not impact me at this time, it would impact me negatively if the trial turns into a policy.

Ticket: # 647881 - Comcast data caps are illegal, anticompetitive and monopolistic

Date: 11/10/2015 12:48:15 PM

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

Hi,

As a network engineer, I find comcast's practices absolutely outrageous. They only do this in places where there is no competition (my "choices" are 75Mbps comcast or 6Mbps AT&T, which is not broadband at all).

Of course, Comcast's own video services don't count against the cap, while Netflix, Hulu and a thousand others do. This is completely against net neutrality. Heck, under their new plan, I'd be paying \$8/month to Netflix and \$30-\$35 EXTRA to Comcast just for the privilege of using them! That is absolutely insane.

Here, read this:

<http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion>

Please do something. You are our only hope.

[Ticket: # 651129 - Data limits](#)

Date: 11/11/2015 8:06:13 PM

City/State/Zip: Conifer, Colorado 80433

Company Complaining About: Rise Broadband

Description

I don't think there should be a limit on the amount of data I'm allowed per month with my Broadband internet service.

Ticket: # 648312 - Comcast - Different level of service for customers with rented equipment over owned equipment

Date: 11/10/2015 2:56:20 PM

City/State/Zip: Champaign, Illinois 61821

Company Complaining About: Comcast

Description

Comcast has a quick and cost-less solution to their technical issue if I were to have rented their modem and router. Since I own the modem and router they need me to replace them at personal cost, despite no mechanical issue with the router or modem.

The technical issue is that they do not offer access to the technicians that have access to their production-environment DHCP servers to residential customers, only business customers. So for residential customers they execute a hardware-swap work-around at the customer's end of the connection. Without having access to change and release MAC address registrations on their DHCP server they execute a work-around by installing new hardware, with new MAC addresses.

Rental charges quickly add up the MSRP of the equipment within, on average, less than a year. They often expect the equipment to last for multiple years, accounting for a large profit motive. For them to then offer preferential service levels to the customers fitting the profit motive is clearly unjust and unfair.

I understand it takes a bit of perspective on their billing/rental model for equipment to see the discrepancy in services offered, but upon the Comcast representatives being given this issue, they refused to comment on if their Policy was in compliance with the FCC and the Open Internet order given their status as common carriers.

The most recent Points of Contact I had were Tier 2 of Comcast Customer Security Assurance which is also the Points of Contact for their registration with ARIN (American Registry of Internet Numbers). I also believe this to be in violation of the terms of their Franchise Agreement here locally and will contest it on those grounds as well.

Ticket: # 648454 - Comcast Data Cap

Date: 11/10/2015 3:37:15 PM

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

I learned last month that Comcast would start limiting internet usage at 300 GB a month, after which a charge of \$10 is implemented for each additional 50 GB used. I received a new modem to upgrade the system as well. Since the upgrade, internet speed has dropped significantly and the service has been slower than ever. Yet, the cap on data usage seems unfair and outrageous, There is not really a way to monitor the usage. Comcast indicated my usage was way below the 300GB limit, but in the first month of implementing the cap, I was notified that I was over the limit with a few days left in the month. My original package included unlimited internet and it does not seem legal for a company to simply change terms without my consent. I appreciate any assistance with this issue.

[Ticket: # 649257 - Bandwidth CAP with all providers at new address](#)

Date: 11/10/2015 7:48:58 PM

City/State/Zip: Leander, Texas 78641

Company Complaining About: Sudden Link

Description

All providers at my new address have bandwidth CAPs (AT&T and Sudden Link). This effectively denies me from using other paid internet TV services such as SlingTV and Netflix. I should at least have a choice to avoid these caps.

Ticket: # 649302 - Clear and Definite Net Neutrality Violation**Date:** 11/10/2015 8:18:58 PM**City/State/Zip:** San Diego, California 92122**Company Complaining About:** T Mobile

Description

T-Mobile's new policy of unlimited data for certain streaming video sources (as well as the existing policy of unlimited data for certain streaming audio sources) is a clear violation of the principle of net neutrality. They are treating data from different sources differently. While this may look consumer friendly at first glance, it is anti-competitive and practices like this can prevent disruptive innovators from emerging in the market. T-Mobile is gaining a lot of power when they get to choose which streaming services count towards your minutes and which ones don't, and this will hurt consumers in the long run. People should be able to choose streaming services based on their merits, rather than by which ones T-Mobile decides are acceptable.

[Ticket: # 671248 - Verizon Wireless Blocking WiFi tethering apps](#)

Date: 11/22/2015 4:34:11 PM

City/State/Zip: Borger, Texas 79007

Company Complaining About: Verizon Wireless

Description

Verizon Wireless has blocked the app FoxFi. Which I use to supply my family with wireless internet as I live in an area where no other internet is available.

[Ticket: # 654166 - will not allow me to go to my verizon accountfor the past week.](#)

Date: 11/13/2015 11:52:15 AM

City/State/Zip: East Orange, New Jersey 07017

Company Complaining About: Verizon Wireless

Description

no service on myverizon account

Ticket: # 649634 - Capped data

Date: 11/11/2015 1:02:13 AM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: Comcast

Description

Comcast/Xfinity is capping monthly data to 300GB/month. Streaming Netflix most nights of the week and daughter watching some youtube videos on my iPad leaves little space for comfort. Unable to feel comfortable to download updates on phones, tablets and computers without going over and getting charged extra fees is very frustrating and limiting.

I was also told by Comcast/Xfinity that this was always been like this but I feel I was lied to as I have tried to lessen my usage over the past month after going over on data the month before and I'm still trending on hitting 300GB before month end. Other than working on lessening my usage, there has been no other changes on my internet usage.

(Account is in wife's name, I am authorized on account)

[Ticket: # 671310 - Verizon blocking WiFi tether](#)

Date: 11/22/2015 6:09:32 PM

City/State/Zip: Halifax, Virginia 24558

Company Complaining About: Verizon Wireless

Description

Verizon has once again blocked my WiFi tethering app.

[Ticket: # 649703 - Comcast Data Caps violate FCC terms because Comcast streaming video doesn't count](#)

Date: 11/11/2015 9:12:38 AM

City/State/Zip: Horsham, Pennsylvania 19044

Company Complaining About: Verizon

Description

Comcast is violating the FCC regulations by offering its streaming video service (on computers, streaming devices) that do not count towards their cap. Netflix and other streaming services are placed at a disadvantage because their data can be charged for.

[Ticket: # 649904 - AT&T Account Emails When Not a Customer](#)

Date: 11/11/2015 12:04:19 PM

City/State/Zip: Schaumburg, Illinois 60173

Company Complaining About: AT&T

Description

AT&T Account Emails do not include unsubscribe functionality, and they're emailing me despite not being a customer. Any exception to unsubscribe functionality must be limited to actual customers, which I am not, and I cannot stop them from sending me emails that are not intended for me.

Ticket: # 650017 - Internet Caps

Date: 11/11/2015 12:48:26 PM

City/State/Zip: West Palm Beach, Florida 33412

Company Complaining About: Comcast

Description

Comcast has recently announced that they will charge additional fees for bandwidth usage beyond 300GB. Their own TV service, which is digital and uses the same bandwidth pool does not count toward the limit. This is a clear antitrust violation, because Comcast is using it's monopoly power in the Internet service business to adversely harm competitors in the television/video content business (Netflix, Amazon, YouTube, etc).

If Comcast wants to make up lost revenue from so-called "cord cutters", it needs to up its game and compete fairly on video content, rather than trying to charge it's Internet customers additional fees because they are choosing to buy video services from video competitors that have proven themselves to be better companies.

The fees Comcast charges for their speed tiers are already exorbitant compared to other countries. Now they want more fees for my actually USING the internet that I've already paid for access to?! No, I don't think so!

The FCC needs to intervene and block Comcast from implementing this plan.

Ticket: # 650146 - Comcast Internet Cap

Date: 11/11/2015 1:45:14 PM

City/State/Zip: Pembroke Pines, Florida 33026

Company Complaining About: Comcast

Description

Not only do I feel the internet is completely unfair. I have reason to believe that comcast is not calculating our Internet usage accurately. For the past month I have used my TMobile hotspot as my Internet on my desktop and we have not streamed or logged onto our WiFi at all. Yet my Xfinity internet usage meter shows we have used almost all 300 GBs allowed for the month of November and it's only the 11th. How is that possible? We don't have home security cameras or anything like that. So this shouldn't be happening. When I contact comcast all they do is put the blame on me.

Ticket: # 651445 - Further ISP complaint

Date: 11/12/2015 12:34:36 AM

City/State/Zip: Marana, Arizona 85658

Company Complaining About: Comcast

Description

As is noted in ticket #402858 my family has had reoccurring drops in data as well as constant flow speeds in the past. Now Comcast has decided a 350 GB limit on our internet activity, this is unacceptable. Not only do I have inadequate service but now they are limiting my service. Any streaming will go through this cap very quickly as well as, I work from home using the internet connection throughout the day. Comcast is the only ISP available in our area for our needs. Comcast argues these caps bring fairness yet they have no proof nor credence to this claim.

I would like the FCC to keep my complaint on file to be used against Comcast given the need. We are very disappointed.

Noted in ticket #402858 no response was received from Comcast by mail as was told would happen.

[Ticket: # 651587 - Comcast Net Neutrality](#)

Date: 11/12/2015 9:53:31 AM

City/State/Zip: Fort Wayne, Indiana 46804

Company Complaining About: Comcast

Description

Comcast is now charging people extra for data that should be unlimited. This should be regulated by the FCC. Many people have no option other than Comcast in their area and you're allowing them to charge whatever they want and switch their billing policies. It's pretty disgusting.

Ticket: # 651817 - Comcast Internet Data Cap "Trial"**Date:** 11/12/2015 11:53:22 AM**City/State/Zip:** Franklin, Tennessee 37067**Company Complaining About:** Comcast

Description

Since 2012 Comcast has had a "data usage cap trial" in place in Nashville Tennessee where I am currently a resident. The usage cap is currently set at 300 GB (with an option to go unlimited for an additional 30-25 dollars per month). Comcast also places xfinitywifi hotspots on all of their provided routers which any of their customers are able to use, which if you have one of their customers connected to the xfinitywifi hotspot on your router is using your data and causing you to possibly have to pay for overages. This is hardly fair. When I addressed this issue with their customer service I was told that other peoples traffic would not affect our overages, I questioned how this is in line with net neutrality laws (as it is technically giving some level of preferential treatment to different traffic) and was not given a clear answer. Additionally This "trial" has been going on for 3 years now and has been extended to multiple other states. At this point it is clearly not a trial but instead a phased roll out of a policy intended to avoid the attention of regulators such as yourself. Finally the 300GB allowance is paltry at today's standards, Many video games download size averages at 30-35 GB (which is 10% + of the allowed limit) not to mention streaming video from sites such as Netflix can cause daily usage to spike at 15 - 20 GB per day. It is important to note that data usage from Comcast provided services (such as the xfinity TV app available on xbox) does NOT count against data usage. This seems to me as a way to avoid net neutrality laws and still provide favoritism towards different types of traffic and consumers.

Ticket: # 652338 - Time Warner Cable in New York City is throttling my legitimate bittorrent traffic

Date: 11/12/2015 2:17:19 PM

City/State/Zip: New York, New York 10016

Company Complaining About: Time Warner

Description

I am downloading the archive of Geocities webpages (see http://www.archive.org/index.php?title=GeoCities#Articles_about_the_torrent_release). I am going to use its contents for an art project. The torrent file is well seeded and was downloading at nearly 5 megabytes per second (that's megabytes, not megabits) and uploading at 2 megabytes per second. Now it is downloading at 9.7 kilobytes per second, and it can no longer upload.

I have attached 4 screenshots:

1. The download speed I am currently getting according to Time Warner Cable's speed test tool (193.94 megabits per second).
2. The upload speed I am currently getting according to Time Warner Cable's speed test tool (19.87 megabits per second).
3. A screenshot indicating my current service plan (Ultimate 300, "the fastest available in my area")
4. A screenshot of my BitTorrent client, which indicates I am getting download speed of 9.0 kilobytes per second and no upload speed. Notice that the torrent indicates it was added to the software on '11/12/15 1:31 AM', and that I've uploaded 8.4 gigabytes in that time. Also notice that I currently am interacting with 6 out of a possible 14 peers, yet my upload speed is 0 (even though there are obviously peers for me to upload to).

I've restarted my bittorrent client several times to rule out the possibility of reduced speed from software error. I've also attempted downloading the torrent in a different bittorrent client to rule out reduced speed from software error. I still get slow download and upload speeds.

[Ticket: # 652400 - Open Internet](#)

Date: 11/12/2015 2:42:09 PM

City/State/Zip: Denver, Colorado 80209

Company Complaining About: Comcast

Description

I have had 6 different Comcast tech's come to my apartment. 3 of the tech's have requested a bucket truck to replace the cables on the roof of my building. The 3 tech's told me that was the problem with my service. They have still not sent a bucket a truck.

I assume this is a creative way to get around the Open Internet requirement from the FCC.

Ticket: # 652408 - Data Caps

Date: 11/12/2015 2:43:46 PM

City/State/Zip: Saint Joseph, Missouri 64507

Company Complaining About: Sudden Link

Description

Internet cap shouldn't exist because it doesn't cost them any more to give us more Internet they are just double charging

Ticket: # 652874 - Dish slows down my internet after X amount of data is used

Date: 11/12/2015 5:25:29 PM

City/State/Zip: Stephenson, Michigan 49887

Company Complaining About: Dish Network

Description

Why is it legal for Dish to limit my internet use, and/or slow down my service if I exceed what they decide is all each customer can use? Not only am I uncomfortable with them monitoring my internet use, what is the cost to them for limiting my access?

It's bad enough that I need to call them every 2-3 months to fix my tv bill; deceitful and unethical billing practices, now they monitor my access to the internet as well.

Big business has gone too far!

This violates my rights and I hope you will fix this as soon as possible.

Ticket: # 652983 - Comcast Service and connectivity

Date: 11/12/2015 5:57:13 PM

City/State/Zip: Boynton Beach, Florida 33473

Company Complaining About: Comcast

Description

We saw all kinds of specials online and received them in mail so we thought we'd get this internet service. We tried using their unusable website so had to call (red flag 1). Of course getting a live customer service rep on the phone is near impossible (red flag 2). Once we get them on the phone they tell us our area doesn't apply to any specials (so why do they send specials mail to our area if not applicable?) and our monthly cost will be triple what the specials are (red flag 3). We still proceeded since a neighbor said it is so fast and our current internet service is unusable.

The tech was here for 2+ hours, end of shift and wanting to go home. There were issues and we were immediately told there would be an extra \$45 charge. We were apprehensive but said ok (red flag 4). At the end of the appt we were then told it will be a \$70 extra charge (red flag 5). The tech had me pull up Google on hard line- main Google page appeared-which was probably still cached). He did not have me test wifi. He left.

Five minutes later I tried wifi- no internet connection. Went back and re-tried hard line- not working. I called customer service the next morning. Painful slow process to speak to someone who cannot speak English well (red flag 6). He trouble shooted for 30 min, couldn't help, told me they would charge me to send a tech back out (WHAT?!) (red flag 7). I said unacceptable and escalated to supervisor (very difficult process). Supervisor starts all over and tries all same troubleshooting. Now- 75 minutes into call and still can't resolve. He then says he is checking into something and puts me on hold. Next thing I know an entry level customer service rep from Acer (my computer company) comes on the line. I had no idea I wasn't on the phone with Xfinity/Comcast any longer. They just pushed me off to another company and it is not a computer issue- it is a Comcast issue. I had to call back, through everything all over again to start over with a new barely English speaking customer service rep. She refuses to escalate my now 2 hour call to a supervisor and says she will schedule a tech to come out three days later, and there may be extra charges. I pretty much lost it at that point.

I requested to transfer to billing. The billing person was nice but of course my order and charges are not in system yet. I told her we absolutely will not pay additional charges for next visit and that I want additional charges from install also waived. Nothing can even be done since system not updated. I'm quite sure they will try to charge all the additional fees once account updated and I will have to go through it all again with billing.

At this point- no internet. I work from home and am unable to work until they come back.

Additionally, they do not prorate first monthly fee, are going to charge full month for only 10 days of service in billing cycle, which- now if fixed when they come back- will be only 6 days of billing cycle. I will not be paying full month no matter what I have to do to make that happen!

This company is horrific, customer service is clearly offshore and has no ability to assist or route escalated issues, supervisors are not any better. I plan to report this company everywhere I possibly

can. We will see if they resolve the issue and discount/waive fees for this complete lack of service. If they do, I may update my reviews.

Of course, as an additional issue, they have a cable crossing my entire yard. I was told by the technician that a separate crew would be here within 2 days to bury the cable. Four days later now- I called and SURPRISE there is no appointment scheduled to come bury the cable. So now they are supposed to come next week. The bad service just keeps coming!

[Ticket: # 653314 - Data Caps - Unfair](#)

Date: 11/12/2015 7:48:52 PM

City/State/Zip: Delray Beach, Florida 33445

Company Complaining About: Comcast

Description

Comcast is testing rolling out extra charges for consumers who go over 300GB per month. This extra charge amounts to insane markup of services that cost Comcast literally nothing.

This type of greedy policy, Comcast's utter lack of competent customer service and the absolute lack of competition in the ISP market makes for a complete violation of ethical business practice. Consumers are getting the short end of the stick in this country when it comes to home internet services.

[Ticket: # 653406 - TWC poor service and throttling internet](#)

Date: 11/12/2015 8:42:21 PM

City/State/Zip: Overland Park, Kansas 66213

Company Complaining About: Time Warner

Description

Terrible customer service, and somehow even though a speedtest says I'm connected at 100 mbps down/10 up, videos on youtube slow to a crawl.

Ticket: # 654096 - Internet Cap

Date: 11/13/2015 11:23:32 AM

City/State/Zip: Key Largo, Florida 33037

Company Complaining About: Comcast

Description

I pay for monthly internet and being limited by my provider comcast at 300 . We get warnings on the 12th of the month that our plan is 90% . This is a total scam by the provider Comcast. It also limits my use of Netflix , Comcast is being anti competitive by limiting my use . Home internet must be unlimited !!

Ticket: # 654739 - Data Caps / Change of contract after 1 month of service

Date: 11/13/2015 2:34:33 PM

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: Comcast

Description

My fiance and I signed up for unlimited internet service with Comcast on October 7, 2015. Yesterday (November 11, 2015), barely a month after signing our contract, we received a notification in our TV that we have used 90% of our allotted data usage. Comcast has capped our internet access to 300 GB per month.

We signed a contract for UNLIMITED internet usage 1 MONTH AGO!

When we called to complain and insisted that we signed a contract with specific terms for a specific amount of money, they stated that they aren't changing our contract because if we pay an extra \$30.00 / month, we can have our original unlimited data.

When we asked to cancel our contract, we were told that since it is more than 1 month (by 4 days) of the date of signing the contract, we cannot cancel our contract for the next 2 YEARS or we would be in breach of contract and liable for penalties!

How come they are able to make material changes in our service without any penalty! This is completely unfair. We haven't even received yet the notification they apparently mailed, yet our data usage is already at 90% of the allotted threshold.

The call with Comcast, for them to basically tell us there is nothing they are willing to do, and that they can do and charge whatever they want regardless of what they sign, took 2 hours and included many dropped calls and hang-ups from customer service. It is beyond ridiculous.

I am sure that there is a class action lawsuit waiting to happen and I hope the FCC also participates through a lot of fines as this is not only unfair business practices (meant to gouge their customers for more money) and mistreatment of their customers (their customer service is easily one of the worst in the world), but an obvious attempt to restrict competition from online tv providers like Netflix- It flies in the face of free internet!

Ticket: # 654896 - Comcast service (billing, net neutrality, equipment)

Date: 11/13/2015 3:00:29 PM

City/State/Zip: Tallahassee, Florida 32303

Company Complaining About: Comcast

Description

Billing: Comcast claims that the due dates are based on "billing a month in advance." I have received 'monthly' bills due on 10/15/15; 10/30/15; and 11/30/15. There does not appear to be a 'monthly' due date for 'monthly' bills.

Open Internet: Internet speeds are noticeably faster/slower for streaming vs. non streaming content, as verified by visits to speedtest.net while streaming and not streaming.

Comcast also claims that its service is incompatible with the modem I own, despite the relatively consistent service I experience, and continually pressures me to purchase or rent a new modem from them by phone, email, and snail mail.

[Ticket: # 654942 - Data Cap and Speed](#)

Date: 11/13/2015 3:12:54 PM

City/State/Zip: Jonesborough, Tennessee 37659

Company Complaining About: Comcast

Description

This is primarily regarding the new data limit of 300GB per month. I am consistently hitting around 500GB each month and I feel like this is another measure from Comcast to milk the customers for more money and a punishment for customers who stream content vs. customers who get their content through traditional cable. Also I am paying for 75mbps speed on my bill, but for the last year I have only had 25-30 mbps maximum.

Ticket: # 655217 - Internet Monopolies

Date: 11/13/2015 4:58:14 PM

City/State/Zip: Tallahassee, Florida 32301

Company Complaining About: Comcast

Description

I'm writing to voice my concern over Comcast's new data limits. There seems to be no reason for their enactment other than to stifle their competition (e.g. Netflix) and increase corporate profits. I believe that the access to the internet is too important to leave it in the hands of a single company by granting them a virtual monopoly, especially when doing so allows them to unfairly stifle their competitors and extort their customers. Access to the internet should be treated as a public utility due to its ever increasing importance to society. I see access to the internet as being just as integral to living in modern America as access to a sewer system or power grid, so it baffles me why the former are run for the public good and the latter for corporate profit. It's an embarrassment.

[Ticket: # 655265 - Comcast Imposing Data Limits](#)

Date: 11/13/2015 5:14:06 PM

City/State/Zip: Itasca, Illinois 60143

Company Complaining About: Comcast

Description

I have had the issues with comcast providing consistent internet. Through out the month, my internet slows down considerably when I start going past the data limits that comcast would prefer.

Ticket: # 655270 - Comcast is issuing "copyright notices"

Date: 11/13/2015 5:15:27 PM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Comcast is issuing "copyright notices" however after doing a little bit of research, it looks like comcast is issuing this with little to no evidence. On top of this each of these copyright notices will appear in browser on the pages you visit the most.

This can ONLY BE REMOVED IF you sign in with a comcast email and confirm it. Most customers dont even know they have one of these emails, and after 6 of these warnings apparently comcast will sort of "lock" users out of the internet bby constantly redirecting them to a certain page.

I have received 2 of these "warnings" already yet the only other people in my house are my parents who's entire internet browsing activity consists of Facebook and cat memes, and I do not use any torrenting software and own all my software legally.

<https://torrentfreak.com/comcast-sent-1000000-copyright-alerts-to-pirating-subscribers-141109/>

<https://torrentfreak.com/comcast-users-sued-after-ignoring-piracy-notices-150516/>

<https://www.eff.org/deeplinks/2012/03/graduated-response-deal-steamrollers-towards-july-1-launch>

<http://arstechnica.com/tech-policy/2011/07/the-six-ways-you-can-appeal-the-new-copyright-alerts/>

P.S. █████ Comcast. I can't wait for Google Fiber.

Ticket: # 663951 - T-Mobile "Binge On" offering violates "No Paid Prioritization"

Date: 11/18/2015 5:31:55 PM

City/State/Zip: Austin, Texas 78721

Company Complaining About: T Mobile

Description

T-Mobile just announced a "free lane" for affiliated music streaming services, which seems a blatant violation of the third Bright Line principle of Open Internet that you have posted.

Ticket: # 655434 - XXXXXXXX XXXXXXXX

Date: 11/13/2015 6:10:10 PM

City/State/Zip: Fairburn, Georgia 30213

Company Complaining About: Comcast

Description

I have comcast xfinity internet and cable. When I started my services with them my comcast agent had said we had unlimited internet. Now there saying I have a 300 cap. I have been calling for 3 weeks trying to get a supervisor or someone who can go back and look at the recording. Nobody has contacted me back for 3 weeks I have talk to several comcast agents and many were very rude. i have called at least 10 times. Every time I call they keep trying to sell me stuff instead of trying to fix the problem. One person said that they can switch my plan, and I did not receive anything in the mail saying you guys switch my plan. I have only had the service for 3 months. I am a very unsatisfied customer and I feel like I have been deceived.

Ticket: # 655867 - Limiting Bandwidth service

Date: 11/14/2015 1:58:13 AM

City/State/Zip: La Porte, Texas 77571-4161

Company Complaining About: Comcast

Description

I've had internet service with Comcast for over 13yrs.. Back when internet was one price with No download speed limits... Now i'm have problem steaming my Netflix & Amazon Steam.. Now I pay for Both accounts and for What can view it... This has just started happening about 8 weeks ago... So now Comcast is limiting my Bandwidth (why Now after all these Years)... Can you Help?????

Regards, Frustrated in Texas

Ticket: # 655876 - At the mercy of the single ISP in service; new term with data cap

Date: 11/14/2015 2:55:42 AM

City/State/Zip: Troy, Michigan 48083

Company Complaining About: Comcast

Description

My name is (b) and I live in (b) (6) in Troy, MI. When I moved into the apartment, the office employee gave me a Comcast promotion advertisement for a 30 Mbps service for 12 months. I have inquired the office employee about the availability of other ISPs, and learned that Comcast is the only ISP for the apartment complex, and that although ATT U-Verse and Wowway is servicing the areas around the complex, they don't service the apartments because there is no agreement with the property owner and the other ISPs for their lines to be set up.

I have no other options but Comcast if I am to have internet service for my living space. I've been contacted by Comcast employees over the phone for a promotion multiple times near the end of my 12 month service term to inform me of what will happen to my internet service, and what is currently being offered for people at the end of their service terms. I have asked for the service terms in writing so that I may review it, but the Comcast employees said that they are not allowed to send the promotion in writing until I gave a verbal agreement over the phone. They said that if I did not get the new promotion, my price would increase from \$29.99 per month to \$49.99 for 6 months, then another price increase after. I asked the Comcast employee what the promotion offered and learned that the promotion included not just an upgrade to the 75Mbps speed upgrade and basic TV cable, but also a 300GB monthly usage threshold to my service, and I would be charged for any overages. It is also only for 12 months at the promotion's \$39.99 price point, and a price increase after the time period, then another after price increase after 6 months.

Another option would be to stay with my current service term and have my price increased to 49.99 for 6 months and followed by another price increase.

Ticket: # 655952 - Slow internet

Date: 11/14/2015 10:03:28 AM

City/State/Zip: Abilene, Texas 79602

Company Complaining About: Sudden Link

Description

I have a contract wit suddenlink in Abilene, tx for 75 mbs, but I am lucky if a get more than 10 mbs, the problem is even worst at peak hour when I only can get 2 to 4 mbs, the equipment is ok at home I just think that they do not have the network to handle all the customer with high internet, last year they upgrade everybody to 50mbs but this is only a marketing strategy to get more costumers or keep them, since is clear that they do not have the capability to handle this. I am paying 90 dollars per month for a service that with the internet speed that i am getting should not be more than 15/month if I compare them with other companies.

Also customer service is hard i tried once to solve the problem with them but I spent almost two hours without any good answer.

Ticket: # 656136 - Comcast 300GB Data Plan**Date:** 11/14/2015 1:12:46 PM**City/State/Zip:** Paducah, Kentucky 42003**Company Complaining About:** Comcast

Description

Currently have both TV and Internet with Comcast and a family of 5 in one household. This is definitely not enough data allowance and there are no other viable options available. The infrastructure provided by Comcast does not justify the cost of service. I'm willing to pay an additional \$30 monthly for my plan to waive the data usage extra charges beyond their 300GB plan, but it is "not available in my area". This was supposed to be a trial and I believe they should have enough empirical data acquired to stop the trial and formulate a definitive plan so customers can decide if they want to stay with them or not. Calls to their offices and menu selections to "talk" about data usage get routed to a final destination suggesting you call the exact number you dialed. I'm a software engineer and this in our line of work is called an infinite loop.

Ticket: # 656666 - Data usage charges on internet service.

Date: 11/14/2015 9:26:02 PM

City/State/Zip: Sioux City, Iowa 51103

Company Complaining About: Cable One

Description

I have had cable internet service through CableOne since May of the year 2015. I was currently paying \$35.00 a month and then suddenly jumped to \$50.00 a month. Now it has jumped to \$55.00 a month. I have not heard of data overages for internet usage until recently saying I am limited to only 300 GB of data for internet service and have been over my limit. I believe the cable company is following in the footsteps of the cell phone carriers where they charge as much as possible for data usage. Now they are trying to force me to pay for a higher plan by starting to implement data usage for internet.

Ticket: # 656741 - Open Internet - Suddenlink refuses to provide me with an Open Internet

Date: 11/14/2015 11:35:33 PM

City/State/Zip: Mountain Home, Arkansas 72653

Company Complaining About: Suddenlink

Description

Suddenlink guaranteed me an open internet when I started my service with them - they have not met this obligation - I have a clear 40 minute recording of the agreement I would like to provide to you for your review - I need an address to send you the audio cd or upload the file for your review - Also, I have received very poor customer service on this issue and have recorded all my conversations with suddenlink - I would like for you to review this information. How can I get this information to you?

Thank you , (b) (6)

(b) (6)

Mountain Home, Ar 72653

(b) (6)

Below is the complaint I just sent to the FTC on this issue:

FTC - Complaint number 67370497 - sent November 14th, 2015

Greetings, When I started my Internet service with Suddenlink, I was promised by the customer representative that took my order, that I would have an Internet connection that was open and unblocked.

Starting from the first day of my new account, I have not received an open Internet connection.

For many months now I have contacted Suddenlink through their customer service phone lines, I have visited local suddenlink office here in my home town, and I have contacted the local district representative, with no

positive results concerning my Internet connection. In fact, the district representative for my area, Mr. Bret Chrismer, refuses to respond to my concerns. I have received the worst customer care response to my

issue.

I have documented all these encounters with the representatives with suddenlink, and made audio recording of all my attempts to explain my situation with them. They have refused to provide me with an open Internet,

unless, I pay money and change my account status from a residential subscriber to a business subscriber and pay additional moneys above and beyond my regular bandwidth.

I am under the belief that this would violate the "open Internet" rules recently adopted by the F.C.C and I believe that suddenlink, by asking me to pay money to have an open Internet, also violates the F.C.C rules

adopted on June 12, 2015.

After many months of attempting to explain my position with the customer service representatives on the phone, and at my local Suddenlink Office, I was finally pointed to the district representative for suddenlink in

my area, (b) (6) at phone number (b) (6) and at email address (b) (6). I asked him for a formal written letter explaining to me, the reason of the "denial-of-service for an open

Internet connection." I asked him for an address, so that I could send him a copy of the audio recording I made of my conversation with their representative, when I started my Internet service with suddenlink. I have

not received either from Mr. (b) (6), in fact, he does not return my calls or emails. I have left many messages with his answering service and sent several emails, but he will not return my calls or answer my

concerns.

When I started My subscription for Internet connectivity, I clearly explained to Suddenlinks representative that I need a open Internet so my private, non commercial server would work correctly. This means, that all

incoming request for my website would route correctly to my private server, allowing my server to send out my private webpage. As of this day, November 14th, 2015, I have not been provided and open Internet.

Suddenlinks customer representative guaranteed me multiple times, that my Internet connection would be open. I have a clear audio recording of this conversation I would like to provide this to you for your review.

I tried to send this to suddenlink, but they refuse to respond to me, or give me an address to send them my recordings. I am terribly frustrated and at a loss on how to proceed. I have been paying my bill every

month and have received no positive response to my concerns. No response at all. They are ignoring me completely and I desperately want an open Internet connection. I desperately need some action to take place on

this issue.

I need an address to send you my recordings of my conversations with their customer service. Thank You, (b) (6)

[Ticket: # 656827 - Open Internet](#)

Date: 11/15/2015 4:09:51 AM

City/State/Zip: Hagatna, Guam 96932

Company Complaining About: It&e Guam

Description

I believe my carrier is being unfair in it's LTE data offering by forcing us to pay for high speed data when it is suppose to be unlimited.

Ticket: # 656999 - hi internet

Date: 11/15/2015 1:16:08 PM

City/State/Zip: Livingston, Kentucky 40445

Company Complaining About: Windstream Communications

Description

This has been on going about windstream. i called the inter is getting about three to 1.5 speed of internet and i pay for 12 with a static ip address and and still nothing improve. Also i send some out look at the internet and they me everything ok and they leave. Also the tech they is very smarty and think i am stupied that i don' t what i am talking about .

There was one tech guy ouy and he told me that lines is very old and they need to replace but when they send guy impect the lines they they it ok. Also they improve the box because it small for area. i can keep going on about this but i want better service

[Ticket: # 657023 - Comcast/Xfinity Slamming](#)

Date: 11/15/2015 1:52:21 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

Have noticed that Comcast ISP (xfinitywifi) has co-opted my wifi connection to make them my preference without my knowledge. I have to physically go into my network preferences and delete their work. Because I travel extensively each month I recognized that this is happening in more and more markets, not just my home market of Seattle.

Ticket: # 657563 - Internet Issue

Date: 11/16/2015 10:03:42 AM

City/State/Zip: North Miami Beach, Florida 33160

Company Complaining About: Comcast

Description

Comcast quiere que los usuarios paguemos cada vez mas por el servicio ilimitado de internet. Cada mes tengo que llamarlos porque siempre me aparecen cargos diferentes. Es casi imposible comunicarme con servicio al cliente en los Estados Unidos. Me siento atada con Comcast porque no encuentro mas opociones. Es un abuso por la cantidad de dinero que quieren que los usuarios paguemos mensualmente. Es esto justo?

Ticket: # 657568 - Comcast internet cap

Date: 11/16/2015 10:04:44 AM

City/State/Zip: Miami, Florida 33176

Company Complaining About: Comcast

Description

"300 GB is an extremely large amount of data to use" This is not true, if you get a 50Mbit connection from comcast that is only 13 hours of full speed usage in 30 days. A netflix movie at HD quality is 2.3GB an hour. If you watch 4 hours a day you will reach the cap, this is comcast's main target. They don't want netflix or any of the other streamers to cut into their business. This is not a capacity issue it is a monopoly issue. Comcast has a stake it now only how content is delivered but are content owners through Universal Studios and NBC. You have to remember that regular cable that comes to you set-top box is not analog it's a data stream just like netflix except it's broadcasting a 100 channels at 5.8GB an hour for each channel. Comcast has plenty of infrastructure and the gear needed has never been cheaper. A 10Gb network port, which can carry 1,666 Super HD Netflix streams, cost \$39K in 2001 then \$4K for 2009 , \$1K 2013 and today just \$500. A subscriber pays for several of these ports a year!

[Ticket: # 659817 - Internet Caps On Usage By Comcast](#)

Date: 11/17/2015 5:01:03 AM

City/State/Zip: Levittown, Pennsylvania 19054

Company Complaining About: Comcast

Description

Sir,

This company is starting a policy of placing caps on internet usage in certain areas of the country. I believe this is a direct assault on peoples right to a free internet. If allowed to continue, I fear it may spread and other internet providers will do the same.

[Ticket: # 658006 - Hargray Monopoly in South Carolina](#)

Date: 11/16/2015 12:56:01 PM

City/State/Zip: Bluffton, South Carolina 29910

Company Complaining About: Hargray Communications

Description

A local competitor of Hargray provides better and faster service for cheaper but because we live in apartments we are not allowed to have anyone else except them and we are paying 140\$USD a month for very basic TV and very basic bottom of the barrel 2004 15mbp/s internet which is pathetic for the price. I would like the freedom to pick a competitor over them but by contract with the building we can't. Which is unfair to the customer in many ways.

[Ticket: # 658174 - Comcast Internet Data Cap](#)

Date: 11/16/2015 1:51:35 PM

City/State/Zip: Davie, Florida 33328

Company Complaining About: Comcast

Description

I changed my Comcast account in September to an internet-only account, and I was told that there was no limit to data usage. That has now changed and my account is capped at 300GB. Comcast claims that people who go over the allowance overexert the system, but they are willing to let me use as much data as I want, as long as I pay extra. This seems like an excuse to charge more money for absolutely no additional benefit - price gouging.

[Ticket: # 658800 - TMobile "Watch More Video" Promotion](#)

Date: 11/16/2015 4:49:17 PM

City/State/Zip: Seattle, Washington 98112

Company Complaining About: T Mobile

Description

I am a T-Mobile customer. I recently received an email from T-Mobile informing me streaming video from select video providers like Netflix will no longer count towards my monthly bandwidth limit. I believe this promotion is against the principles of Net Neutrality.

[Ticket: # 658921 - throttling a streaming device](#)

Date: 11/16/2015 5:23:51 PM

City/State/Zip: Richmond, Indiana 47374

Company Complaining About: Comcast

Description

I have purchased a contract with comcast /xfinity internet sevice to get 105mbgs of speed. I get this speed on my desktop and a tablet. I also have several streaming devices that i can, at the best of times, 25mbgs. I do a lot of streaming and can not view the internet content that i once was able to get. I am paying extra for this service and not getting what i pay for

Ticket: # 659657 - Comcast singling out the Tucson market with their usage cap trial

Date: 11/16/2015 10:51:56 PM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

Comcast has started "Trials" in certain areas of the country Tucson where I just moved being one of them. There are only two internet providers in my area CenturyLink which can only provide 1.5Mbps and Comcast. I am a software developer and as such I use the internet heavily after work at home for my job.

Comcast has singled out Tucson as the only market where they have a trial with no option for an unlimited plan. I would be willing to pay more but \$10/50GB is excessive. The first month I was notified after 5 days that I had hit 95% usage. That is the default warning level 95%??? What am I supposed to do at that point? They have options to warn at 50% and 70% but they don't really tell you that up front. I call that deceptive. They do waive the overage fee the first 3 times our go over which was nice but it was still an unwelcome surprise.

They also give you almost no way to view/manage your data usage. They only provide a data usage meter that may not display the last 24 hours of data and do not specify the remaining data is good for. They offer a "View data usage details" link that provides very little detail. I have attached screen shots to show what little use these tools are in managing your data usage. It seems like at least they could show you what days the usage occurred and even better what time of day.

I suspect they are using the term trials here to get around the rules regulating this but it sure feels like the Tucson area is being singled out.

<https://customer.xfinity.com/help-and-support/internet/data-usage-trials/>

[Ticket: # 659751 - Comcast data cap unfair](#)

Date: 11/17/2015 12:45:27 AM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

I understand that Comcast is in the process of limiting the amount of data its customers can use. I think this is unfair and violates net neutrality. I believe they are doing this to prevent people from cancelling their overpriced tv service. The world is moving toward internet TV and Comcast should not be allowed to prevent it for their own greedy benefit.

Ticket: # 659905 - Poor reception and service by Comcast

Date: 11/17/2015 10:03:20 AM

City/State/Zip: Inver Grove Heights, Minnesota 55076

Company Complaining About: Comcast

Description

Several times each week we have to disconnect and reconnect the Comcast box in order to receive a picture and access our saved programs. Service calls have failed to correct this problem with their equipment

We have the triple package and our phone connection (landline) is intermittently hampered by loud static.

Comcast raises rates when they should be lowering them.

Ticket: # 660495 - Comcast Data Caps

Date: 11/17/2015 1:38:34 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

We have had comcast for years and in no way i was told that there are a limit to my internet. they are charging overages for me to use my internet service which i pay a monthly fee! its like charging me for the amount of hours i watch TV on their Cable service. they have a monopoly in my area! they keep rising prices. but the data limit is what is mostly annoying when i called to complain and asked is there an unlimited option they said No so they are making the customer pay for overages and not providing plan options.

Ticket: # 661709 - SIP ALG TRYING TO GET ATT TO TURN OFF MY SETTINGS

Date: 11/17/2015 7:02:45 PM

City/State/Zip: Crystal Lake, Illinois 60014

Company Complaining About: AT&T

Description

I HAVE TRIED AT LEAST 9 TIMES TO REACH ATT TO HAVE THE SIP ALG SETTING. IT IS INTERFERING WITH MY VOIP FOR MY JOB, WHICH I DO FROM HOME. I CURRENTLY USE SOFTPHONE AND THE SIPALG NEEDS TO BE TURNED OFF AND ATT CAN'T SEEM TO HANDLE IT. I READ THAT MOST COMMERCIAL ROUTERS HAVE IT AUTOMATICALLY SET AS ON, BUT THEY SHOULD BE ABLE TO HAVE IT SO IT CAN BE TURNED OFF. IT IS CAUSING REFUSED CALLS ON MY JOB, WHICH IS BAD AS I AM A VIRTUAL CALL CENTER. I LOST TWO TO THREE HOURS OF WORK TODAY BECAUSE I COULDN'T GET ATT TO FIX IT.

Ticket: # 661964 - Net Neutrality Violation (Comcast)

Date: 11/17/2015 9:19:52 PM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

To Whom it May Concern,

I am taking the time to write to you to express my deep concern about the data limit my Internet Service Provider, Comcast, currently imposes on my account. I firmly believe this is an abuse of the company's near-monopoly control in my region, and it violates the spirit of Net Neutrality recently put in place by the FCC.

The current data limit (300GB) is too confining, and the fees charged for exceeding this limit are financially punitive. Also Comcast does not provide any assistance as it pertains to monitoring this limit. They have a usage meter that I am never able to view due to it being locked. I feel abused. I have called them numerous times and they do not respond with any care except for offering payment options.

I firmly believe Comcast employs this anti-competitive strategy to prevent me from using video streaming service like Netflix and Hulu without a significant financial punishment. As a result, I am forced to continue to subscribe to Comcast's unwanted television services because the company insists on abusing its monopoly power of Internet Service in my region.

I sincerely hope that you will take action to protect consumer fairness and end Comcast's ongoing abuse of its customers in my market and many other markets in the United States. I know your time is limited and very valuable, and I thank you for your attention to this matter.

Sincerely

(b) (6)

Ticket: # 662285 - Data Usage Caps

Date: 11/18/2015 4:54:56 AM

City/State/Zip: Germantown, Tennessee 38139

Company Complaining About: Comcast

Description

I am a Comcast broadband customer based in Germantown TN. We signed up with Comcast about 2 years back. For the past 2-3 months I have been getting messages on my devices that my data usage has increased 300GB and that I would be charged for extra data used. On questioning their customer service representative, I was told that this cap was part of the plan I signed up for and applied to all internet broadband users. I was never told of this cap at the time that I signed up, however. On further investigation, I have discovered that Comcast has applied these caps to its customers in the South as it has little or no competition and that the consumers in the North East don't have any caps on their plans.

This is ridiculous and amounts to sheer robbery. In this day and age, everyone relies on the internet for their work, education and relaxation. To limit its use violates the basic and fundamental rights of a citizen when there are payments being made to service providers in excess of an average of \$250/month!! Does this not violate Net Neutrality policies and does Comcast not stand in violation of same with these unsavory and greedy policies?? Does the govt or the FCC have no say while the citizens right to fast broadband service is limited by greedy companies like Comcast?

I'm just sick of these companies devising new ways of fleecing their customers every few months while our regulatory authorities stand by watching this happen to the hapless populace. When will FCC do something about it?? I will continue to write to anyone who will listen to make sure this issue is heard and I'm starting with you FCC. Please help!

Ticket: # 662390 - Comcast Data Cap

Date: 11/18/2015 9:30:57 AM

City/State/Zip: Nashville, Tennessee 37210

Company Complaining About: Comcast

Description

I live in an apartment complex where Comcast is the only internet provider. Now they want to put a cap on the amount of Internet I use and charge high fees if I go over that cap. This seems ridiculous... If this isn't a Monopoly, I don't know what is.

[Ticket: # 663936 - 90% packet loss from Time Warner Los Angeles to 74.125 /16 \(google space\)](#)

Date: 11/18/2015 5:27:09 PM

City/State/Zip: Los Angeles, California 90046

Company Complaining About: Time Warner

Description

8+ days with tickets open, no resolution. Intentional or not, TW is discriminating against traffic with DST net 74.125 /16, dropping in excess of 90% of packets on average. Traffic following exact same TW path to other networks is perfect--0% packet loss.

Half dozen other users report being affected, all in LA area (see thread at <http://forums.timewarnercable.com/t5/Connectivity/attn-netops-huge-packet-loss-to-many-google-services-socal/td-p/86759/highlight/false> for many more details.)

TW claims to be working the case, and the traces we've all submitted lead them DIRECTLY to the culprit routers/shapers, but thus far, no fix.

Web nearly unusable, because so many sites now link google analytics/APIs etc, so pageloads never complete.

Attached images demonstrate huge packet loss to 74.125, starting near the TW customer network edge. Packets traversing those same routers, with different DST addresses, are never dropped (example image also attached.)

[Ticket: # 664184 - Comcast's usage caps](#)

Date: 11/18/2015 6:28:44 PM

City/State/Zip: Chuckey, Tennessee 37641

Company Complaining About: Comcast

Description

Comcast recently informed me that they are adding a usage cap to my internet service and to everyone else's in this region. I stream netflix as my only source of TV and these caps are likely to cause me to go over their predetermined limit. This is nothing more than a cash grab. I live in a non-competitive market where Comcast is a monopoly. They are my only choice for internet which I also need to do business. This is an unfair price hike and should be illegal. The internet needs to be open for use by anyone. It's become a necessary utility. Investigate Comcast and their usage caps. Remove them or give us another option for internet service.

[Ticket: # 664407 - Comcast Data Caps](#)

Date: 11/18/2015 7:52:03 PM

City/State/Zip: Atlanta, Georgia 30313

Company Complaining About: Comcast

Description

Comcast gives no options for increasing data and is forcing me to pay double the price for the next option. They've also forced my complex to limit my options to just them.

[Ticket: # 664393 - Limiting data usage from Comcast](#)

Date: 11/18/2015 7:45:01 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

Comcast is limiting data usage in my area and charging if we go over.... Because Comcast has basically removed all competitors from my area before I even moved here I can not switch to another internet provider

Ticket: # 664410 - Time Warner dropping packets from google.com URLs

Date: 11/18/2015 7:52:49 PM

City/State/Zip: Los Angeles, California 90038

Company Complaining About: Time Warner

Description

For over 7 days, all traffic to any google domain name has had high % of dropped packets. The dropped packets happen deep WITHIN the TWC network as multiple net traces show.

TWC has been made aware of issue by multiple people as seen here:

<http://forums.timewarnercable.com/t5/Connectivity/attn-netops-huge-packet-loss-to-many-google-services-socal/td-p/86759> yet no solution has been provided.

Most of the internet is unusable due to TWC dropping packets to any google url, as most websites load different google scripts such as google analytics, google fonts, or even this FCC website which loads googletagmanager and google analytics.

I've attached pingplotter results to further show the issue of Time Warner dropping google packets within the Time Warner network. This issue does not happen with any other URLs.

TWC has known about this issue for AT LEAST 7 DAYS, and I have had unusable internet for at least that long.

Ticket: # 664878 - COMCAST Data Caps

Date: 11/19/2015 7:44:23 AM

City/State/Zip: Bethany, Louisiana 71007

Company Complaining About: Comcast

Description

COMCAST'S recent decision to impose arbitrary bandwidth caps on it's customers flies in the face of the service they were hired to provide. The model for internet service in the United States is that the customer pays a reasonable, set monthly fee for unlimited internet service. Other countries have spent billions trying to obtain the same level of access--an achievement that they're now destroying in the United States of America.

Right now in many parts of the world, people can subscribe to unlimited Internet service with much faster speeds than are available in the United States for pennies on the dollar for blazing 1 gigabit per second transfer rates. However, Comcast is squandering billions in taxpayer's dollars given to them to build America's next-generation of broadband Internet access. Rather than improve their network, they have decided instead to penalize customers, by placing a meaningless and austere limit on their freedom to information.

Not only is this a step backwards in today's modern world of communications, it is also antithetical to the service they have been entrusted to provide. It is their job to provide Internet access so that American commerce and ingenuity can grow in these harsh times, not to stifle American competitiveness with their greed and apathy. As ISP providers, we expect them to improve our quality of service, not the opposite.

The internet is too critical in modern day infrastructure for American business, political activism, and creative expression, to suffer from their tyrannical greed. They **MUST** be required to immediately return to the model of a standard monthly fee for unlimited, unrestricted, high-quality Internet access.

Ticket: # 664949 - Comcast Capped Usage

Date: 11/19/2015 10:08:17 AM

City/State/Zip: Plantation, Florida 33322

Company Complaining About: Comcast

Description

It appears to me that I cannot use paid streaming services without it affecting my ability to maintain normal internet usage. Thereby forcing me to subscribe to comcast's internet and cable package. I believe that this cap is unfair as it limits my choice to pick services to best compliment my entertainment experience

Ticket: # 665318 - Comcast Broadband Data Caps

Date: 11/19/2015 12:28:49 PM

City/State/Zip: Snellville, Georgia 30078

Company Complaining About: Comcast

Description

Comcast is capping data usage on a monthly basis. They claim these are not caps because customers can pay an extra fee for more usage in a month where they hit the cap. Currently these caps are 300GB per month, and extra usage is 50GB for \$10.

This is anti-competitive.

* They exempt their own data services (TV, VOD, Comcast Streaming, probably more in the future) from the monthly usage.

* The caps penalize customers who wish to utilize data from non-Comcast sources; such as Netflix or other non-Comcast streaming services, application download services such as Steam or the Microsoft Store (most major programs will easily be tens of GB; merely updating to Windows 10 can use a significant percentage of the monthly cap), cloud data storage, and anything else that actually USES the internet. Simply watching a lot of YouTube every month will put you in a position to hit the cap; unless you watch only at the lowest quality settings.

* The caps create an internet environment where other data driven Internet based services are harder to launch and build audiences for. Would Netflix -- or a Netflix competitor -- have a chance to launch and grow were it to start tomorrow with a huge number of potential customers facing bandwidth caps that discourage them from using their Internet? What happens when Microsoft's next operating system is 50 or 100 GB; that's 1/6th to 1/3rd of the cap. What happens when the OS operates closely with the cloud (constantly sending data band and forth for routine use of the computer); how much of the cap will that 'cost' a consumer? What happens when a consumer wants to protect data amongst family and friends by backing it up to and for them?

* The caps are designed to discourage customers from using Internet.

* The caps have no basis in sound technical fact, or professional network management practice. They are simply a profit motive and an anti-competitive matter.

* Finally, if they are allowed to establish the practice, the price for the overages will only go up. It will be an increase in rates without technically increasing rates. Today it's \$10 / 50 GB; tomorrow \$15 per 50, etc... Further, as data usage increases for the average consumer, more and more customers will be paying the cap fees.

Please examine this issue, and intervene on behalf of American Internet customers. The US economy is increasingly driven by information and data services; our strength is in data. Allowing ISPs or any entity to create an environment where use of the Internet is discouraged is going to handicap us on the world stage.

Thank you for your attention. Please act soon.

Ticket: # 665639 - Comcast internet service

Date: 11/19/2015 1:36:19 PM

City/State/Zip: Miami, Florida 33193

Company Complaining About: Comcast

Description

I'm paying really high rates for Internet services. Last February (2015) I was paying about \$70.00 a month. Every couple months it went up. This past month I payed \$103.00. For the same service. I called to see why it keeps going up. I was told that in a month I will be charged for overage charges for going over on down loads. This has never been the case. I didn't sign up for a different service at any time. There isn't any other companies that offer the same services here. They have an monopoly and are taking advantage of there customers.

Ticket: # 665651 - Data cap from Comcasr

Date: 11/19/2015 1:38:26 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

I am submitting another complaint in light of the recent customer service memo leak from Comcast. They have placed a 300gb cap on internet usage in my region, a move many say is aimed squarely at consumers of streaming services such as Netflix and Amazon Prime. The initial reason for Comcast putting caps in place was "internet congestion," but the memo admits that this has nothing to do with how many people are on the Internet at a given time. They now claim that it's to "keep things fair" between what they consider reasonable internet usage and what they consider excessive internet usage. Or you can bypass the cap by paying an extortion fee of \$35.00 a month, because somehow that makes it more fair.

So we are already paying more for broadband internet access than we should, but Comcast wants an extra \$35 a month for the exact same service? How is that "fair" to anyone but Comcast?

The Internet is no longer a luxury service that we can do without. Comcast has a monopoly in broadband internet service in most of the markets it services, and therefore has no need to compete in price or customer service (which is why Comcast customer service is so abysmal). Comcast should be regulated as a Title II entity like the phone companies, or municipalities should be allowed to create their own competing broadband networks on the government-subsidized lines Comcast holds exclusivity over. If the FCC hadn't acted regarding phone companies, today we would be paying \$10 long distance charges and would be charged a fee for calling a phone that was with a different telephone company. The FCC needs to act to secure an open and free internet.

[Ticket: # 665747 - Data caps by Telecoms \(e.g. Comcast\)](#)

Date: 11/19/2015 2:02:03 PM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

Did Comcast pay to lay its own infrastructure? If so, they should be able to charge however they like for access to it. If not, they should not be able to do so.

[Ticket: # 665754 - Comcast Data Cap](#)

Date: 11/19/2015 2:02:55 PM

City/State/Zip: Dallas, Georgia 30157

Company Complaining About: Comcast

Description

It is downright unfair and basically organized theft what Comcast is doing and they should not have the law back them on this. The people of the United States of America should have the right to be treated fairly at the very least and not be subjected to a large company's way of extorting money from the people through loopholes. The fact of the matter is this is not a consumable resource and the only reason for doing what they're doing is to profit themselves by overcharging innocent hard working citizens. The fact that they are so close to monopolizing the market disgusts me even further and something must be done to put a stop to this.

[Ticket: # 665907 - Data Usage Caps](#)

Date: 11/19/2015 2:27:09 PM

City/State/Zip: Severna Park, Maryland 21146

Company Complaining About: Comcast

Description

Although there does not seem to be a data usage cap in Maryland, based on how data usage is handled by companies continues to see saw, I'm concerned it may come my way. The idea of a cap when one is paying as much as most do for cable services is appalling. The fact that company's can do this as a way to proactively avoid a dip in profit is even more so. Trying to cut down on congestion and slow service is one thing. That's legitimate. But Comcast's cap in certain cities does not feel legitimate. I hope that the FCC is closely monitoring whether this is fair and right for customers.

Ticket: # 666079 - Comcast Broadband Data Cap**Date:** 11/19/2015 3:01:02 PM**City/State/Zip:** Lebanon, New Jersey 08833**Company Complaining About:** Comcast

Description

Comcast has been instituting a new broadband home Internet data usage cap for subscribers. Under the plan every subscriber of Comcast Xfinity broadband Internet will be limited to 300GB of data per billing cycle. According to Comcast, a user will be charged \$10 per every 50GB over the 300 limit. If a customer wants no data limit on their plan Comcast requires a \$35 a month charge on top of the cost of the Internet plan. This clearly violates the concept of open & equal access to the internet. Net neutrality is being violated by Comcast and they are taking advantage of their customers.

Ticket: # 666231 - Comcast Data Caps

Date: 11/19/2015 3:29:05 PM

City/State/Zip: Flatrock, Michigan 48134

Company Complaining About: Comcast

Description

This is a preemptive complaint as Comcasts bussiness practice will spread. I firstly think internet should be a utility. Secondly Comcast is capping customers that have otherwise been uncapped for the most part of history. This is a money grab to compensate for cord cutters..

It really comes down to two issues for me:

I shouldn't have to put this much time and effort into a utility. I have better things to do than to keep up with what fun new changes my internet provider is going to throw my way that are always...always...more expensive and more limiting.

It's the principal of the matter. They know what the right thing to do is but rather than take a risk and make some investments they keep working the old sour tit because that's comfortable and convenient for THEM.

Ticket: # 666233 - home internet data caps

Date: 11/19/2015 3:29:14 PM

City/State/Zip: Portland, Oregon 97086

Company Complaining About: Comcast

Description

The market forces (monopoly/oligopoly) are causing major problems to come up.

Please see the many articles including this one:

<https://bgr.com/2015/11/19/comcast-data-cap-2015-bad-for-us-all/>

Ticket: # 666339 - Comcast TV / ISP Conflict of Interest**Date:** 11/19/2015 3:52:17 PM**City/State/Zip:** Apple Valley, Minnesota 55124**Company Complaining About:** Comcast

Description

Comcast's position as both a television service provider and an internet service provider creates a dangerous conflict of interest. Comcast's new data usage limits makes this conflict very apparent.

Comcast television services directly compete with online streaming services such as Netflix. In most of Comcast's operating areas, Comcast is also the only ISP capable of providing satisfactory access to these types of streaming services. Comcast controls access to its competitors' products, and Comcast's data usage restrictions heavily penalize customers who choose to use those streaming services instead of Comcast's television services.

Comcast also owns its own streaming video provider, Hulu. Hulu also directly competes with Netflix. Similar to T-Mobile's data usage exemption for music streaming services, Comcast could exempt Hulu from its data usage limits, giving Hulu an unfair advantage over Netflix among Comcast internet subscribers.

As an INTERNET SERVICE Provider, Comcast has a financial incentive to restrict access to INTERNET SERVICES. I do not know how this conflict of interest could be more obvious. These manipulative business practices must be addressed for the benefit of consumers. Comcast must be split into two companies, one which provides television services, and one which provides internet access with no financial incentive to restrict its customers access to competing streaming video providers.

[Ticket: # 666447 - Comcast Internet Caps](#)

Date: 11/19/2015 4:27:44 PM

City/State/Zip: San Francisco, California 94116

Company Complaining About: Comcast

Description

Don't let Comcast limit US citizens bandwidth. They've been using public infrastructure to establish their monopolization of Internet access and now they want to bleed us dry. We demand that the FCC protect the interest of Americans and ensure an accessible Internet.

[Ticket: # 666448 - PLEASE stop Comcast](#)

Date: 11/19/2015 4:27:49 PM

City/State/Zip: Odessa, Florida 33556

Company Complaining About: Comcast

Description

They cannot be allowed to cap customers for no technical reason and also provide their own TV streaming service that conveniently doesn't count. This stifles innovation in an age where alternative TV streaming services are becoming more viable. This is an incredibly slippery slope-- please stop them-- the FCC is the only entity that can right now. Customers can't "speak with their wallet" when the resource is essential and there are no alternatives in the area.

Ticket: # 666557 - Data usage caps

Date: 11/19/2015 4:53:15 PM

City/State/Zip: Eugene, Oregon 97405

Company Complaining About: Comcast

Description

To whom it may concern,

There has been much news in the technology press the past few months with regards to Comcast's rollout of data usage caps to their wired cable Internet subscribers. I find the idea of limiting customers data usage per month appalling. Given the grown nature of the Internet to be a source of innovation and entertainment free from artificial limits (since it is not a constrained resource), it has become a necessity in much the way electricity has.

The actual cost to Comcast of delivering data is incredibly small. Comcast itself has said this measure is not due to any technical reason. Its merely a way to generate more revenue with out providing any additional value to their customers.

Comcast wishes to meter usage, without having to fall under typical metered usage utility regulation. They want the best of both worlds but, because of lack of competition and regulatory oversight (due to Comcast largely being a natural monopoly), they have no incentive to treat the customer fairly. Who will verify and validate the meters being used? Will there be a routine process for re-validation? Will Comcast be held accountable for service outages and performance? Will they be allowed unfettered rate increases?

It seems to me if they want to put in place policies and billing practices that are similar to utilities, they should be regulated as a utility.

Given the lack of competition (DSL is no longer a viable competitor to cable ISPs in most areas), there needs to be more regulatory policies put into place to prevent this corporation from placing undue financial burden on their customers. Because the customers will have no where else to turn.

Respectfully submitted by,

(b) (6)

[Ticket: # 673770 - Verizon blocking tethering on unlimited data plan](#)

Date: 11/23/2015 10:10:33 PM

City/State/Zip: Syracuse, New York 13209

Company Complaining About: Verizon Wireless

Description

Verizon has blocked an app I paid for (FoxFi) from working. I am unable to tether and have an unlimited data plan.

Ticket: # 666619 - Comcast Usage Caps

Date: 11/19/2015 5:06:32 PM

City/State/Zip: Cambridge, Massachusetts 02138

Company Complaining About: Comcast

Description

While not a Comcast subscriber anymore, the "Data Usage Plans" being rolled out to select markets around the country are an anti-competitive move meant to stifle competition from online video services (such as Amazon Prime or Netflix) while driving customers back to Comcast's own cable TV services (which conveniently do not fall under their own "Data Usage Plans" despite being transmitted over the same physical network). The FCC should take a stand against Comcast to prevent this kind of monopolistic anti-competitive abuse of its customers.

Ticket: # 666682 - Frontier Internet service not working - have the outage reported multiple times

Date: 11/19/2015 5:30:37 PM

City/State/Zip: Princeton, West Virginia 24739-2324

Company Complaining About: Frontier Communications

Description

(b) (6) stated that her internet service went down on 10/13/2015. She stated that she notified Frontier on this date that the internet was out. (b) (6) had been advised to check her status and then update Frontier when service returns to normal. However, this has never happened. When (b) (6) calls in another service ticket/request for repair, she had been told the very same thing...keep them updated. The tech did come to her home one time. However, he could not fix the problem - He stated, "there is nothing that I can do". When (b) (6) attempts to access the internet, she simply sees the buffering indicator. Her computer never makes a connection to the internet. She can no longer access the internet at all. Yesterday, when the technician called her, he stated, "I told you that there is nothing that I can do for you. This time, I will have to bill you for this one ". He further advised her that he was receiving a bad review due to her constantly filing service tickets! (b) (6) called the toll free number, for Frontier, and explained that she had recorded the tech. She explained that she simply wants her internet fixed and has no problem paying the bill for service that is provided. However, at this time, Frontier is charging (b) (6) for services that do not work and have not worked for over one month! She was advised that the switches need to be upgraded and a D-Slam added. She was also advised that the network is very congested. (b) (6) requests that Frontier provide the service for which she pays and fix this immediately.

Ticket: # 666684 - Comcast Data Caps

Date: 11/19/2015 5:31:03 PM

City/State/Zip: Harrison, Tennessee 37341

Company Complaining About: Comcast

Description

Comcast, the company voted as having the worst customer service in the U.S., is rolling out 300 GB data limits to new cities. In ours, they claim it's just a "trial." Ya right.

Comcast is a massive trillion dollar company. This limit is only to make more money for them, and leaked documents even prove that.

Please, stop this corruption and save American Internet.

Ticket: # 666817 - usurpation of e-mail data & address

Date: 11/19/2015 6:10:40 PM

City/State/Zip: Manchester, New Jersey 08759

Company Complaining About: Google

Description

Google uses its economic strength and technical prowess to gain market advantage to create critical mass not only in the use of their browser but enhance control through their e-mail software.

In the spring of this year, my felixengr@hwmil.net was compromised with tens of "gmail" spam, my account was overloaded and frozen. Effort to communicate with Google was fruitless and the account remained closed.

Initial Google correspondence started with the following message

COMPROMISED GMAIL ACCOUNT

Your account may have been compromised if you've experienced any of the following issues:

- Your contacts have received suspicious messages from your address (NO)
- Contacts and/or mail have gone missing, and you've already tried the tips on our missing messages trouble shooter, such as searching your mail and checking your settings (NO)
- You've received a warning about suspicious activity from your Last account activity (YES)

Thereafter, I sent the following comment:

For some inexplicable reason Google has frozen all of my accounts: (b) (6),

(b) (6) (b) (6) This is puzzling because I did not sign up to use Google as my default provider. I was inged Hotwire Communications and was defaulted to Google. The notification by Hotwire in late June was to create a new account as Hotwire would not be servicing this e-mail address. The deadline to make the change was 7/2/15

I followed the choice as shown below from the "An update to your account is required" procedure to establish the "new" account.

What kind of account would you like?

An account with Gmail and a new gmail.com address.

Select this option if you want to use Gmail. Unfortunately, we cannot move your data into an account with an existing Gmail address

An account that uses a non-Google email address you already own.

Select this option if you want Google products but not Gmail.

I submitted the above referenced accounts as my new e-mail address, tested them for functionality; all worked fine and was in use about a week after the above deadline when the account was declared "disable" on 7/12/2015

I followed "My account is disabled" procedure, which stated therein "Not to worry – your account has not been deleted, your data is still intact and we want to assist you in regaining access to your account ...we'll do our best to get back to you as soon as possible"

I answered all the questions posed thereon. I made final contact on 7/13/15. To this date, there has been no response from Google.

Since then, I cannot interface with my banking, commercial & business data; my IRS tax data is not serviceable, travel history data is not operable and last but not least I cannot obtain my family and personal data resulting in extreme mental anguish and stress.

This, aforementioned, statement was sent to "Kaley":

Account Support Team @ <https://support.google.com/accounts/contact/disabled2?p=mail>

The following response was received:

“Hello Google user,

Your Google Apps account has been disabled by your administrator. Please contact your Google Apps administrator for more information. Your Google Apps administrator is usually someone outside of Google who set up your Google Apps account

Best,

The Google Accounts Team”

Resulting in this rebuttal:

“Your absolutely wrong, there is no and never was there a Google administrator, I never signed up for Google but was forced to because my original e-mail provider, Hotwire Communications, could not longer service the account since Google would no longer cooperate. So where is my data that Google stated was not deleted?”

The upshot is I have no data; Google has not responded; my data supposedly exist on a server; yet, my e-mail site image appears as below.

It is obvious that Google froze these accounts without any basis in commerce or law; their lack of action certainly smacks of misfeasance. Google has usurped my data and it is within their power to restore my data.

In desperation, I wrote to the principal company executives; Dr. Eric Schmidt, Executive Chairman, Messer Page, Brin, Drummond & Kordestani certified return receipt. No results.

Ticket: # 666907 - Comcast Internet Data Caps

Date: 11/19/2015 6:31:09 PM

City/State/Zip: Tuscaloosa, Alabama 35405

Company Complaining About: Comcast

Description

Comcast Corporation has been rolling out a new policy on internet. This involves placing a "cap" on users service.

I believe this is a disservice to the customers of Comcast and is a direct result of their greedy, monopolistic style of doing business.

There is absolutely no reason that a cap is needed, this has been repeated by network engineers all over the country and even by one of Comcast's own VP's.

Data is not a limited resource, it is not like you are taking a handful of coffee beans out of a pile. It's electrons flowing over a wire, which has already been installed.

Once Comcast makes their money back from the installation of fiber, every penny it gets from that is pure profit because it costs them nothing to run it.

The internet should be treated like any other utility, regulated to hell and back. Huge companies should not be able to take advantage of average citizens because they are the only option in their area. This is why we allow power companies to become monopolies in small areas because they can provide service, but we regulate it so they don't charge an insane amount for no reason.

Please bring down the hammer and tell Comcast they can't treat people the way they do.

Ticket: # 666968 - Comcast Data Cap

Date: 11/19/2015 6:45:59 PM

City/State/Zip: Lauderhill, Florida 33319

Company Complaining About: Comcast

Description

Please do not permit Comcast to cap data for no other reason than to charge customer extra for what we are already paying for. This is an unrepresented price hike especially in an area without any alternative. Please allow municipalities to establish internet services as a bulwark against the Comcast monopoly.

Thanks

(b) (6)



[Ticket: # 667021 - Data caps](#)

Date: 11/19/2015 7:02:59 PM

City/State/Zip: Auburn Hills, Michigan 48326

Company Complaining About: Comcast

Description

Comcast and cable companies are taking advantage of consumers and capping thier data usage to 300gb for pure profit. How it it that the FCC is allowing this to happen. You are supposed to be the ones protecting us not the businesses.

[Ticket: # 667027 - Data Caps from Comcast](#)

Date: 11/19/2015 7:03:39 PM

City/State/Zip: San Francisco, California 94046

Company Complaining About: Comcast

Description

I live in San Francisco, one of the tech hubs in California. I've become very alarmed at the latest trend from Comcast, which is the capping home broadband usage. It's already bad enough that Comcast is the only provider for broadband internet I, and now it is worse that they're moving to cap usage for Americans. We already pay alot more than the world's average for internet access. I would like legislative action to keep the usage of the internet free for our future generations.

[Ticket: # 667154 - T-Mobile is anti-net-neutrality](#)

Date: 11/19/2015 7:39:01 PM

City/State/Zip: Salt Lake City, Utah 84109

Company Complaining About: T Mobile

Description

T-Mobile is instituting an exemption for certain streaming services and not others. They have instituted a gatekeeping system where they get to arbitrarily decide whos services qualify for exemption and who's services dont; with significant burden to small players who need to be treated fairly in order to gain footing in the market.

What they are doing is by definition against net neutrality because it is creating preference for some traffic over other. The FCC needs to stop this behavior before it deteriorates the quality and freedom of the global internet.

Ticket: # 667187 - Comcast and their 'Data Usage plan'

Date: 11/19/2015 7:51:10 PM

City/State/Zip: Farmington, New Mexico 87401

Company Complaining About: Comcast

Description

Historically Comcast as well as other Cable ISP's have been known to have High cost services especially in regions where they own a majority of the telecommunication lines and now recently they are expanding their 'Data Usage Plan' to more markets which will essentially limit customers on their data usage.

Before they have stated it was to prevent congestion, but have since changed it to 'Make it fair' for other customers. What's not fair is the fact that they can blatantly get away with Price gouging their customers, and there is nothing that can be done about it strictly because there are close to no regulations on these ISP's when they are not Classified under Title II or as a Utility.

In my personal area, Comcast is the only Service Provider that offers decent enough Download and UPLOAD speed (See Streaming on <http://www.twitch.tv/>) but the cost alone (and future costs if these Data Usage plans make it to my area) will kill me, as well as many other users in the area.

This is 2015, We're surrounded by Technology. Almost every device you acquire uses an Internet connection of some sort (either Wifi or 3/4G) why should an End user be punished by having to Pay MORE (when the cost doesn't even come close to justifying the bandwidth speeds to begin with) just because He/She utilizes this technology to it's fullest extent?

[Ticket: # 667289 - Comcast's new caps on data](#)

Date: 11/19/2015 8:28:11 PM

City/State/Zip: Washington, District Of Columbia 20005

Company Complaining About: Comcast

Description

Please take action IMMEDIATELY to stop comcast or any other providers from capping Internet data.

Ticket: # 667257 - Comcast 300 GB data limit

Date: 11/19/2015 8:17:37 PM

City/State/Zip: Hialeah, Florida 33014

Company Complaining About: Comcast

Description

Comcast started it's 300 GB data "plan" last month and so far has expanded to a total of 27 cities at the time of writing this complain. They're doing this to regain the revenue that they've lost from "cord-cutters" (people who ended their tv subscriptions in favor of online streaming). They openly admit that the 300 GB limit has nothing to do with the bandwidth they use as a company, and that alone shows that they're only doing it for profit. They have an option to remove the data limit, but it's \$30-\$35, depending on the area you're living in. This is honestly a bad thing, especially for people who use services like Netflix, Hulu, YouTube, Crunchyroll, and so on, since those services use a redo collie amount of data to stream high-quality, high-definition video to people's homes.

Ticket: # 667275 - Time Warner Traffic Discrimination

Date: 11/19/2015 8:22:33 PM

City/State/Zip: Los Angeles, California 90038

Company Complaining About: Time Warner

Description

For two weeks we have been unable to access any Google domains through Time Warner Business service. We are in the Hollywood area in southern California. I have called TWC countless times and received little response. We use Google for our business mail, analytics, adwords (advertising) among countless other items. So we have been unable to conduct our business.

We have a backup internet connection which is much slower, but it does not have the same issue. The issue is completely Time Warner centric. They told me to "call Google". But if I can access Google through our other provider, then it clearly is not Google's problem, it is Time Warner's. We pay them for access to EVERYTHING on the internet. Not just SOME of the internet. It seems like they don't feel that their service includes everything? I feel trapped.

It is maddening as it has hamstrung our business for two crucial weeks. Please help us resolve this matter with them. Is there anything that the FCC can do do help?

(b) (6)



Ticket: # 667347 - Home internet data caps

Date: 11/19/2015 8:49:21 PM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

Should I be forced to be confined to a limited internet simply because the market is too weak to permit me options suitable for my line of work? I not only enjoy internet usage at home, but I *require* internet for work. I am being forced to reduce and monitor internet usage because of greed, for fear that I may be forced to pay additionally for either uncapped internet or overages. This is simply not fair to consumers, especially those who do not have options available to them. Google is doing work to push companies to do better, but it is slow and does not affect me.

This isn't just about Comcast, but about any provider that puts limits on its customers knowing full well it's for greed, and not for everyone's benefit. If I had a comparable provider that I could switch to, I would. This is a sad fact in most places in this country.

[Ticket: # 667349 - Comcast Data Caps](#)

Date: 11/19/2015 8:49:47 PM

City/State/Zip: Harrison Twp., Michigan 48045-1752

Company Complaining About: Comcast

Description

These need to be addressed by the FCC and made illegal under the rules of net neutrality or some other law. Its a pure money grab by Comcast and other ISP's are sure to follow suit. It's only going to get worse with ISP's continuing to price gouge Consumers for service more then they already do. Something must be done to address this.

[Ticket: # 667362 - Comcast](#)

Date: 11/19/2015 8:53:16 PM

City/State/Zip: Osterville, Massachusetts 02655

Company Complaining About: Comcast

Description

Comcast implementing its data usage caps is limiting the use of the service unneedely as they have the back end to handle the data traffic. Therefore they are doing this for profit, which in itself is not wrong however it will limit many aspects of life starting with school and ending with innovation. This must not be allowed to happen, please intervene.

[Ticket: # 667367 - Comcast has found a loophole in net neutrality](#)

Date: 11/19/2015 8:55:35 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

this internet utility monopoly is exploiting a loophole in net neutrality to punish the use of other streaming services.

A 300GB cap on every other streaming service, except their own. This is ridiculous. Either every service has a cap, or none do.

Ticket: # 667516 - Comcast implementing data caps for home service

Date: 11/19/2015 10:02:45 PM

City/State/Zip: Denver, Colorado 80211

Company Complaining About: Comcast

Description

I have recently read that Comcast (already such a wonderful company) will begin charging additional fees on top of their already aggregious monthly bills for HOME internet usage. This measure is purely a way to increase their top line and has no basis in limited bandwidth.

This increase will stifle technology innovations for the home that make American lives easier and better. Not to mention most high tech companies are based in the US. I do not want future technology innovations and possibilities to be impacted by the grubby little hands of Comcast/Xfinity/whatever they happen to be calling themselves these days.

Please stop these charges. For Millenials everywhere. For America.

[Ticket: # 667518 - Data caps](#)

Date: 11/19/2015 10:03:16 PM

City/State/Zip: Bellevue, Washington 98005

Company Complaining About: Comcast

Description

Please don't let companies like Comcast start limiting the amount of data we are allowed to use. If cable monopolies are allowed to profit on the amount of data we consume, it will set a dangerous precedent that could stifle innovation for generations.

Ticket: # 667549 - Comcast proposed cap on data usage

Date: 11/19/2015 10:26:14 PM

City/State/Zip: Andover, Massachusetts 01810

Company Complaining About: Comcast

Description

I would like to express my sincere outrage in the overall movement that the FCC has allowed for ISP providers like Comcast and Verizon to begin to limit the amount of data that is available to us on the internet portion of our packages. Once again the government who by all rights should be leading the understanding and use of this technology stand by the sideline and allows companies like Comcast and Verizon to steamroll their customers because they are losing revenues from the cable side and they think they need to make it up on the internet side it is truly an unbelievable lack of oversight and your inability to truly move to a consumer-based approach where net neutrality does not work you take away the power from the people and you give it to the corporation's no wonder there are so many individuals that are so sick and tired of the overall lack of response from the oversight that the government wants to provide to the people but instead supports the ongoing and relentless use of the corporations power instead of those of the people see if you can address this in your ability to manage the net neutrality you created thank you

[Ticket: # 667583 - Comcast Limited Usage](#)

Date: 11/19/2015 10:56:11 PM

City/State/Zip: Woodstock, Georgia 30189

Company Complaining About: Comcast

Description

Comcast should be be able to limit internet usage. The FCC should ban this practice.

[Ticket: # 667600 - Comcast data caps](#)

Date: 11/19/2015 11:02:50 PM

City/State/Zip: Mckees Rocks, Pennsylvania 15136

Company Complaining About: Comcast

Description

There is no reason beyond pure money grabbing for Comcast to apply days various to its customers. They themselves have admitted that it is not to alleviate congestion. Don't let this company start the trend of charging even more outrageous fees to it's customers because once one company starts it the rest will follow.

[Ticket: # 667651 - Internet usage data caps](#)

Date: 11/19/2015 11:47:59 PM

City/State/Zip: Baltimore, Maryland 21236

Company Complaining About: Comcast

Description

It is not in the good interest of the people for Comcast and other ISPs to impose datacaps.

[Ticket: # 667668 - Comcast Cap](#)

Date: 11/20/2015 12:10:32 AM

City/State/Zip: Pooler, Georgia 31322

Company Complaining About: Comcast

Description

As Comcast holds a monopoly in the area I live in when it comes to greater than 25MBS speeds I am forced to utilize their service. Additionally in my area they have instituted a cap on how much I can download before paying even more for internet. This policy is only to increase their revenue at the expense of what has now become a utility required for daily life. I believe the FCC should step in and end this policy.

[Ticket: # 667676 - Comcast Data Usage plans](#)

Date: 11/20/2015 12:35:07 AM

City/State/Zip: Vancouver, Washington 98685

Company Complaining About: Comcast

Description

After the news of Comcast enforcing a 300GB limit on select regions and customers (with the intent of making money off the users who would like to raise/go above the 300GB limit). I fear that the rights and plans that are sold to american citizens compared to other nations (speeds, limits and privacy) are something that are being unfairly figured and priced. While my terms have not been changed, Its only a matter of time before they are. I live in a town (Vancouver, WA) where Comcast has the majority of market and competitors cannot compete successfully against such a large organization.

Ticket: # 667812 - Comcast Data Caps

Date: 11/20/2015 9:42:13 AM

City/State/Zip: Powder Springs, Georgia 30127

Company Complaining About: Comcast

Description

I recently received a notice from Comcast stating I had gone over my monthly 300gb data allotment. When i signed up for the plan there was no indication that there would be a cap on my monthly data usage, this is a home broadband connection not a cell phone.

I have 2 teenage daughters who spend a great deal of time on Youtube and we use Netflix instead of a cable subscription. So we're limited to 2 hours of TV a day for all us or we go over our cap? We recently purchased a new gaming system which delivers games and updates over the wen, we're not supposed to leave it either?

Comcast has already admitted that this is not in any way related to network congestion and that it is simply a ploy to raise rates.

[Ticket: # 667941 - Comcast blatantly violating net neutrality](#)

Date: 11/20/2015 10:58:40 AM

City/State/Zip: Pittsburgh, Pennsylvania 15232

Company Complaining About: Comcast

Description

I am a comcast customer and recently learned that comcast is exempting its new streaming service from usage caps. This is absolutely unacceptable and violates the very definition of net neutrality.

[Ticket: # 668113 - Comcasts new streaming service violates net neutrality](#)

Date: 11/20/2015 12:14:00 PM

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

By exempting its own streaming service from its already arbitrary monthly caps, i am directly deterred from using other streaming services (ex: Netflix). This is not right as Comcast is benefiting from this directly and treats competition unfairly.

[Ticket: # 670499 - Verizon Wireless blocked PDAnet](#)

Date: 11/21/2015 6:34:02 PM

City/State/Zip: Ray City, Georgia 31645

Company Complaining About: Verizon Wireless

Description

PDAnet has been blocked by Verizon

[Ticket: # 668801 - Comcast bandwidth cap is deceptive and anti-consumerist](#)

Date: 11/20/2015 3:40:47 PM

City/State/Zip: Chalfont, Pennsylvania 18914

Company Complaining About: Comcast

Description

Comcast is for millions the only access to any real form of internet, which is so vital to the flow of information and commerce in our country (by some estimates 90% of all business relies on the internet at some point). Comcast is defrauding americans and lining their pockets in the gap between getting government subsidies to build their network and the FCC's lack of regulation on the part of the American people. The internet should be fast, unlimited, and affordable for our country to grow - otherwise we're one step away from censorship for cash. FIX THIS.

Ticket: # 668961 - DATA CAP

Date: 11/20/2015 4:32:06 PM

City/State/Zip: Deerfield Beach, Florida 33442

Company Complaining About: Comcast

Description

I dont think this is fair to consumers. getting capped at 300GB is ridiculous when you have services like NETFLIX and kids with XBOX OR PS4. Also nowadays everything seems to be connected.

[Ticket: # 669418 - Time Warner Cable connection to google services](#)

Date: 11/20/2015 7:13:45 PM

City/State/Zip: Los Angeles, California 90028

Company Complaining About: Time Warner

Description

I have Time Warner cable and I'm also a google apps for business client. For the past 8 days Time Warner Cable has not been allowing me to access Google services, including - Drive (docs, sheets, calendar, hangouts) and YouTube. They are apparently aware of the issue, however, they refuse to do anything about it.

Thanks.

Ticket: # 669131 - Comcast Violating Net Neutrality

Date: 11/20/2015 5:30:47 PM

City/State/Zip: Sacramento, California 95816

Company Complaining About: Comcast

Description

Comcast does not allow an existing HBO Go subscription to be streamed via the app on the PlayStation 3. It does allow it on browsers, mobile apps, Microsoft's game consoles (PlayStation's direct competitor), and other streaming devices. This seems to be a clear violation of net neutrality as Comcast is dictating how content can be distributed and viewed arbitrarily. There is no technical reason why HBO access should be restricted on the PlayStation 3. Comcast seems to be restricting access in an effort to push Sony to pay them to unlock the content. Comcast is the only major Internet provider that feels the need to restrict access in such a way. It's all the same data coming into my modem, so for Comcast to say that it can't go to a PlayStation but can go to an Xbox is where the violation happens.

[Ticket: # 669750 - Data cap on my internet is not right](#)

Date: 11/21/2015 12:07:52 AM

City/State/Zip: Dania Beach, Florida 33004

Company Complaining About: Comcast

Description

comcast is telling me that im streaming to much. i believe one of the points of wifi is to take the burden of off the cell network. now i am being restricted on my own personal encrypted wifi network? i feel that this is nonsense.

Ticket: # 669492 - Inability to resolve websites using Charter

Date: 11/20/2015 7:56:14 PM

City/State/Zip: Lincoln City, Oregon 97367

Company Complaining About: Charter

Description

Thus far today I am unable to reach a number of websites via Charter's network.

That is, a number of websites do not resolve; in each instance, I receive a page cannot be displayed message.

I did a test using Verizon mobile and was able to reach those same websites confirming that the issue is with Charter.

A Charter representative acknowledged a similar problem, however, he could not explain why this has been happening; nor would or could he give me an estimated time by when the problem would be corrected.

In my opinion, this problem touches on the matter of net neutrality.

In other words, while some websites are accessible, others are not.

Ticket: # 669721 - Comcast Internet 300G Data Cap

Date: 11/20/2015 11:17:09 PM

City/State/Zip: Weston, Florida 33327

Company Complaining About: Comcast

Description

It was come to my attention that comcast has opted to switch its service plan one month after i commit to one year of internet with Comcast. They are capping the data i use for my internet to 300Gigs which is a violation of the net neutrality law that is in place to protect the consumer from money hungry corporations like comcast. This is really a slimmy move by the cable provider to change terms after they aquire new clients that are using their services. This is not right and i do not believe its legal and i am not the only one that believes our rights are being violated by trying to control the flow of information.

Ticket: # 669731 - Comcast Data Caps

Date: 11/20/2015 11:31:42 PM

City/State/Zip: Davie, Florida 33314

Company Complaining About: Comcast

Description

As I am sure you are aware Comcast is capping home internet at 300gb and charging overages for going over that cap. It is suppose to be against net neutrality and yet they are aloud to do it anyway. This needs to be stopped before it gets out of hand. Keep in mind this company has a monopoly in many areas and eliminates the competition by contracting with home owner associations to force residents to purchase their product. Then cap them with 300gb.

Ticket: # 669739 - Comcast Data Cap

Date: 11/20/2015 11:41:11 PM

City/State/Zip: Memphis, Tennessee 38103

Company Complaining About: Comcast

Description

Comcast recently capped their data in Memphis and it is infringing on the right of my family to enjoy products and services purchased or subscribed to from other companies like Apple, Amazon, Netflix, YouTube, etc. Comcast acts as a utility provider upon which other companies have built their business and secured me as a customer. By artificially restricting data, Comcast is damaging the value and availability of every internet based company that my family has contracted with. It is as if I was driving the 212 miles it takes to get to Nashville but I was pulled over and forced to pay extra road taxes to go from an artificial 200 mile limit to finish the extra 12 miles needed to enjoy my weekend as a patron to restaurants, gas stations, movie theaters, or even to simply visit friends. I believe that a reasonable person would find this practice unjust and overly restrictive to consumers and businesses alike.

[Ticket: # 670115 - live feed](#)

Date: 11/21/2015 1:24:06 PM

City/State/Zip: San Diego, California 92111

Company Complaining About: Time Warner

Description

timewarner cable company is trying to make a company pay for some thing that is an open internet feed. In town where there are thousands of people who watch their love ones return from long dangerous deployments they watch Sundiegolive if they can not make it to the homecoming. Time Warner Cable company has blocked the live stream from their service. This affects thousands of people who subscribe to Time Warner.

[Ticket: # 670204 - internet email service](#)

Date: 11/21/2015 2:42:23 PM

City/State/Zip: Staten Island, New York 10306

Company Complaining About: Verizon

Description

Verizon makes me pay for a service that I can not use. If I try to use it it does not work properly. The tech department says they can not fix the problem but if I subscribe to their premium service for an additional \$150.00 it could be taken care of.

The premium tech department will not give me a guarantee that the problem can be fixed but if I am not happy with the service will allow me to drop the account for an additional charge.

[Ticket: # 670721 - Verizon blocked app](#)

Date: 11/21/2015 9:25:06 PM

City/State/Zip: Paxinos, Pennsylvania 17860

Company Complaining About: Verizon Wireless

Description

November 20, 2015 Verizon blocked my hotspot app called Foxfi. I have unlimited data plan, I also didn't sign a new contract, and they are raising my bill by \$20 dollars a month. I also have been paying full price for my phone for years to keep this plan.

[Ticket: # 670771 - Verizon Wireless Blocking Internet Availability](#)

Date: 11/21/2015 10:30:10 PM

City/State/Zip: Schiller Park, Illinois 60176

Company Complaining About: Verizon Wireless

Description

I have an unlimited plan with Verizon wireless. I purchased my phone outright to maintain that plan. This week Verizon rolled out an update to block the ability to tether the phone. This appears to be in direct violation of the FCC ruling requiring unrestricted data access.

[Ticket: # 670441 - Verizon is at it again](#)

Date: 11/21/2015 5:55:50 PM

City/State/Zip: Walnut Ridge, Arkansas 72476

Company Complaining About: Verizon Wireless

Description

Verizon has decided to block tethering apps again, even after the FCC told them not to. I pay for unlimited data, and they are not allowing me to use the data I am paying for. On top of that, they are declaring to charge my line an EXTRA \$20 a month, which is a massive hike, especially after killing my wifi.

So I lose my wifi, and have to pay an extra \$20 a month? This is NOT what I signed up for, and they need to honor our original deal.

[Ticket: # 670454 - verizon is blocking tethering apps again.](#)

Date: 11/21/2015 6:04:02 PM

City/State/Zip: Parksley, Virginia 23421

Company Complaining About: Verizon Wireless

Description

verizon has blocked a 3rd party tethering app in a move to force its users to pay for their tethering app which is a monthly charge. the FCC has ruled on this in the past saying that verizon cant do this yet they have done it once again. this is a direct quote from verizon customer support "Emily: I did research this matter and I do show that the reason it was blocked was due to the app not being secure enough due to not meeting our security qualifications which was the reason it was blocked from our end."

[Ticket: # 670578 - I'm overcharged for slow dsl, I'm paying the same as others getting 10 times the speed?](#)

Date: 11/21/2015 7:40:24 PM

City/State/Zip: Fredericktown, Missouri 63645

Company Complaining About: Centurylink

Description

I'm paying \$62.21 total a month for my DSL connection for Centurylink, that is suppose to be for a 512mb connection speed. I'm on the end of a long line so that actually ends up being anywhere from as low as a .114 to a highest of .440.

For years I ask for a faster connection speed, they always said "you are on the end of a line and we can only get you that speed".

One day about a year or so back I sent an email request to the head office asking to PLEASE speed up my internet to at least a useable speed, at the time I was lucky to get a .114, thats slower than my dialup was. I told them I'd been with them since they began here, and I have, and could someone PLEASE look into what I'm saying and try to speed my connection up. The very next day, the phone man pulled up in my driveway, I walk out and he said, "i'm going to have your speed turned up to a 1.5", I ask about my son next door getting faster speed also, he said, " i'll get his up also. Sure enough in 10 minutes we were both up to a 1.5, which is about a 1.47 here. It stayed that way for a good while. Then we get a storm and our service was out for a couple days, when it comeback on, we were again at a slow .400 approx., so I called and ask about it and again started getting the end of the line story.

Some time passed and I again got aggravated about it and sent an email to support asking to please peed my connection up. I ended up emailing with a great tech named Mike, he look at the line speed and told me he saw NO REASON for my connection to be so slow, the line speed was available and the line would support it because he had it turned up to 1.5, But the system kept kicking it back. I ask if he would pass my complaint up to his supervisor to see if he could help. He did and they speed my sons up instead of mine? I couldn't figure that out. Then I got to looking at the emails with support and noticed when I started the complaint it started out with my phone line number as the reference number but somehow got changed to my sons line number when they responded back. (I will try to attach the email chain)Look at the line number that starts off the first email, it is 573-546-4039 Anyways, my son has a 1.5 now and when I ask to get mine speed up, I get the line story again. We are paying the same price for our service. As it turns out, Centurylink has been charging everyone out here in my area the same price as people who have been getting a faster service all along? Thats pretty close to nine years now.

You have my permission to look at my service if its needed.

I know this probably don't matter, but Charter offers a 5.0 connection for 39.99 1 mile from me, but I can't get it because Centurylink owns or controls the line or something like that.

Also, I told them I was going to file a complaint with the FCC. That never got me speeded up either.

[Ticket: # 670575 - Verizon blocking tethering app](#)

Date: 11/21/2015 7:38:16 PM

City/State/Zip: Ringtown, Pennsylvania 17967

Company Complaining About: Verizon Wireless

Description

Verizon started to block the tethering app FoxFi from PdaNet on 11/20/2015 for unlimited data plan customers. They are not allowing unlimited data plan customers to tether since the block. This is on top of the \$20 price increase.

[Ticket: # 670580 - Comcast Overage](#)

Date: 11/21/2015 7:41:42 PM

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

Comcast did not disclose at the time of sign up that there were overages for home usage and I did not agree to those terms.

[Ticket: # 670591 - Verizon Blocks FoxFi](#)

Date: 11/21/2015 7:49:59 PM

City/State/Zip: Hartsville, Indiana 47244

Company Complaining About: Verizon Wireless

Description

After claiming that they "would not block anything from unlimited users" they have officially blocked FoxFi from working on their network. There are already several articles describing the problem and confirming that it is a Verizon-wide problem. Having paid for the app this is rather infuriating.

[Ticket: # 670612 - Verizon blocking WiFi tethering app](#)

Date: 11/21/2015 8:04:26 PM

City/State/Zip: Augusta, Georgia 30904

Company Complaining About: Verizon Wireless

Description

I have been using foxfi on my unlimited Verizon account for years. As of 11/20/15 they have blocked the use of the app. As a ruling from 2012 stated Verizon cannot block a secondary app or make you pay for the use of your phone as a hotspot if the secondary app lets you. They have again broke this ruling.

[Ticket: # 670615 - Comcast blocking HBO Go on ps4](#)

Date: 11/21/2015 8:06:31 PM

City/State/Zip: Rochester Hills, Michigan 48307

Company Complaining About: Comcast

Description

I have recently discovered that Comcast has blocked the HBO Go application on the PlayStation 4. I know this because I recently replaced my roku with the PS4, and was shocked to find that the service (which I pay an absurd amount of money for) was blocked on my device with no explanation. I do not see how this can be classified as anything but prioritized content, and a blatant violation of net neutrality.

[Ticket: # 670689 - Verizon wifi hotspot and increased charges for grandfathered data plan.](#)

Date: 11/21/2015 9:12:38 PM

City/State/Zip: Mill Hall, Pennsylvania 17751

Company Complaining About: Verizon Wireless

Description

Verizon is not allowing me to use my wifi hotspot tethering that used to be free. In addition they are trying to charge me more for using the same data plan that I've had for over 15 years. How is this legal?

[Ticket: # 670749 - Verizon blocking apps](#)

Date: 11/21/2015 9:46:27 PM

City/State/Zip: Amelia, Louisiana 70340

Company Complaining About: Verizon

Description

Verizon seems to have blocked the Foxfi app from working on the phones attached to their service. It was working fine on 11/20/2015 and on 11/21/2015 it says I have to contact Customer Service and add the Hotspot feature to my plan. This is an extra \$20/month to use the unlimited internet that I have from them.

[Ticket: # 670802 - WiFi tethering](#)

Date: 11/21/2015 11:10:48 PM

City/State/Zip: Columbus, Ohio 43235

Company Complaining About: Verizon Wireless

Description

Verizon has removed the ability to use third party apps on my device to tether/hotspot. This is against the previous ruling prohibiting them from doing just that.

Ticket: # 670892 - Verizon is blocking an App called Foxfi

Date: 11/22/2015 2:14:11 AM

City/State/Zip: Urbana, Missouri 65767

Company Complaining About: Verizon Wireless

Description

I was told that cell phone carriers cannot block apps. Verizon has now blocked foxfi app. I believe it took place on November 20th 2015. Another Verizon user has confirmed through Verizon that they blocked it because they felt it was not a safe App. I find this ridiculous as I've been using this app for approximately 4-5 years and have never had any trouble that would deem this app as unsafe. How does an app work with me for close to 5 years and all the sudden it is unsafe? This is outrageous! I need this app to operate my business and I'm in an area that does not receive any kind of dsl opportunity. I hope you can help. Thank you.

(b) (6)

[Ticket: # 670931 - Verizon wireless](#)

Date: 11/22/2015 4:17:07 AM

City/State/Zip: Ovid, Michigan 48866

Company Complaining About: Verizon Wireless

Description

Once again Verizon is trying to strong arm it's customers into using their WiFi tethering app instead of other legal 3rd party apps. Shame on them for violating our right yo tether with what app we want.

[Ticket: # 670966 - Craigslist allowing false advertising leading to scams, misuse of phone,etc. especially with animals, leading to possible cruelty](#)

Date: 11/22/2015 8:09:26 AM

City/State/Zip: Concord, New Hampshire 03301

Company Complaining About: Comcast

Description

I am concerned about a growing use of Craigslist for buying, selling of animals. People are duped into situations that lead to use of phone and internet in dealings involving money transactions for sick or non existing animals. Animals end up in worse conditions then they were in to begin with. I know of an international welfare agency in the US that has helped another country overcome similar actions of their version of Craigslist. Is there something that can be done here to protect the public and our animals from these dishonest practices. Can Craigslist be called upon for better business practices?

[Ticket: # 670975 - verizon/3rd party tethering apps](#)

Date: 11/22/2015 9:20:15 AM

City/State/Zip: Hackensack, New Jersey 07601

Company Complaining About: Verizon Wireless

Description

It seems that Verizon has decided to, once again, block 3rd party tethering apps and will only allow their tethering service, for an additional fee. As far as I know, this is a violation of a court order.

[Ticket: # 670979 - Comcast Data Cap](#)

Date: 11/22/2015 9:35:11 AM

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

Started receiving emails from Comcast over exceeding there limit and that additional charges will be applied to my bill for usage of Internet. This is absurd just another way to add to their bottom line when customers don't take the services they offer. I have basic 25m Internet and no tv, phone services as we use internet services for entertainment to get what we want not what Comcast forces you to take. If there were other options where I live they would be gone

Ticket: # 670996 - Verizon Wireless Unlimited Plan

Date: 11/22/2015 10:21:30 AM

City/State/Zip: Kokomo, Indiana 46901

Company Complaining About: Verizon Wireless

Description

Verizonwireless has yet again begun to lock down plans and apps for unlimited users. I can not tether any app. I can not even pay for tethering after they said they would not touch my plan. There is no way they should be able to block apps and tethering from something I pay for. They have disabled just about all apps or anything to do with tethering.

Ticket: # 671024 - Verizon Wi-Fi tethering

Date: 11/22/2015 11:26:47 AM

City/State/Zip: Alta Loma, California 91701

Company Complaining About: Verizon Wireless

Description

Verizon will not allow the use of Foxfi app for hotspot tethering. The prompt on the screen requests that a charge for using their 4G devices as Wi-Fi hotspots. This goes against the FCC ruling that Verizon can't charge for Wi-Fi tethering - <http://www.zdnet.com/article/let-my-wi-fi-go-fcc-rules-verizon-cant-charge-for-wi-fi-tethering/>

[Ticket: # 671051 - Xfinity data cap](#)

Date: 11/22/2015 12:20:51 PM

City/State/Zip: Billerica, Massachusetts 01821

Company Complaining About: Comcast

Description

Xfinity is starting to implement a 300gb data limit. Is this a violation of net neutrality.

Ticket: # 671063 - Verizon Blocking Applications

Date: 11/22/2015 12:51:05 PM

City/State/Zip: Brush, Colorado 80247

Company Complaining About: Verizon Wireless

Description

Verizon has blocked access for using the applications Fox-Fi and PDA Net+ that are on Google Play and are paid apps. They are used as hot spots for the phones to allow other devices to connect to the network. A Verizon rep, Emily, stated "I did research this matter and I do show that the reason it was blocked was due to the app not being secure enough due to not meeting our security qualifications which was the reason it was blocked from our end."

Ticket: # 671211 - Verizon Wireless has disabled wireless hotspot capability for those on Unlimited Cellular Data Plans as of Nov 20th 2015

Date: 11/22/2015 3:56:03 PM

City/State/Zip: Palo Alto, California 94306

Company Complaining About: Verizon Wireless

Description

Hi,

I had read that Verizon had promised the FCC that it wouldn't try to disable wifi hotspot access to people whose devices support this feature as a part of an agreement to obtain more spectrum.

However as of Nov 20th, 2015, those of us with unlimited data plans no longer have wireless hot spot service available, and must pay an extra \$30 a month to Verizon.

Isn't this a violation of their original agreement not to deliberately disable the built in hot spot features of customer's phones? I own my phone free and clear, and I don't understand why they are allowed to cripple these features?

Regards,

(b) (6)



[Ticket: # 671220 - Verizon Wireless blocking apps that allow tethering](#)

Date: 11/22/2015 4:05:36 PM

City/State/Zip: Willow Grove, Pennsylvania 19090

Company Complaining About: Verizon Wireless

Description

I have a Unlimited data plan, the carrier should not get to decide how I choose to use that data or which apps I can use. Tethering is just one way I choose to use my data. I'm a Merchant Mariner, while on the boat, wireless data is my only source of both internet and TV. It should remain truly Unlimited, please remind Verizon the definition of that word. This has gone too far. Please reign them in.

[Ticket: # 671247 - Verizon wireless blocking tethering for mobile devices](#)

Date: 11/22/2015 4:33:54 PM

City/State/Zip: Moultrie, Georgia 31788

Company Complaining About: Verizon Wireless

Description

Verizon wireless has once again blocked third party internet tethering apps for unlimited data customers. In fact have raised rates for those customers.

[Ticket: # 671544 - Verizon, unlimited plan unable to tether](#)

Date: 11/22/2015 11:08:55 PM

City/State/Zip: Bridgeport, West Virginia 26330

Company Complaining About: Verizon Wireless

Description

I have paid for a tethering app and have been using it successfully on the Verizon network. I also have a grandfathered data plan with Verizon and pay 179.00 for 2 cell phones using shared data and daytime minutes. on Saturday, Nov 21 the tethering app ceased to connect my phone to my tablet or laptop. Please advise

[Ticket: # 671832 - verizon tethering](#)

Date: 11/23/2015 11:04:51 AM

City/State/Zip: Utica, New York 13502

Company Complaining About: Verizon Wireless

Description

Verizon has blocked the use of tethering using foxfi app from the google app store. It seems to have stopped for unlimited data plans only. Verizon wants to make you pay more for less data.

[Ticket: # 671599 - Verizon Blocking WIFI hotspot app from working](#)

Date: 11/23/2015 12:21:40 AM

City/State/Zip: Troy, Michigan 48085

Company Complaining About: Verizon Wireless

Description

Hi, I'm a Verizon customer and I've been using an app from Google Play called FoxFi on my Verizon cell phone for several years. As of Nov 20, it's no longer working as expected and all my research into the reason why is pointing to Verizon making a change to block the app from working. I believe this is a violation of the open access rules and the previous agreement that the FCC settled with Verizon back in 2012. This is affecting many users across the USA, but possibly focused on Verizon customers with unlimited data plans. Can you please look into this issue and advise me of your findings.

[Ticket: # 671683 - Internet cap](#)

Date: 11/23/2015 8:48:25 AM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

I believe it is unfair to limit once that was unlimited internet data now has a limit and we are required to pay extra to remove the cap on internet usage.

Ticket: # 671751 - Verizon is blocking me from using FoxFi app as my WiFi client.

Date: 11/23/2015 10:19:25 AM

City/State/Zip: Beaver Falls, Pennsylvania 15010

Company Complaining About: Verizon Wireless

Description

I have been using FoxFi as my WiFi client and Verizon has blocked me from using this app. They are trying to force me to pay for their WiFi client. I have paid for FoxFi. I believe this was addressed in an order from the FCC that Verizon is not permitted to do this.

[Ticket: # 671772 - Verizon has killed FoxFi \(PDANet\) tethering for grandfathered unlimited data users](#)

Date: 11/23/2015 10:29:40 AM

City/State/Zip: Decatur, Tennessee 37322

Company Complaining About: Verizon Wireless

Description

Verizon has terminated use of FoxFi (PDANet), and I no longer have access to decent, wireless internet in my rural area.

Ticket: # 693973 - UNWANTED/UNSOLICITED TEXT MESSAGES

Date: 12/6/2015 4:57:53 PM

City/State/Zip: Marion, Kansas 66861

Company Complaining About: AT&T

Description

I have received 3 unsolicited text messages from an unknown number.

Given the current conditions related to terrorism in our country I wanted to report the numbers:

410.100-001 from Arluene E. Ocanas , 410.100.002 from Guglielma Hernandez & 410.100.003 from Gwenette Anders

[Ticket: # 671838 - Comcast usage cap](#)

Date: 11/23/2015 11:07:09 AM

City/State/Zip: Tyrone, Georgia 30290

Company Complaining About: Comcast

Description

Comcast's data usage cap unreasonably interferes with the ability of consumers to reach content or the ability of content providers to reach consumers as evidenced by punishing users of alternative tv streaming, like sling tv. They have launched their own un-capped tv streaming in a wholly manipulative way to keep revenue for themselves and squeeze out any other markets for tv alternatives. They should need to provide the same uncapped-IP sourcing to other providers, like Sling TV, as they provide for their own streaming services.

[Ticket: # 680872 - Cable monopolies](#)

Date: 11/29/2015 1:21:50 PM

City/State/Zip: Lacey, Washington 98513

Company Complaining About: Centurylink

Description

Please classify the Internet as a public utility. Internet has become a necessity of our country just like electricity. We need affordable options and open Internet.

[Ticket: # 672022 - Comcast Net Neutrality](#)

Date: 11/23/2015 12:14:34 PM

City/State/Zip: Valparaiso, Indiana 46385

Company Complaining About: Comcast

Description

Cable and Internet monopoly comcast is hiking prices company wide. With little in the way of alternatives they are monopolizing the industry and are using unfair practices to squeeze every penny out of their now dwindling customer base.

Ticket: # 672026 - Comcast ripping me off

Date: 11/23/2015 12:16:41 PM

City/State/Zip: Marietta, Georgia 30068

Company Complaining About: Comcast

Description

I pay for internet and TV. If I watch CNN on the TV...no problem. But if I watch CNN using their Xfinity app or site, it counts towards their 300 GB cap. I understand they offer a product called Stream TV which give (among other things) CNN over the internet that DOES NOT count toward the 300 GB limit. Doesn't sound very "neutral" to me.

I am consistently going over the 300 GB cap and being charged extra for it (almost) every month. Even without these penalties, they have almost doubled what I pay them for far less service (now that it's capped).

I can't see how treating my CNN differently than their Stream TV's CNN or CNN over the TV could be in any way conforming with their obligations...I know it's certainly not in the spirit of those obligations.

I only took traditional TV from them because they told me it was cheaper than just getting internet from them (I know...strange...they're playing some type of game there). I prefer to stream only, but these bandwidth caps make that impossible.

If this was the only problem with them, than I likely wouldn't have complained, but they have a long history of adding charges to my account without me changing, changing my rate plan automatically in stages so that it's harder to notice the changes and complaining, charging me for sending people to my house to fix their stuff without disclosing prior that there would be a charge.

If they weren't a virtual monopoly, I'd be gone already. No consumer should have to put up with so many abusive practices from any one company.

[Ticket: # 672088 - More competition in ISP](#)

Date: 11/23/2015 12:37:07 PM

City/State/Zip: San Francisco, California 94121

Company Complaining About: Comcast

Description

Hello,

I am writing to demand more competition in the ISP market. It is outrageous that our own government allows monopolies (COMCAST!!!) to be the only service provider in areas, and does nothing when they fully take advantage of their customers. The fact that they are now restricting speed in order to force their consumers into paying more for their services, when we are given no legitimate alternative, is absolutely despicable. Please do your job and PROTECT the rights of American people.

Ticket: # 672493 - Holding emails

Date: 11/23/2015 2:26:24 PM

City/State/Zip: Ravenna, Ohio 44266

Company Complaining About: G Mail By Google

Description

The problem is Gmail inability to deliver the email. I send one email to everyone on the list and I get maybe 67 back as undeliverable. I sent another email to the same people 30 seconds after the first and maybe I get 7 back. I can send another email 30 seconds later and the all may go through Or they may send a large number back. I think that you equipment is not adequate to do the job yet you still sign up more people so you can tell prospective advertisers you have more accounts than can use the system . The more accounts you have the more you can charge for ads. I get this even some times when I never 20sent a single email and again I can send as many as twenty before I get this message.

If you communicate with the same group of people on a regular basis, you might be interested in Google Groups.

If you send a large number of undeliverable messages, we suggest verifying your contacts' email addresses. It's also important that everyone you are sending mail to is willing to receive it.

Learn more about best practices for sending a large amount of mail through Gmail.

Ticket: # 672788 - Comcast data caps

Date: 11/23/2015 3:49:53 PM

City/State/Zip: Tucson, Arizona 85718

Company Complaining About: Comcast

Description

Hi.

Comcast is a monopoly internet provider where I live. Its the only way to get the last 100 feet from the internet to my house.

They are terrible in many ways, as you would expect a monopoly provider to be, but recently they started charging for my data use. So not only do I have to pay for access to the internet, paying for the rate I download data, but I also have to pay extra for exceeding arbitrary caps. These caps aren't in place because of traffic congestion, as comcast has admitted. They aren't applied to using comcast streaming video services, but only to other video services which would seem to violate net neutrality.

Please. Either take away their monopoly or regulate them. Quit letting them screw consumers both coming and going.

[Ticket: # 672795 - Verizon Restricting Access to App](#)

Date: 11/23/2015 3:53:19 PM

City/State/Zip: Woodside, California 94062

Company Complaining About: Verizon

Description

On Nov 20, 2015, Verizon Wireless restricted my access to part of an application allowing me to turn my cell phone into a mobile hotspot. I bought this app and have been using it for the past few years. The app is called PDA Net. I did not give them permission make any changes to my phone, so I am also concerned about my privacy as well as my right to use the apps I want to use.

Ticket: # 672855 - Verizon restriction to Internet Application

Date: 11/23/2015 4:12:02 PM

City/State/Zip: Woodside, California 94062

Company Complaining About: Verizon Wireless

Description

On November 20, 2015, Verizon Wireless restricted my access to an wireless application that I have paid for and have been using for the past few years. The application is produced by June Fabrics, FoxFi - PDANet. I live in a rural area and this is the ONLY internet access that I have available to me. How does Verizon Wireless have the right to restrict my access? I NEVER gave Verizon Wireless the right to deny my access and to me this is a privacy issue. Accessing my account without my permission!!! Making changes to my phone without my permission!!!

[Ticket: # 673052 - Verizon Wireless Blocking WiFi](#)

Date: 11/23/2015 5:21:26 PM

City/State/Zip: Burlington, North Carolina 27215

Company Complaining About: Verizon Wireless

Description

Verizon Wireless has blocked the use of the app PDANet+ which allows for utilizing my unlimited internet wifi hotspot. Verizon has cited "security concerns" however I have used this app for over a year without any incidents.

[Ticket: # 673527 - Verizon wireless tethering](#)

Date: 11/23/2015 7:47:36 PM

City/State/Zip: Athol, Idaho 83801

Company Complaining About: Verizon Wireless

Description

Hi, my complaint regards Verizon wireless internet tethering. I have been grandfathered into Verizon's unlimited data for some time now and use it as such. It upsets me greatly that Verizon charges an additional fee to use the data that I'm already paying for if I want to tether. I have been using a tethering app to access data on other devices but it seems that Verizon has now killed access to that app. On top of this they have also increased the unlimited data package by 20.00 per line. This just isn't right! If they're going to increase the price they should, at the very least, include tethering also. I sure hope you will take measures to right this situation. Thank you for your consideration.

(b) (6)




Ticket: # 673612 - FoxFi

Date: 11/23/2015 8:27:53 PM

City/State/Zip: Chesapeake, Virginia 23322-5804

Company Complaining About: Verizon Wireless

Description

<https://www.google.com/search?q=foxfi+verizon>

As has been widely reported in the past few days, Verizon Wireless has begun to block the Android app FoxFi from working on its network. This is a blatant violation of the C Block open access terms to which Verizon Wireless agreed in 2008 when it purchased its nationwide 10+10 MHz block of 700 MHz spectrum. Please compel Verizon Wireless to unblock FoxFi. Thank you!

Ticket: # 673663 - Comcast monthly data cap

Date: 11/23/2015 8:50:41 PM

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

Comcast use to not enforce any monthly cap on data but now enforces a 300GB/mo cap on my household. As a heavy internet user myself I find this inconvenient to say the least.

But more importantly this might be a violation of this ruling (known popularly as net neutrality)

<https://www.federalregister.gov/articles/2015/04/13/2015-07841/protecting-and-promoting-the-open-internet>

Especially since it seems to have the effect of curbing and minimizing the use of netflix and other business competitors of comcast.

This appears to be a subtle monopolistic tactic to keep existing customers from dropping their TV plans (known popularly as "cord cutters") or going with lower cost options.

[Ticket: # 673953 - Verizon blocking applications from working.](#)

Date: 11/24/2015 12:39:55 AM

City/State/Zip: Asheville, North Carolina 28806

Company Complaining About: Verizon Wireless

Description

Fox fi is an application that allows my mobile device to act as a mobile hotspot. Verizon, my service provider has again blocked the application from working.

Ticket: # 681510 - T-Mobile inaccurately claims to be content agnostic.

Date: 11/30/2015 12:18:36 AM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: T Mobile

Description

I use T-Mobile strictly as as mobile internet provider (I do not use their phone service), and this complaint applies strictly to their role as an ISP, which is why it's an "Internet Complaint".

T-Mobile claims to "implement network management practices on a content-agnostic basis" (Source: http://www.t-mobile.com/Company/CompanyInfo.aspx?tp=Abt_Tab_ConsumerInfo&tsp=Abt_Sub_InternetServices). I would hope this means that T-Mobile would not engage in partnerships with content providers and incentivise users to use particular services and thus discourage use of other services; however, the new "Binge On" service clearly shows that T-Mobile no longer has neutrality with respect to the sources of content. This is even called out on the same page, noting that if I protect my privacy via a VPN (and thus my VPN is the content provider) I am effectively penalized. The pattern of discounting particular services instead of lowering the price equally for all content is a serious offence as far as I'm concerned, but also directly contradicts their own statement. If this continues, in the long term my connection providers will have de facto control over what content I can afford to consume: this is not a world I want to live in. I have been a T-Mobile customer for several years partly due to their being content agnostic, which is now only a lie.

Most other ISP's are similar in their lack of being content agnostic, which I think is a very serious problem, but at least T-Mobile is explicitly misrepresenting themselves by claiming to offer features and special deals for specific content while also claiming to be content agnostic. They could argue that their claim of being content agnostic only applies to their network management, and not to other things, but I believe financially incentivising customers to use specific types of content clearly should be considered part of their network management: that customer data is the main thing they manage on their networks.

At a minimum I'd like the FCC to do something about T-Mobile's use of self conflicting claims, but ideally I'd like some action to prevent the ongoing destruction of equality on the internet: these ISP+content provider deals are raising the barrier to entry for both new content providers, as well as new ISPs. This is harmful to small businesses and any large ones they gang up on. It's classic use of vertical integration to destroy competition: we as a country would be much better off economically if this were illegal. I also fear the potential for censorship from this differential billing based on what the downloaded content is. Also, given that significant portions of content providers are part of these deals, and some ISPs seem to be explicitly excluding some content providers (those that are their competitors in other markets it seems), it may already be reasonable to consider these deals as anti-trust violations.

[Ticket: # 674094 - Comcast data caps](#)

Date: 11/24/2015 9:02:06 AM

City/State/Zip: Alpharetta, Georgia 30009

Company Complaining About: Comcast

Description

I just wanted to weigh in on the new money grab by Comcast. As if Comcast service is not expensive enough, a restriction on my data use is a clear attempt by Comcast to force customers to use their cable TV product rather than streaming sources of media. If their argument is pay more to get more, then why do I not get a credit equal to the amount of data use that I use UNDER their cap.

[Ticket: # 674860 - Blocking 3rd party tethering application fifax](#)

Date: 11/24/2015 2:27:10 PM

City/State/Zip: Fox Island, Washington 98333

Company Complaining About: Verizon Wireless

Description

I have a third party application tethering application that it appears is being blocked by Verizon. This appears to be a clear violation of net neutrality rules. The standard security issue argument make a mockery of the net neutrality agreement. The universe of threats is infinite and can be tailored any argument or motive. In effect neutralizing net neutrality.

[Ticket: # 674984 - Verizon Wireless has removed the ability to use my unlimited data in the way I choose](#)

Date: 11/24/2015 3:11:33 PM

City/State/Zip: Sierra Vista, Arizona 85635

Company Complaining About: Verizon Wireless

Description

We have been loyal customers with Verizon Wireless since 1993 and have a total of five lines registered through Verizon. Due to the time frame in which we signed the first contract with Verizon, we have two of those five lines with grandfathered unlimited data. Of those five lines, two are under contract other than monthly. The lines with unlimited data are out of contract and paid monthly. On or about 20NOV2015, I found that I could not use *MY* data in a manner that I wanted as Verizon is now enforcing the use of their own subscription based hotspot.

At the very end of the last bill there was a message stating that Verizon will increase my bill by \$20 (2 lines=\$40) a month; however, I will not be able to use *MY* data with subscribing to their hotspot/tether application, and I will then lose my current unlimited plan.

My complaint, simply said is that I do not believe Verizon should be able to BLOCK a legal application I have purchased for my phone and I should be able to use *MY* data that I have already purchased as I legally wish.

Please see attached word doc.

[Ticket: # 675503 - Comcast Data Cap](#)

Date: 11/24/2015 5:38:32 PM

City/State/Zip: Memphis, Tennessee 38016

Company Complaining About: Comcast

Description

Comcast is capping my data at 300GB/month, with no means of monitoring data usage. I had powered off all devices in my home, only to find that nearly 60GB more had been used while my devices were off.

[Ticket: # 675586 - Comcast Data Overage - Notification of overage - but no way to check actual usage](#)

Date: 11/24/2015 6:06:26 PM

City/State/Zip: Murfreesboro, Tennessee 37129

Company Complaining About: Comcast

Description

Comcast has provided notifications since this weekend that I was at 90%, 100%, and now 110% of my data allowance.

However, each time I have gone to look at the data usage meter on the account management portal and it just says "We're sorry. We can't load your internet usage meter right now."

How can charge for going over when they do not provide a functional means of monitoring usage?

[Ticket: # 675976 - Internet data usage cap](#)

Date: 11/24/2015 8:57:36 PM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

Contract with Comcast xfinity internet service allowed for unlimited internet access. As of October 1 2015 they have placed a cap on data usage on my account with the option of an additional \$35 fee for unlimited data usage.

[Ticket: # 676212 - Data caps](#)

Date: 11/25/2015 12:17:28 AM

City/State/Zip: Tallahassee, Florida 32309

Company Complaining About: Comcast

Description

How is Comcast allowed to cap Internet, I liken this to organized crime. What is my government doing to protect its citizens from these crimes?

[Ticket: # 681253 - complaint](#)

Date: 11/29/2015 6:02:17 PM

City/State/Zip: Dragoon, Arizona 25609

Company Complaining About: Hughes Net

Description

hughesNet

Ticket: # 676750 - Comcast Data Caps

Date: 11/25/2015 12:42:58 PM

City/State/Zip: Salt Lake City, Utah 84118

Company Complaining About: Comcast

Description

Although its called a "data usage plan", Comcast is implementing this new program directly aimed at streaming services, competing with their traditional TV services. This policy is billing customers for a speed tier as well as a data usage tier. In places with no other option for internet services, Comcast is using its monopoly in those service areas to extract exorbitant amounts of money from their customers. Most people would be fine with paying for a limited data allowances with unlimited speed, or limited speed with unlimited access to the internet.

I believe that Comcast is using their large and uncompetitive markets to, squash competition and exact a price that is unfair to their consumers, while not providing improved benefits.

Ticket: # 677215 - Usage Overage Charge

Date: 11/25/2015 3:26:52 PM

City/State/Zip: Tucson, Arizona 85704

Company Complaining About: Comcast

Description

Comcast is limiting my internet to 300GB per month and charging us if we go over. As a household that does not have TV we rely on streaming Netflix, YouTube, ect for our entertainment needs. As a technology professional I also rely on my internet connection to log into work and work from home when needed. Not only is a overage charge ridiculous but in Tucson AZ Comcast does not offer an unlimited option like they do in other "test" markets. If we go over we have to pay the overage and there is no way to escape it.

Ticket: # 677289 - Xfinity Comcast Data Caps

Date: 11/25/2015 3:58:46 PM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

For several months, Comcast has put a 300 GB internet cap for every month. In my household of only three, this limit has been reached almost every time. 300 GB is not enough data for everyday internet uses.

Ticket: # 677262 - Comcast DATA CAP

Date: 11/25/2015 3:45:12 PM

City/State/Zip: Fort Lauderdale, Florida 33305

Company Complaining About: Comcast

Description

Comcast recently introduced a new "feature" that charges \$10 for each 50GB over 300GB. When I spoke with them regarding the issue, they told me I should watch more TV via Comcast and watch less streaming via Netflix, Hulu, HBO in order to avoid the cap.

They also told me that HD video does not use much data, even though I can see that one HD TV program on my Apple TV is nearly 2GB.

This is tiered pricing: people who do not stream video, pay less. They are taxing from people who don't exclusively consume their content.

Ticket: # 677290 - Re-submission of rebuttal argument 580986

Date: 11/25/2015 3:59:47 PM

City/State/Zip: Sunapee, New Hampshire 03782

Company Complaining About: Verizon Wireless

Description

This complaint is a re-submission of complaint 580986, which was merged by mistake with a similarly presented, but unrelated, complaint relating to Block C regulation. What follows is an exact copy of what was presented in complaint 580986 with minor formatting corrections.

In recent discourse with Verizon over the validity of locking bootloaders on phones capable of utilizing Block C of the 700mhz spectrum, they referenced footnote 502 of the regulations in defense of the practice. Here I will disprove any such defense through the following arguments, in order:

1. Definition of a bootloader as an Operating System vs Initiation Protocol;
2. Exclusivity of a bootloader, if defined as an Operating System, that violates other areas of the regulations.

My first argument is as follows:

An Operating System, as defined in the Oxford English Dictionary (what is accepted to be the standard for definition of words and terms in the English Language) is as follows:

"The software that supports a computer's basic functions, such as scheduling tasks, executing applications, and controlling peripherals."

- I. A bootloader, on its own, is incapable of initiating peripherals. The peripheral initiation process is controlled by the Radio image (a completely separate piece of software on the phone that resides on a separate partition) in conjunction with the Kernel;
- II. A bootloader is incapable of scheduling tasks. Within the code of the bootloader used on phones in question, there is no element that extends to the ordering or scheduling of tasks beyond updater code, which is only present for the duration of 1 (one) operating session;
- III. A bootloader, beyond initial initiation/execution of system services (through a process not accessible or modifiable by the user,) does not execute or control any application, and controls no user-facing application in normal use.

Therefore, a bootloader is not, by definition, a functioning operating system.

My second argument is as follows:

Should the bootloader be defined as an operating system, it is subject to similar regulation as disclosed elsewhere; namely that:

- I. An Operating System, within pertinent Block C regulations, is required to comply to Open Access should that not infringe on the security of the carrier's network infrastructure (within which the devices, outside of the cellular communication antennas and CDMA chips, are excluded) or external regulatory

laws created under the Telecommunications Act or by act of Congress under the elastic clause. The restrictions posed by a locked bootloader include the following:

- a) The inability to install a "custom recovery image" (a user facing application, usually including a Graphical User Interface)
- b) The inability to install a custom Linux Operating System (internally comprised of modular applications on a whole)

As of the current time, no exploit (security breach or otherwise) that has compromised the security or integrity of a host CDMA network, nor the security of the Secure Element, nor the integrity of any CDMA device-specific (device-integral) component has relied upon or specifically required the use of an unlocked bootloader or custom software that is not otherwise accessible through current channels on current firmware/software -- disproving the assertion that a locked bootloader specifically constitutes Reasonable Network Management on the part of the carrier, thus disproving the protection of such practice under Reasonable Network Management as defined in the Block C regulations.

II. To prevent modification of the Bootloader directly violates the requirement that the carrier not "prohibit standards that block ... or other services that compete with wireless service providers' own offerings" (Ref. Paragraph 222 of FCC-07-132A1).

The denial of installation of any application (Recovery, Kernel, or System Application) other than that included in carrier-approved, and carrier-signed updates directly violates this requirement for Open Access, as it *blocks a service that competes with the wireless service providers' own*

Therefore, whether defined as a core component of the Operating System or defined as a separate software device altogether, the practice of locking bootloaders to provide for exclusively internal (carrier-controlled) modification is in violation of Block C regulation.

I do not have any account with Verizon, and thus do not have a phone number or account number that is subject of complaint.

Ticket: # 677412 - Wireless internet

Date: 11/25/2015 4:43:22 PM

City/State/Zip: North Myrtle Beach, South Carolina 29582

Company Complaining About: Anaptyx

Description

I live in a condo where the owners pay for internet service via our hoa fee (dues). Several of the owners, including myself have had constant problems with the unsecure wireless internet in our building. I have asked the service provider and the hoa both to please secure the buildings wireless access point after the IT consultant I hired advised me to do so. The consultant explained to me our devices were connecting to bogus access points set up with the same name as the legit Access point in the building (Anaptyx_CrescentTowers). Because the provider (Anaptyx) refuses to secure the buildings wifi connection they are enabling hackers to create bogus wireless access points with the same name and no security. Devices will automatically connect to the access point with the strongest signal. Our wireless devices are connecting to some hackers laptop instead of the buildings real wifi. The provider (Anaptyx) claims its not an issue according to their records. This is because our devices are not connecting to Anaptyx for there to be any record in the first place.

Ticket: # 677707 - Comcast 300gb data cap "unreasonably interfere"s with my choices in the marketplace

Date: 11/25/2015 7:39:21 PM

City/State/Zip: Nashville, Tennessee 37215

Company Complaining About: Comcast

Description

For two and a half years I have had to curtail and change my internet usage due to a purposefully low bandwidth cap intended to tax people who use internet streaming services. I can no longer purchase games through online services because the size of a single game will take out a huge portion of my 300gb limit. The scheme is designed to charge a tax on people and is artificially low to make up for lost subscribers. It's also designed to target families with many children who stream netflix instead of using comcast's cable service or new streaming service that does not count against bandwidth.

I believe that they are breaking 47 CFR 8.11 with the artificially low bandwidth cap. They have stated that the cap is NOT due to network management.

§ 8.11 No unreasonable interference or unreasonable disadvantage standard for Internet conduct. Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users. Reasonable network management shall not be considered a violation of this rule.

Ticket: # 677786 - Comcast 300GB cap

Date: 11/25/2015 8:56:51 PM

City/State/Zip: Guyton, Georgia 31312

Company Complaining About: Comcast

Description

With streaming tv/movie services, cell phones, and more and more devices relying on home internet 300GB per month is not enough data. And continually hiking up the bill is making budgeting a very difficult maintain a budget. There is also no other high speed service providers in my area.

[Ticket: # 677781 - Comcast / xfinity Data Caps](#)

Date: 11/25/2015 8:53:03 PM

City/State/Zip: Tucson, Arizona 85741

Company Complaining About: Comcast

Description

I find it outrageous that xfinity is capping my data at 300 gb per month and charging me extra to use the internet, as soon as a better or decent alternative option appears i will be supporting them and more than happy to give them my money.

Ticket: # 677978 - Port Filtering

Date: 11/26/2015 12:51:13 AM

City/State/Zip: Omaha, Nebraska 68102

Company Complaining About: Cox

Description

Cox blocks a small number of ports for "security" purposes. While this is understandable, there needs to be a way to opt out. It prevents more advanced users from fully utilizing the internet service they are paying for.

The specific ports affect http smb and smtp protocol.

Cox's support page on the matter:

<http://www.cox.com/residential/support/internet/article.cox?articleId=cacf82f0-6407-11df-cccf-000000000000>

Ticket: # 678101 - Comcast Broadband Cap

Date: 11/26/2015 9:44:41 AM

City/State/Zip: Tavernier, Florida 33070

Company Complaining About: Comcast

Description

When I signed up for Comcast earlier this year I was 'locked' into a contract to provide services at specific price. It was never mentioned that there was to be a cap or limit on the services provided within just a few months. While I understand Comcast reserves the right to change the terms, I believe the move to place a limit is deceptive and an unfair practice equal to blackmail. It was mentioned that I would need to pay an additional \$30 per month for unlimited usage at time of connection. This has effectively trapped me with a contract and limited broadband for the next two years. See below from the good people at Comcast:

Hello,

This is a Courtesy Notice from Comcast to let you know that you have reached 90% of your 300 GB monthly data plan for your XFINITY Internet Service. As of 11-25-2015, you have 29 GB remaining for this calendar month.

For more information on your data usage plan and to view details of your current data usage, please visit <http://xfinity.com/mydatausage>.

Sincerely,
XFINITY® Team

[Ticket: # 678180 - DATA CAP](#)

Date: 11/26/2015 12:32:46 PM

City/State/Zip: Hendersonville, Tennessee 37075

Company Complaining About: Comcast

Description

I don't think this is fair to only be doing this trial in certain areas.

Ticket: # 678302 - Rise Broadband has a data cap

Date: 11/26/2015 5:17:27 PM

City/State/Zip: Rock Falls, Illinois 61071

Company Complaining About: Rise Broadband

Description

I'm on a grandfathered internet package from an acquired company called T6Broadband, Rise Broadband recently acquired them. I called to inquire about upgrading the internet service to something higher, as 5mb/s isn't enough to allow someone to watch youtube/netflix/plex/whatever and have someone else play an online game.

If we were to upgrade our service, it'd come with a 150gb cap. I can hit that in about a week on my current internet, imagine how quickly I could hit that with a faster connection?

This cap bullshit has to stop, there's no reason a large ISP's infrastructure can't allow for a decent amount of traffic. And if you can't hit the kinds of speeds you promise, don't offer them.

Ticket: # 678342 - Datacaps Excessively low data allowance within a basic plan/creating an imbalanced environment for internet businesses that utilize video extensively.

Date: 11/26/2015 7:01:39 PM

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

Datacaps on broadband usage Comcast

Ticket: # 679021 - Comcast Data Cap

Date: 11/27/2015 3:13:59 PM

City/State/Zip: Atlanta, Georgia 30339

Company Complaining About: Comcast

Description

Comcast currently has a trial program to effectively cap customer with broadband internet to 300 GB or pay an inflated overage fee of \$10/50 gigabytes. This policy is clearly meant to punish cord-cutters and because the company enjoys a government-mandated monopoly there is no recourse. In an age when more and more content is delivered through the internet and data transfers are cheaper, this fee is stifling communication. Unlimited terrestrial internet has been in place for decades. Comcast's money-grab should face judicial and legislative scrutiny before the company abuses its monopoly. This policy is not about fairness but about extorting customers because they have no choice--Comcast can't provide any evidence it actually costs \$10 to give me 50 more gigabytes but the "market will bear" this price because there are NO OTHER CHOICES.

Ticket: # 679091 - Data Caps

Date: 11/27/2015 4:07:25 PM

City/State/Zip: Miami Gardens, Florida 33055

Company Complaining About: Comcast

Description

Why should I be charged extra with no warning what so ever. Not even a freaking email or a phone call or a letter in the mail. I play video games and watch netflix and youtube all day long sometimes and so does my family. Now they are going to try to hassle me for another 40 dollars a month are these people insane. They are trying to rob the community in broad daylight and nothing is going to happen to them? Is this a joke its bad enough I have to deal with their shitty outages and speeds because no other carrier has the rights where i live to give me internet.

Ticket: # 679496 - Comcast data cap and monthly changing bills

Date: 11/27/2015 8:32:31 PM

City/State/Zip: Atlanta, Georgia 30339

Company Complaining About: Comcast

Description

Dear Sir/Madam,

I am sure you are aware of the two issues that I will bring to your attention since these are shared by many users. 300 gb monthly cap on Comcast internet plans are significantly limiting for users and are not realistic for current data needs of the digital age. Comcast does this to enforce its tv platforms over streaming services. Second issue is that our monthly bill keeps increasing. They really employ dirty tactics to charge more money. Professional don't have much time to argue with a Comcast rep over the phone and they count on this. I really think that FCC should take steps in eliminating these practices. Unfortunately, this is all because of Comcast monopoly over cable services. I really don't understand why Comcast is let to have this kind of monopoly when there is free market and competition for everything else.

Ticket: # 679762 - Comcast Corporation blocking HBOgo application**Date:** 11/28/2015 4:01:46 AM**City/State/Zip:** Edwards, Colorado 81632**Company Complaining About:** Comcast

Description

I'm sure this issue is already well known but as a frustrated consumer I am contacting you about it anyhow. Comcast refuses allow access to the HBOgo application on Sony Playstations. I pay Comcast for HBO programming. I also pay Comcast to provide me with internet service. HBO grants me access to their content via their HBOgo application. Playstation has the HBOgo application in their application store. I have paid for all the parts and services necessary to be able to use the HBOgo application on my Playstation but Comcast refuses to allow me to use the internet service I pay them for to view the HBO content I pay them for over a Playstation. I don't understand how this isn't a blatant violation of the Open Internet Rules. I will attach a recent response sent by Comcast to the BBB after I filed a complaint. As a side note, Comcast has stolen an incredible amount of money from me and despite all my efforts will only agree to pay me back a portion of it despite their recognition that they have incessantly billed me in error. I am really shocked that they are allowed to operate with such blatant disregard for ethical business practices.

[Ticket: # 680275 - Comcast introduced a 300GB cap which limits my monthly usage and is charging me extra fees.](#)

Date: 11/28/2015 4:38:43 PM

City/State/Zip: Miami, Florida 33129

Company Complaining About: Comcast

Description

Comcast is imposing a 300 gigabyte cap on my monthly service. At my 75megabit speed, that amounts to limiting me to 10 hours of usage.

Ticket: # 680315 - Data caps are anticompetitive behavior, harmful to consumers.

Date: 11/28/2015 5:19:17 PM

City/State/Zip: Woodstock, Georgia 30189

Company Complaining About: Comcast

Description

Comcast has, without my consent and without any prior notice, added a 300 gigabyte-per-month cap to my existing plan.

This cap is, due to Comcast's nature as a cable television provider, anticompetitive, since it prevents users from consuming video content through non-Comcast sources (e.g. Netflix, Hulu) without risking incurred additional charges. In fact, due to the high bandwidth consumption of internet television, it is very likely that these competitors to Comcast are their primary target.

If not streaming video, perhaps it is internet telephony that is their target, with services such as Skype or FaceTime or Google Hangouts as other common high-bandwidth uses of internet service. Given that Comcast also provides telephony packages, it is clear how a business thriving on anticompetitive practices would take advantage of any opportunity to make use of not-clearly-disclosed fees to penalize subscribers who seek out competing telephony options.

I subscribe to a 50Mbps plan precisely because I plan on using these services, and because as a software developer it is essential to my chosen occupation to have sufficiently-fast internet connectivity.

Comcast's shameful practices, however, are designed to punish consumers like me for making use of any services competing with their own bundled paid offers.

Further, they are harmful to commerce; if I cannot make use of Netflix due to Comcast's anticompetitive practices, I am **not** going to pay Comcast. Rather, I as a consumer will take the cheaper route of discontinuing my Netflix subscription -- this is a common choice made by families, and the mindset is much the same as what drove an uptick in "cord-cutting" -- that is, cancelling cable or satellite TV.

Comcast is, then, not helping itself, but rather actively seeking to negatively impact online commerce.

Ticket: # 680463 - Comcast Internet Usage Caps**Date:** 11/28/2015 7:47:50 PM**City/State/Zip:** Tucson, Arizona 85755**Company Complaining About:** Comcast

Description

I recently moved (less than 1/2 mile) and my Comcast Internet usage blew through their 350GB cap in two weeks. I had no idea since all devices in my new address are exactly the same as at the other address - and Comcast now says that my usage is more than double what it was before. I am monitoring usage of every device, and what they show in their meters is a whole lot more than what I am using. Their cap is ridiculous anyway - but when I challenged them on what they say I am using, they just respond that they are right, I am wrong. We do not stream video, my prior usage up until November 2015 shows about right (according to Comcast under my account, less than 200GB), so I know that they are incorrectly metering the usage here at our new address. They say that they will begin charging me if my usage (metered by them) stays over 350GB/month.

[Ticket: # 680533 - Comcast Internet Data Limit](#)

Date: 11/28/2015 9:40:33 PM

City/State/Zip: Miami, Florida 33055

Company Complaining About: Comcast

Description

Comcast started limiting our Internet bandwidth to 300 GBs/month, when we originally had unlimited bandwidth and now want to increase the monthly fee by \$30 to keep the same service. This change is unjust to consumers because Comcast is the only provider of certain speeds in some areas and this change forces their customers to pay more for the same service that they were already receiving. If they are allowed to start limiting customers' bandwidth and charge them more to continue using the same service, then what will prevent them from continuing this practice in the future?

Ticket: # 680617 - Data caps

Date: 11/29/2015 12:07:39 AM

City/State/Zip: Hicksville, Ohio 43526

Company Complaining About: Mediacom

Description

I am buying a 4k tv to stream video to only to find that if I watch more than about 20 shows of 4k video a month I will have exceeded my data limit for the month and each additional show will cost 10 dollars give or take. I already have the top tier as far as data allowance goes from Mediacom so there is no way to lower the cost further. I work second shift and basicly only watch between the hours of midnight and 3 am so congestion should not be an issue. There are Mediacom customers that are grandfathered in to unlimited data accounts so this is not a network management issue just a money grab on the part of mediacom. the only economically viable way to watch 4k tv will be via mediacoms cable tv when they decide to roll it out, which they have stated is going to happen.

Ticket: # 680636 - Comcast Bandwidth Cap Limit

Date: 11/29/2015 1:12:24 AM

City/State/Zip: Collierville, Tennessee 38017

Company Complaining About: Comcast

Description

I just received a text message AND a pop-up on my PC stating I had reached 90% of my "300 GB" bandwidth limit. When I ordered this service, I agreed to pay for a certain amount of bandwidth per second, not to be restricted if I decide to go on a Netflix binge (so I thought, no one ever mentioned the so called cap). I still pay for their TV service but apparently this is not enough for them. This has to violate Net Neutrality yet they continue to do so and the FCC won't take action until they take it 'nationwide' from what I'm reading.

I'm not real sure what this "trial" consists of... I have not seen any data released by Comcast justifying the cap. I absolutely insist on my cap being removed -- loyalty to Comcast seems to continue to bring me nothing but headaches.

Ticket: # 680676 - Possible retaliation. Internet downtime not acknowledged, fixed, nor compensated

Date: 11/29/2015 4:43:53 AM

City/State/Zip: Miami, Florida 33187

Company Complaining About: Comcast

Description

Serious internet downtime which dovetails perfectly with my repeated complaints about net neutrality issues with xfinity / comcast. Attempts to charge me for unneeded service calls.

All internet issues started with a decrease of speed based on my issues with veiled price increases based on net neutrality issues complaints to the FCC.

[Ticket: # 680692 - Comcast Data Caps](#)

Date: 11/29/2015 6:19:38 AM

City/State/Zip: Buford, Georgia 30519

Company Complaining About: Comcast

Description

Comcast has a 300g per month data limit in my area and it is ridiculous. The mark up of this is criminal. Please address this.

[Ticket: # 680781 - Comcast xfinity is extorting me](#)

Date: 11/29/2015 11:59:09 AM

City/State/Zip: Lakewood, Colorado 80228

Company Complaining About: Comcast

Description

Internet is now a basic human right, for the most part. Comcast is adding usage cals, slowing down service, while raising prices. This is after they post record profits. Please stop Comcast from taking advantage of their customers.

[Ticket: # 680850 - internet monopolies](#)

Date: 11/29/2015 1:02:58 PM

City/State/Zip: Apo, Illinois 09009

Company Complaining About: Comcast

Description

Comcast is one of few providers of internet and being so, has an unfair monopoly. They can do what ever they want without repercution and customers suffer. Living today without internet is like living without healthcare, those who can't afford it suffer the most on all levels (I.e. education, health, employment). How can the government based on equality let a company create such a gap in its people?

[Ticket: # 680910 - Monopolies](#)

Date: 11/29/2015 1:44:59 PM

City/State/Zip: Arlington Heights, Illinois 60004

Company Complaining About: Comcast

Description

Why are my options for service providers so few and far between? My only option is Comcast. Please break this monopoly up.

Ticket: # 680904 - Unable to receive services as offered

Date: 11/29/2015 1:41:42 PM

City/State/Zip: Erdenheim, Pennsylvania 19038

Company Complaining About: Verizon

Description

It is upsetting to be sold a connection to the Internet, but be told the rate at which I may access it is not guaranteed. Why is it allowed that I may pay for a 50Mb service, but never see my speeds reach those levels. There is always an excuse about their being peak usage so the network cannot handle the load, but I am well aware that is not a hard limit. It can and should be corrected by the companies supplying my service. Curtailing my ability to access information and services that have become increasingly critical to our lives is an embarrassment when I am forced to pay exorbitant rates given the lack of competition. This is all a theater to allow companies to pick and choose what data gets priority. I am not interested in any provides disdain for my usage of Netflix or Skype vs FaceTime. They need to ensure that what I pay for is what I get all the time without any interference even if all my neighbors want to stream from AmazonPrime or Netflix or HBOgo. Please work to protect my right to access information without incurring the wrath of my provider.

[Ticket: # 680925 - Data Caps and the Monopoly of Internet/Cable](#)

Date: 11/29/2015 1:53:22 PM

City/State/Zip: Oakland, California 94606

Company Complaining About: Comcast

Description

The illegality of local monopolies to cable internet (which is in many areas the only way to have Broadband internet) is sickening. If it's not Comcast, it's any other company that enjoys local monopolies, they know you have no other choice.

[Ticket: # 680987 - Lack of competition](#)

Date: 11/29/2015 2:35:05 PM

City/State/Zip: Boston, Massachusetts 02127

Company Complaining About: Comcast

Description

Hello, in my local market I only have one option for Internet, Comcast. I would at least like the option as a consumer to chose another provider, but I do not. On a major metropolitan area this is unacceptable. They should be forced to lease out the last mile to third parties so I have choice as a consumer

[Ticket: # 681001 - Local monopoly for ISP](#)

Date: 11/29/2015 2:39:47 PM

City/State/Zip: Duluth, Minnesota 55812

Company Complaining About: Charter Communications

Description

My local ISP is the only provider in the area. I am constantly subjected to price hikes and other gimmicks designed to weasle more money out of my pocket while they refuse to improve their service and infrastructure. There is no real local competition and I have no real choice in who provides me internet access. We need true competition in these markets, or we should be given a public option to compete with the only private market in town.

[Ticket: # 681153 - Local Monopolies](#)

Date: 11/29/2015 4:25:58 PM

City/State/Zip: Pittsburgh, Pennsylvania 15220

Company Complaining About: Comcast

Description

Do complain to the FCC, but not about Comcast (not about their caps, not about price). Complain about the illegality of local monopolies to cable internet (which is in many areas the only way to have Broadband internet). If it's not Comcast, it's any other company that enjoys local monopolies, they know you have no other choice. And these decisions are just legal business decisions, nothing the FCC can do about that. Attack the root of the problem.

Ticket: # 681194 - Comcast Anti Competitive behavior

Date: 11/29/2015 4:54:46 PM

City/State/Zip: Atlanta, Georgia 30345

Company Complaining About: Comcast

Description

I am a Comcast customer in the metro Atlanta area. This area is a test area for overage charges for using too much data with Comcast. This past month I was informed that I had reached this arbitrary limit on my data usage of 300 GB per month. They told me I could use more data, but it would cost \$10.00 per 50 GB of data.

I believe that this is unjust as we are using our internet connection for streaming TV shows and movies because we do not subscribe to cable. Comcast is in essence punishing us for not having a pay TV subscription with them.

There was no limit before and now they are trying to slowly impose one and we are sadly the first pawns in the chess set to be taken down by Comcast's arbitrary data limits and per GB fees.

To add to that not only are they limiting consumer access through their monopoly they are also non-competitive by allowing their own streaming video on demand services to not count as data yet stifling competition such as Netflix.

Lastly, they are using this new system to abuse and rip off customers. As a "so called" courtesy they waived this fee on my October bill by adding some arbitrary credit to my account which I paid in full. Then they wanted to charge a late fee as their own credit caused billing errors. This company needs to be broken up.

If they continue this style of abuse they will do harm to all internet based business.

Ticket: # 681199 - Local Cable Company Monopoly**Date:** 11/29/2015 4:57:20 PM**City/State/Zip:** College Station, Texas 77840**Company Complaining About:** Sudden Link

Description

I currently use DSL and am myself an avid video gamer and Netflix aficionado. I put up with frequent disconnects and poor, laggy connections. I chose DSL over my local cable company because I disagree with their business model. They are the only provider of broadband in my area. I used the cable company for years and they are slower than advertised, have frequent downtime and suffer tremendous packet loss. They raise their speeds without asking consumers. This prompts streaming services (like Netflix) to provide higher quality entertainment which sounds nice, until they capped data usage. Higher speeds did not come with more data. I once hit the 350GB cap in a single weekend. This cap is based off the average usage of their customers from years ago, at much slower speeds. I left the company after paying double or triple my normal bill for months. I choose to put up with much poorer DSL service. Data limits are dangerous to the creativity and ingenuity the internet has brought the 21st century. Services like Netflix could not have taken off under such restrictions. Cell phone companies have data limits to ensure high quality service. Cable companies openly admit that it has nothing to do with quality assurance. It has everything to do with the decline in traditional cable TV due to online streaming services. Society should not have to suffer because of an outdated enterprise holding customers wallets hostage instead of embracing growth, innovation and change.

[Ticket: # 681434 - Internet Monopolies](#)

Date: 11/29/2015 10:20:32 PM

City/State/Zip: Boston, Massachusetts 02127

Company Complaining About: Comcast

Description

You must end local monopolies of broadband Internet. Without competition, we will not have healthy development and innovation.

Ticket: # 681270 - Open Internet abuse, artificial bandwidth cap, and Script Injection

Date: 11/29/2015 6:17:52 PM

City/State/Zip: Fairburn, Georgia 30213

Company Complaining About: Comcast

Description

My only broadband Cable ISP (Comcast) demands a surcharge for going over 300GB of data a month. Despite the fact that I already own both Internet and Cable Television my usage is being targeted to increase the cost of my bill back to previous levels despite negotiated terms for the next two years. My only alternative would be to incur an ETF in order to change to a DSL with slower speeds or basically eat additional charge for an artificial bandwidth cap they are imposing in my area.

Our bill has continually crept higher and higher and requires a continuous monitoring to make sure it does not have 'special' or 'surprise' charges arrive month to month. We typically had to deal with billing to correct issues and at least annually get a sensible price on services we already had been paying a set rate for. We have also considered cutting the cord going without Cable television but this often increases our bill for ONE service instead of having BOTH services not to mention with the artificial bandwidth limit we would incur additional penalties using other services for media content.

Why does Comcast do this? My belief is that it is to continue to make money from advertisers. In order to keep advertising dollars high, cable subscriber numbers need to remain high. At this point "cord cutters" are so abundant, that if they didn't INCREASE your price for not getting cable and just getting internet, their cable subscriber numbers would take a dive along with their advertising revenue.

This practice to artificially keep cable subscriber numbers high is harming consumers and preventing them from purchasing what they want and only what they want in order to save money. Please put a stop to this practice by requiring Comcast to remove the artificial bandwidth cap that prevents consumers from making choices due to cost by being bound to contracts or increasing costs of choosing one service instead of two.

Another issue I have is that Comcast now injects pop-ups into my browser to notify us of limitations of the artificial bandwidth, other ads, and Comcast news. This I feel is a compromise of my system and security by Comcast that could potentially be exploited by other 3rd parties or nefarious individuals for their own purposes. This type of event is paramount to hacking someone's machine to deliver unwanted content and should be viewed as such as it was neither requested, agreed too, or wanted by the consumer.

I would go elsewhere with my business, but being locked into a two year agreement and that there is no other equivalent broadband Cable company to switch to that provides the same high speed service as defined by the FCC.

[Ticket: # 681452 - Comcast data caps](#)

Date: 11/29/2015 10:34:17 PM

City/State/Zip: Chatham, New Jersey 07928

Company Complaining About: Comcast

Description

Comcast is now implementing 300GB home internet data limits, only for profit, as bandwidth has been reported as a non-issue. As Comcast loses money due to cable TV subscribers jumping ship, they must raise profits by doing these very greedy things and justifying it with lies. It's almost as if they are creating a "cable cutter's tax," as streaming and downloading video takes up the most bandwidth. This is anti-consumer and the FCC needs to intervene and stop corporate malpractice like this.

[Ticket: # 681463 - Comcast Internet Cap](#)

Date: 11/29/2015 10:42:56 PM

City/State/Zip: Clinton, Tennessee 37716

Company Complaining About: Comcast

Description

I have just recently become a Comcast customer and with my first month of service I have already reached my "internet data limit". I am paying \$200 a month for a premium package and have never seen anything like this with any other ISP. In my area I only have 2 options for an ISP and the other option is a slower provider. I am filing a complaint because I do not want this practice of a data limit to become standard for all ISPs. In my opinion this is unacceptable and I will be changing my service.

Ticket: # 681478 - Comcast is inaccurately measuring "data usage" and then charging for it.

Date: 11/29/2015 11:10:16 PM

City/State/Zip: Carrollton, Georgia 30116

Company Complaining About: Comcast

Description

I've measured my entire networks data usage for several months and Comcast's reported data usage has far exceeded it every month. This month, November 2015, they are over measuring by 70+ GB - putting me over their 300GB data usage allowance.

[Ticket: # 681602 - Comcast Data Plans](#)

Date: 11/30/2015 6:23:35 AM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

Comcast's new Data Plans are outrageous and seem to be somewhat illegal. I would hope that these new plans from ISP's don't set a precedent for the upcoming years on the internet.

Ticket: # 682045 - Comcast limiting data and excusing their own products from limits

Date: 11/30/2015 1:03:06 PM

City/State/Zip: Charleston, South Carolina 29414

Company Complaining About: Comcast

Description

I have been using Netflix and Amazon Prime Video as my primary source of television content for years now. Recently Comcast have imposed a data limit on my connection and have been charging me an additional \$20-40 per month for using my connection just as much as I have always been using it.

I do not watch a lot of TV - substantially less than the average household - yet it is enough to exceed these incredibly low limits on data that have been imposed with absolutely no motive other than to extract money from consumers. When I confronted Comcast about this, it was suggested that I purchase their own streaming TV product, which does not count towards their data limits. This has glaring implications and is a gross abuse of Comcast's effective monopoly on high-speed service in my area.

[Ticket: # 682525 - Comcast Data Cap in Georgia](#)

Date: 11/30/2015 3:45:43 PM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

Got an email warning last night that I was at 90% usage. Had no idea that there was a 300gb data limit. Comcast sells you on the speed but doesn't disclose that they have a monthly limit. This needs to be looked into.

Ticket: # 682853 - Suspect text message

Date: 11/30/2015 5:31:17 PM

City/State/Zip: Richmond, Maine 04357

Company Complaining About: Us Cellular

Description

I received a text message from "tekanematube@gmail.com that reads: "I have important transaction for you as next of kin to claim B#9.8 GBP email me at *legal.trustee@outlook.com so I can send you more details."

[Ticket: # 683214 - Open Internet](#)

Date: 11/30/2015 7:33:30 PM

City/State/Zip: Ridgeland, Mississippi 39157

Company Complaining About: Comcast

Description

Comcast caps my data at 300 gb/month, and then charges \$10/gb if I go over.

[Ticket: # 683310 - Data Cap](#)

Date: 11/30/2015 8:29:11 PM

City/State/Zip: Knoxville, Tennessee 37921

Company Complaining About: Comcast

Description

Not only does Comcast Xfinity (my ISP) now cap data in my area (Tennessee) but they are not warning me that I'm close to my limit on data in a timely manner.

[Ticket: # 686375 - Comcast Net Neutrality Complaint](#)

Date: 12/2/2015 10:24:19 AM

City/State/Zip: Washington, District Of Columbia 20007

Company Complaining About: Comcast

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 683616 - Comcast / Xfinity

Date: 11/30/2015 11:36:24 PM

City/State/Zip: Wheeling, West Virginia 26003

Company Complaining About: Comcast

Description

As I've been complaining about for Months, my Internet at times is Extremely Slow or Laggy. They advertise Speeds up to 75Mbps, but no Speed Test site comes anywhere near that except for Comcast's own Speed Test. I believe that fall's under False Advertisement. Also, during my last Tech Visit, I was told "Your Connection Sucks" and then the Tech left. Never received a Follow Up Call. I called to find out what else could be done and reached a dead end. I'm Paying more Comcast than I'm Paying for Rent! Being the Only ISP in the Area that Bundles Phone, TV and Internet, they are Extorting their Customers. They know there is no other Cable TV Providers except for Dish Network, so they're capitalizing on that and continually raising the Monthly Bill. I went from \$99 (\$125 with Taxes/Fees) up to almost \$200 and I've neither Added nor Subtracted any Services. Most recently, I received a Letter from Xfinity in Regards to my last complaint. Letter states they've tried to Call and E-Mail Numerous times to No Avail. I'm always home. I received 2 E-Mails, in which I replied that I would like to handle the complaints and resolution through E-Mail, so I would have Written Documentation is need be and they refused to honor that request. This is becoming ridiculous. They also now want to start charging people for Bandwidth Usage due to their plummeting viewers. Internet Based Services such as Netflix and HULU are taking over and Xfinity is wanting to penalize it's Customers who use such Services. I want One Set Price for everything. Not everyone can afford to continually shell out almost \$200 a Month for Services that are barely used. I used the Internet more than anything, but if I were Un-Bundle my Services, I would be paying more for it all. Customer Service Sucks, Internet Sucks, Cable / HD Channels normally Freeze or Distort and all they ever want to do is Power Cycle the System which never fixes anything. What happened to Customer Loyalty? I've been with this Company for going on 10 Years and it's been nothing but problems. New Customers get all kinds of Perks. Low Monthly Bills, Gift Cards, Entries in to Giveaways, etc. All I get is a rising bill for less than what I would consider "Decent" Service.

[Ticket: # 683632 - Net neutrality](#)

Date: 11/30/2015 11:48:16 PM

City/State/Zip: Jefferson, Ohio 44047

Company Complaining About: Time Warner

Description

I pay \$65/month for 50mbps Internet service in Ohio. Why is it that Time Warner Cable customers in New York are able to get 100 Mbps service for only \$45/month? The monopoly of Time Warner Cable in NE Ohio needs to end!

[Ticket: # 683658 - data usage overages bogus](#)

Date: 12/1/2015 12:01:22 AM

City/State/Zip: Tupelo, Mississippi 38804

Company Complaining About: Comcast

Description

Comcast continues to raise their prices based on data overages in my area. I pay too much for their service as it is and pay for hulu and netflix. I'm tired of paying for limited usage when i pay as much as i do for streaming and net. 10 dollars more for every 10 gbs over. Bs.

Ticket: # 683727 - Comcast won't allow me to use my PS4 to access HBOGO

Date: 12/1/2015 1:05:15 AM

City/State/Zip: Kentfield, California 94904

Company Complaining About: Comcast

Description

Me, and apparently millions of others (people who have Comcast as the only monopoly cable provider and subscribe to HBO) are being blocked from accessing the HBO GO app on our playstation 4 devices. This is a violation of net neutrality and I ask that you have Comcast resolve this immediately or take away whatever license/monopoly is granted to them by the FCC.

Ticket: # 683699 - No phone no internet no cable

Date: 12/1/2015 12:32:41 AM

City/State/Zip: Louisville, Kentucky 40215

Company Complaining About: Time Warner

Description

I have been with TWC for 3 and a half years. Service has always been slow or non existent. I have had them come out so many times that I have lost count of how many times it has actually been. I have talked to them on the phone many times and their costumer service has been so bad that many times I have hung up on them or they have hung up on me. I never get a straight answer from them. I tried to call tonight and got hung up on twice and the third time I spoke to a lady who was nice but she said that for me to terminate my service with TWC that I would have to be transferred to another number. I asked for the number because our phone keeps going out and she said that there was no number for me to call and that customers had to be transferred to that number via billing. I was on hold 45 minutes only to get nothing resolved. I want to cancel my service but I get road blocks every time! This is not the first time that they have done this to me. I know for a fact that it is against the law for them to take my money and not provide me with a service.

[Ticket: # 683745 - Comcast](#)

Date: 12/1/2015 1:38:52 AM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

Comcast has recently implemented a 300gb per month data restriction in my area. The FCC needs to step in and put a stop to this, or else Comcast will continue to raise prices and make up reasons for doing so. They have a monopoly in my area and they know we can't switch providers, so they can charge whatever they want. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

Ticket: # 684880 - Comcast complaint**Date:** 12/1/2015 3:30:57 PM**City/State/Zip:** Chatham, Illinois 62629**Company Complaining About:** Comcast

Description

December 1, 2015

To Whom It May Concern:

I am issuing a complaint with my Internet service provider, Comcast. I recently closed on my home on November 20 of this year. On November 23, Comcast came to my home to set up my Internet. Everything went fine and the connection was great. I was told then 10 days from the installation, I would receive a bill.

Yesterday afternoon, which was 7 days after the installation, I became aware that the Internet had been disconnected. I was planning on calling Customer Service the following morning to ask questions, but around 9 pm on November 30, Comcast called me inquiring of my service. I told the lady that the service had been great, but today it wasn't working and I was suspecting a storm had disrupted the connection and had plans on calling in the morning. The representative became confused and looked up my information in her database. She stated that the reason my Internet had been disconnected was because "I was passed due on a bill," a bill which I never received during the 7 days I had Internet. I inquired about being transferred to collections, but it was too late in the evening.

I called this morning (December 1) and was passed around to numerous people and departments, none of which could answer my questions. My fiancé drove to the nearest Comcast Service Center, which is in Springfield, IL to inquire about the situation while I went to work. He was told that no, we were not late on a bill, but our account was closed. No one seemed to know why. The representative in the Springfield office told my fiancé that we could open our account again, but we would lose our \$25 promotion and would instead be forced to pay \$45 per month for our Internet. My fiancé asked why we were paying more for Internet when we did not request for it to be disconnected? None of the representatives could answer this question.

I am terribly disappointed in Comcast and its treatment of their customers. I will be informing all my friends and family of this ordeal and will advise as many people as I can reach never to use Comcast or any of its services.

Ticket: # 685022 - Comcast Data Caps (I hate them)

Date: 12/1/2015 4:04:50 PM

City/State/Zip: Knoxville, Tennessee 37921

Company Complaining About: Comcast

Description

I am a Financial Economist at (b) (6) and I live in Knoxville, TN I do not pay for cable tv because it is too expensive, and I have a much better experience by streaming the media that I want via netflix, Amazon Prime and other providers. I am writing to protest the data usage caps that Comcast has recently imposed on the customers in Knoxville. I find these caps infuriating and anti-competitive. With the caps in place I will not be able to stream my media without generating overage charges. I could spend an additional 60\$ per month to purchase the same media through Comcast and then the media would not count against my usage. This makes no sense to me since they are the same wires that bring both data to my house and seem to be a fairly transparent attempt to force Comcast customers to purchase all media through them at the expense of firms such as Netflix. In the end I feel like Comcast is trying to get me to pay more money for a worse media experience, and I really really don't like it.

Ticket: # 685465 - Xfinity limit cap is an unreasonable fee and business practice

Date: 12/1/2015 6:08:15 PM

City/State/Zip: Dania Beach, Florida 33004

Company Complaining About: Comcast

Description

I pay for the service of internet access in good faith. The service is already over priced in my opinion. eg. If I purchase a game online for my ps4 this can be a 40 gig download so I will pay an extra \$10 to download this product.

I am an online consumer and I don't think it is an honest practice if I am penalized for doing this. Netflix, Amazon, Dropbox are surely commonly used applications and usage of these should not incur a financial penalty from an isp.

Also they will be charging me for bandwidth as companies deliver advertising which I don't wish to receive but I also have to pay for this? The whole thing seems to be an unethical business practice.

Only certain areas are being trialed with this extra charge. How is this OK?

My complaint is simply that the cap limit on internet usage is an unfair business practice. The usage increase does not bear any increased cost on the company, so should not carry an extra cost to the consumer.

Ticket: # 685468 - Comcast Data Usage Trial

Date: 12/1/2015 6:10:53 PM

City/State/Zip: Bloomingdale, Georgia 31302

Company Complaining About: Comcast

Description

I have been a Comcast customer for several years now, paying the (ever increasing) cost for high-speed internet to enjoy streaming movies over services like Netflix and purchasing digital copies of the latest games.

I recently received an email telling me that this puts me over the 'average' consumer in terms of usage and that I'll be charged an additional fee for every 50GB of additional data.

I will note that we are being offered an unlimited cap for an additional \$30 every month to have the same service I've been using and paying for.

My question is if using the service that I am already paying for over the 3-4 hours that I'm home each day is considered excessive usage there has to be something wrong the the calculation of either my data usage or the average consumer is being weighted too heavily in favor of people that do not actually use their internet connection for anything beyond browsing Facebook.

[Ticket: # 685672 - Comcast Violating Net Neutrality](#)

Date: 12/1/2015 7:19:43 PM

City/State/Zip: Boston, Massachusetts 02114

Company Complaining About: Comcast

Description

Comcast's new Stream TV service blatantly violates net neutrality.

[Ticket: # 685803 - Hacked my new Computer remotely](#)

Date: 12/1/2015 8:19:36 PM

City/State/Zip: Seal Beach, California 90740

Company Complaining About: Charter

Description

Remotely hacked into by a neighbor or Wifi in the neighborhood of (b) (6), Long Beach, CA 90802. Illegal WiFi Hotspot activity in the area and they hacked my computer before I could go on line and install anti-virus. Additionally, I just had internet installed for which they hacked into that as well with Charter Communications. Check the area for activity

Ticket: # 686214 - Cap on Comcast Internet**Date:** 12/2/2015 2:58:42 AM**City/State/Zip:** West Valley City, Utah 84119**Company Complaining About:** Comcast

Description

When I signed up for this internet I got what I thought was a great deal, but one year later my price doubled with no warning so I called in and had to sign up for another service claiming to be a faster internet, however it doesnt seem faster at all and its 35 dollars a month more expensive than what I used to pay. Now on top of all of that there is an internet cap that Comcast decided to implement and every time you go 50gb over its an additional 10 dollars. I was never told about this and never told that they will be slowing down my internet whenever I am going over. They don't tell you anything at all and trick you into signing up for their service. As a loyal consumer I feel very ripped off. The internet cap is not fair for the internet speed I pay for, its pointless. My internet is always going in and out and im even renting their rip off 10 dollar a month modem. I am very unhappy with the way Comcast does business and treats their customers poorly. Internet cap, slowing down internet, and lying about internet speeds, as well as no notification about the monthly price increase make me dislike this dishonest company. I cannot wait until I move and can get a different internet provider.

Ticket: # 686229 - 250 gb data cap by Comcast

Date: 12/2/2015 6:03:06 AM

City/State/Zip: Pound, Virginia 24279

Company Complaining About: Comcast

Description

In August I received a letter from Comcast stating my internet speeds would increase to 100mbps which was supposed to be a free increase to my existing service and was not a increase that I asked for, then I received a letter with my following bill stating my speeds would increase to 75mbps and even though Comcast backtracked and changed what they original told me of 100 that would still be a 60% increase in the speed's I had got for a few years now. The only problem with that is I have yet to see any speed increase when I test my speed on Speedtest.net and even right before I wrote this complaint my speeds was 27.60mbps download and 5.89 upload and that's the exact speed my internet has ran at for a couple year's. Also I did reset my modem/router as Comcast asked me to do so I would get the faster speed's. NOT to my surprise I received a email then a letter stating my internet would be limited to 300 gb per month but once again when receiving my bill that 300 was changed and the letter with my bill said it would only be 250 gb per month. That was twice since the end of August Comcast told me one thing then changed what they originally said a couple weeks later which is one of my complaints with Comcast.. My biggest complaint is there new cap that I fill is unfair and aimed at people that use Netflix and streaming services and them companies! I have Netflix and I also pay for YouTube red which I use a lot and I also rent movies from Google on occasion. I see no way to stay under this cap of 250gb while using the Netflix and YouTube red. I was under the impression that the Net Neutrality law was made to keep ISP'S from unfairly lowering speeds or capping Internet in there efforts to hurt companies such as Netflix, Hulu, Google, Youtube, ETC. Last but not least Comcast has just raised my bill 20 dollars a month on top of all the changes they have made the past few months. As I live in the town of Pound which has under 1,000 citizens Comcast is the only Internet provider in my area besides them my only option is to cancel my internet all together. Thank you for taking time to read my complaints

[Ticket: # 686255 - Comcast doubled my bill and forced me into cable contract for two years](#)

Date: 12/2/2015 8:44:48 AM

City/State/Zip: Tucson, Arizona 85746

Company Complaining About: Comcast

Description

I have no way of knowing when these overages occur and they deem their notification to my children as proper notification. The only remedy I have is to hook back into cable for 25% higher charge -- but at least my kids can watch tv now without it costing me double 150 -- the bill was 75. They have a monopoly so now I have to rent their equipment, pay for a service I dont need, severely restrict internet usage, cancel contracts with Netflix, HBONow, Hulu, and the investments I made for the internet streaming are now rendered useless. Net neutrality is lost, this is a price gauging monopoly, there is no way to know you are going over the limit, they notify children as a legal method of notification, it is anti competitive, anti consumer, a definitive step backward technologically, limits my ability to use the internet, it is arbitrarily instituted and leverage against the consumer. Simply outrageous!

Ticket: # 686380 - COMCAST VIOLATING AN UNLIMITED DATA AGREEMENT

Date: 12/2/2015 10:25:26 AM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: Comcast

Description

In the month of October on the 21st i added unlimited data to my account. they stated that i would have to pay the usage overage for the month of September. I complied and paid the amount. I then go to view my bill for the month of October and they have charged me \$80 in overages. i than call Comcast and they stated that even though i added it in October and they agreed to back date it so that the month of October would be credited as unlimited. they are now saying they are not going to honor that and that only the month of November is unlimited. they are now proceeding to charge me \$90 in overages for the month of October.

[Ticket: # 686639 - verizon wireless and the microsoft lumia 950xl](#)

Date: 12/2/2015 12:03:19 PM

City/State/Zip: Baldwinsville, New York 13027

Company Complaining About: Verizon Wireless

Description

Despite meeting the hardware requirements for it's network, verizon wireless refuses to activate microsoft lumia 950xl phones to its network. Research indicates a prior complaint has been filed, and Verizon labels the phone as a "nokia lumia 10" first, this is not a model of phone showing verizon simply is just making an excuse instead of doing what is required. Further, nokia has been bought by microsoft several years ago. Verizon currently sells microsoft devices and should know this. It is obvious to me they are putting up roadblocks to users just to lessen any employees workload needed to activated these devices onto their network.

Ticket: # 686672 - Comcast data caps should be illegal

Date: 12/2/2015 12:11:32 PM

City/State/Zip: Arlington, Tennessee 38002

Company Complaining About: Comcast

Description

By limiting my household's monthly bandwidth to 300GB before incurring additional charges every 50GB, Comcast is discouraging us from making purchases of digital content and devices that consume digital content. This should be a violation of interstate commerce law, as well as Net Neutrality.

The speed that I get, roughly 30Mbit, allows me to actually reach my monthly allotment of 300GB in around 30 hours. This means my family can only actually take advantage of this 24/7 service for about 2 hours a day throughout the month or else pay a penalty fee.

Last month we purchased an Xbox One with a digital copy of Halo 5, which weighs in at 54GB. That was over 1/6 of my month's bandwidth on ONE SINGLE VIDEO GAME PURCHASE. This means that the cost of the game is actually higher than what I paid Microsoft, as it also incurs the cost of consuming bandwidth.

Earlier this year we purchased a 4K television. Streaming an hour of Netflix to an HD tv is roughly 3GB, but on a 4K television it is closer to 7GB. This means watching a new show like Marvel's Jessica Jones (13 episodes) actually consumes close to 1/3rd of my monthly allotment.

We were given 3 months' worth of a grace period, allowing us to go over the 300GB cap without incurring additional charges, but we have now used all of those. With Christmas this month, I expect to be streaming more Netflix as I will be home from work more, as well as downloading more in the form of digital game purchases, day-1 updates to physical game purchases, updates to any new electronics received at Christmas, etc.

It does not cost Comcast one additional penny to supply my household with the additional bandwidth that we consume. The 300GB cap is an arbitrary line drawn to help Comcast charge consumers more money without providing any additional value.

I have no other options for broadband to my home, so there is a monopoly that can not be avoided in high speed Internet. These caps are unfairly punishing my household for using a service that I am already paying too much for.

[Ticket: # 686732 - unable to receive internet service](#)

Date: 12/2/2015 12:28:28 PM

City/State/Zip: Nolensville, Tennessee 37135

Company Complaining About: AT&T

Description

We have attempted to establish internet service with AT&T at our home address. When we contact them we are told that they do not offer service at our address due to all DSL connections being filled. When we contact other local ISP we are told they can not offer us services due to our address being in AT&T's territory. As a consumer, I am not able to get internet service due to us somehow being restricted because of territorial rights. How is this legal and allowed to even occur? Please see attached transcript with AT&T.

Ticket: # 687604 - locked out my internet exployer

Date: 12/2/2015 5:20:58 PM

City/State/Zip: The Villages, Florida 32162

Company Complaining About: Centurylink

Description

Could not use my IE until I paid them \$ 298.00. I spent 2 hours with them to finally get down to \$ 110,00. or I could not us my computer. I restarted my windows. and they were gone. They were....
www.pctechsupport.co.....1-888=308=3363

Ticket: # 687700 - Comcast Data Caps Trial

Date: 12/2/2015 5:47:16 PM

City/State/Zip: Wilton Manors, Florida 33311

Company Complaining About: Comcast

Description

This is a blatant attempt of Comcast to regulate and control the internet. It is not like I have other choices in my area that I can go to. I was supposed to receive a written resolution to my complaint within 7 - 10 days. I received no such thing from Comcast. This is corporate greed at its finest. There is no benefit to the customer for this caps. The internet should be open and neutral not just available to those who can pay.

Ticket: # 688757 - Internet service providers should not be able to have regional monopolies

Date: 12/3/2015 11:46:18 AM

City/State/Zip: Coal Center, Pennsylvania 15423

Company Complaining About: Armstrong Cable

Description

Hello,

I'd like to file a complaint regarding internet service providers being able to have a regional monopoly. I believe this is very unfair to consumers. It only benefits the companies and their shareholders.

I'd like to give my current experience to show why this is very bad for consumers.

My borough has a franchise agreement with Armstrong Cable. They are the ONLY cable company that will service my house. My husband called Armstrong Cable to ask how much it would cost to install cable lines to our house. After several months of them saying "no", we finally got a quote of \$45,000 to run a cable line 3,196 feet to my house. To give you an idea of the cost of living in my area - my house is worth around \$100,000 and my and my husband's combined after-tax income is \$39,000.

So I now have a choice. I can say "yes, please install the cable line for me" and take out a 10-15 year loan to pay for less than a mile of cable. I'm sure Armstrong Cable would make a lot of money from my installation fee. Or, I could say "no, I can't afford that" and I'm immediately out of options for cable internet. That choice doesn't affect Armstrong Cable at all. I was never a customer, so they are not losing any money by not providing service to me.

My other example - Verizon Pennsylvania is the ONLY landline phone company that services my area, and the ONLY company that is able to provide DSL to me. My husband called to ask for DSL to be set up, and he was told "no, we don't have ports to provide DSL". And immediately we're out of options for DSL service. I was never a customer, and so Verizon PA is not losing any money on me. They have no incentive to provide service to me, and I have no other company to turn to.

There is no option for fiber internet.

So that's it. Two "no's" and I'm completely out of options for broadband internet. These companies are able to take advantage of their customers because they know that they don't have competition. I don't have any other companies to turn to with my business.

If the internet is going to be regulated as a public utility, then internet service providers should not be allowed to have a monopoly in an area.

Thank you,

(b) (6)

[Ticket: # 704102 - Comcast Data Cap](#)

Date: 12/11/2015 4:58:58 PM

City/State/Zip: Memphis, Tennessee 38120

Company Complaining About: Comcast

Description

Honestly, this company needs to go. They are a disgrace to our economy and the destructive legislative power of a private industry.

Ticket: # 688530 - Comcast Data Cap

Date: 12/3/2015 9:33:09 AM

City/State/Zip: North Little Rock, Arkansas 72117

Company Complaining About: Comcast

Description

Comcast instituting a bandwidth cap is ridiculous. My 75MB connection will consistently pull 10mb/s download speeds. So, at 1024mb/gb, I have 307,200mb to work with for the month. At that speed, I can operate my connection for a touch over 8.5 hours before I start running into overages. Their "unlimited" plan is a money-grabbing scheme they are using to hike up my rates \$30 for the same service they have been providing for years. This puts a significant hindrance on being able to move away from their cable television services to a more online-oriented digital entertainment. If there was any other option in my area, I would switch immediately.

Ticket: # 688714 - Comcast Data Usage Surcharge**Date:** 12/3/2015 11:35:45 AM**City/State/Zip:** Cleveland, Ohio 44135**Company Complaining About:** Comcast

Description

As a Comcast user I feel it is not fair that there is now a limit and fee for internet usage, much like cell phones. This is a bit ridiculous as I purposely don't have tv service because everything is streamed in today's age. It hardly seems fair to be paying a fee for netflix or hulu or other online services if you are still going to be charged from your own ISP on top of it. This is not fair to the current user and there are not enough internet options that offer the same speed in my area. This situation forces people to pay the extra data usage fees. For as long as the internet has been around there were no such thing as internet usage fees and no all of the sudden these big companies are trying to get any extra dollar they can. I have attached my bill in pdf form that shows the usage fee.

[Ticket: # 694273 - Comcast 300gb bandwidth limit](#)

Date: 12/7/2015 1:53:15 AM

City/State/Zip: Miami, Florida 33168

Company Complaining About: Comcast

Description

Comcast's data limit is just to little for our times. We have video, music, game streaming services that consume that threshold in a mater of a week. 300gb is just to small.

Ticket: # 689349 - Usage Cap

Date: 12/3/2015 3:08:32 PM

City/State/Zip: Kirksville, Missouri 63501

Company Complaining About: Cable One

Description

My cable company is capping my data usage, and depending on my use will force me to pay for a more expensive plan. That's not okay, I have no choices for other providers, it's ridiculous that they can charge whatever they want.

Ticket: # 689529 - Complaint 12/3/15

Date: 12/3/2015 3:58:21 PM

City/State/Zip: San Diego, California 92115

Company Complaining About: Cox

Description

On 12/3/15, I received a call from (859) 592-3202, 9:53 am PST. I received a voicemail, however, I only heard someone's heavy breathing. I called back only to find out this number isn't working.

Ticket: # 689751 - KEEP NET NEUTRALITY

Date: 12/3/2015 5:04:02 PM

City/State/Zip: Southbury, Connecticut 06488-1912

Company Complaining About: Verizon Wireless

Description

IT is appalling how the monopoly of Comcast and WTC are allowed to rule America, then turn around and Obama put the head of their lobbyists as the head of regulators. I am disgusted by this behavior.
KEEP NET NEUTRALITY

Ticket: # 691533 - \$3,000USD disconnect fee

Date: 12/4/2015 2:45:36 PM

City/State/Zip: Aliso Viejo, California 92656

Company Complaining About: Comcast

Description

I had a business internet account with comcast for over a year in Huntsville, AL. Extremely expensive, \$170 per month for 100 down / 20 up, and the quality was far below acceptable residential quality for the entirety. At first, it would drop signal completely. Later on, it was able to stay connected but the signal would become completely degraded and unusable during peak usage times. In total, I contacted Comcast around 20 times to resolve the issue.

Unfortunately, my significant other got laid off in Huntsville so we had to move back to California for employment. Comcast is not available in our new area, it is a Cox controlled area, so we have to terminate our contract with Comcast.

My first contact about it was about a month ago. I talked to a lady on the phone, she sent over a form with a \$3,000 disconnect fee. I called Comcast after we arrived in California and asked about it, i did not want to pay the \$3,000 fee and Comcast was not in my new area. They said just complete the form and email voluntary_disconnect_request@cable.comcast.com with the new lease and they will waive the fee. I did.

I got no response for a week. I called again, asked again. They said do the exact same thing, again. So i did. NO response. Again. I would not have signed that form if they did not agree to waive the fee on it.

I payed them over \$2,000 for garbage service that they never improved to the point of reliability. That's fine I guess, I took a risk with trusting Comcast and lost big time. Then they want an extra \$3000 to turn off my service, even going so far as to tricking me into signing their form. This is completely unacceptable and potentially legally coercion.

I can provide email trails backing up everything here. I do not have phone recordings, however I'm sure Comcast does, as it's industry standard to record all callcenter calls. I do not want to attach emails with sensitive information to this form, but I want to do everything I can to assist in this case. Please contact me if you need to.

This is clearly a Net Neutrality issue. Comcast's poor performance and customer service issues would not exist if they had competition. In a spread out country like the US, municipality owned broadband is an extremely strong solution to bring competition to the marketplace. It's a proven success that's worthy of federal support.

Thank you for your time.

[Ticket: # 691542 - Comcast switches my plan to monthly data cap without notifying me](#)

Date: 12/4/2015 2:49:31 PM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

Hi, My plan with Comcast that I signed up for was switched without my knowledge. Can they just change my plan without telling me? This doesn't feel legal. They say there is nothing they can do. I'm looking for other options in my area and there are no other options. They have a monopoly on the area. How can they just change my plan without notice?

[Ticket: # 691602 - Data cap from Comcast](#)

Date: 12/4/2015 3:08:37 PM

City/State/Zip: Davie, Florida 33324

Company Complaining About: Comcast

Description

Comcast has placed a 300 gig cap on my service in Fort Lauderdale.

Limiting my ability to purchase games online or stream video from Netflix or Amazon

Ticket: # 691994 - COMCAST 300GB a MONTH CAP

Date: 12/4/2015 5:19:22 PM

City/State/Zip: Renton, Washington 98056

Company Complaining About: Comcast

Description

...Comcast is back at it again... trying to tell me the typical person only uses 42GB of DATA a month... I use between 300 and 400GB as I work from home and use Netflix/AmazonPrime / offsite backup of my photo / videos / documents etc. to cloud storage

They of-course say if I use 'COMCASTS SERVICE' it won't run against my limit. Oh how nice of them... 'you are degrading service to everyone else but if you use our stuff we are willing to 'overlook it'This is a load of bull... Please look into this as honestly AT&T is leveraging the fact they or the only house in town with the internet speeds they offer that somehow that means they can keep making cherry picking rules to SAP from those of us who truly get our \$80 worth ... not to mention hurting the competition they have for services taking away from their ex-cable base....

Is it not strange that they say their average home user uses only 42GB and the small percentage of the rest of us who use our service more heavily are somehow degrading the performance for the others who use so little data a month ... like if they do enough that they actually notice a thing.

This is purely AT&T / COMCAST being cheapskates and not wanting to spend more money on their dated infrastructure and just pad the pockets of their shareholders and Board of Directors... like those people are not already rich enough that they have to squeeze more blood out of the rest of us...

Don't let them get away with it!

I didn't include my Comcast Account number but if you need it I will provide if asked.

Thank you

(b) (6)
Renton, Washington

[Ticket: # 692613 - time warner cable in lincoln seems to be dropping traffic to google](#)

Date: 12/4/2015 11:50:54 PM

City/State/Zip: Lioncoln, Nebraska 68503

Company Complaining About: Time Warner

Description

time warner cable in lincoln seems to be dropping traffic to google

[Ticket: # 692676 - Comcast data cap](#)

Date: 12/5/2015 1:37:40 AM

City/State/Zip: Miami Lakes, Florida 33014

Company Complaining About: Comcast

Description

There is NO JUSTIFICATION for Comcast setting limits on usage allowances on its users. This is just a play for money.... LITERALLY, JUST A PLAY FOR MONEY. This is similar to how they increase your internet cost when opting out of TV and phone service. The price is nearly DOUBLE! Why set the ridiculous amount of 300 GB for a cap? Seems like an attack to people moving away from cable. This "trial" has been ongoing since 2012, Comcast is trying to bully the users who do not have any other options for services. This is just the start to creating internet plans that cost more and maybe, even worse, lower the cap even more.

Ticket: # 692693 - Comcast Throttling Internet

Date: 12/5/2015 2:57:23 AM

City/State/Zip: Middlebury, Vermont 05753

Company Complaining About: Comcast

Description

I have been a Comcast customer for about three years now. In that time I have been fairly content with them as a provider. Recently, however, I have noticed my internet speeds fluctuating frequently.

I pay \$70/month for internet only, and for that price, I hoped for fairly consistent speeds. Sadly that is not true though, as my speeds fluctuant depending on the time of day, the day of the week, or just random moments throughout the month.

The saddest reality of it all is that Comcast is the only viable provider in the area - I live in Vermont. I have no way of comparing prices with competitors throughout the year to try to find a better provider. I am stuck with Comcast until another ISP enters the region, although I doubt that will happen any time soon.

[Ticket: # 692699 - Forcing me to do something I don't want....](#)

Date: 12/5/2015 4:08:16 AM

City/State/Zip: Lexington, South Carolina 29072

Company Complaining About: AT&T

Description

To whom this may concern,

I thank you for your time spent reading my complaint. I am in hopes someone can shed some light on my situation and if these companies need to be reprimanded for their actions. As we all know, tethering was a hot topic several years back in which set a new precedence in which all providers now allow tethering if you are on a tiered data plan. In my situation, I am learning this does not translate across the board and is giving the upper hand to one company over the other, leaving me feeling like I am forced into choosing them over my current provider.

My wife and I recently purchased new phones. We prefer to use unlocked phones and a mnvo service provider, Straight Talk. Due to the new technology in the phone, we have the preference of which network we would like to be on. I started off with phone on the Verizon network, in which I was not happy with the reception in certain areas and data speeds. It seems in my area Verizon is capping the data speeds for the MNVOs to 5 mbps download and 2.5 mbps upload, no matter the time of day or if you were standing directly under a tower. Not sure how that equates to 4g speeds that are advertised. But if you are directly with Verizon, you get normal 4g speeds.

Our old phones were on the AT&T and I knew the data speeds were better. I swapped my phone over to the AT&T network. And as before, the speeds were great. During peak time, it will transfer around 25 mbps download and 6 mbps upload. I ran an evening and it blew my mind, 65 mbps download and 10 mbps upload. I thought everything was great until I went to check all the functions on the phone. When you try to use the hotspot feature of the android OS or any 3rd party apps, it blocks the use and tells me to contact AT&T or dial 611. I have contacted my provider, Straight Talk, and I am informed they have no control over whether or not the phone is provisioned for tethering. They also informed me tethering is not allowed (not sure why, since the networks allow it now many of customer do tether). I try to contact AT&T and because my account is not directly with them, they can't do anything themselves, basically a catch 22. Speaking further with an AT&T representative, I am informed tethering is allowed with their tiered plans except for their GoPhones, which runs as an MVNO off their network. So anyone connected to AT&T network through an MVNO company is facing this issue.

It is very bothersome every other company has opened up tethering across the board, no matter if you are a direct or indirect customer via MVNO. But AT&T has not, leaving me with the feeling of being force to leave Straight Talk and become a direct customer of theirs if I want to be able to tether. Is there anything that can be done to end the idiocracy in regards to tethering on the AT&T network through an MVNO, Straight Talk and possibly others?

[Ticket: # 692735 - monthly allowance of GB limited](#)

Date: 12/5/2015 9:18:33 AM

City/State/Zip: Hialeah, Florida 33018

Company Complaining About: Comcast

Description

Comcast is piloting a program that is very detrimental to it's customers by limiting monthly usage to 300 GB per month. However it's tools that do the measuring are inaccurate and extremely limited. Additionally everyone knows that hardware costs have been reduced substantially and comcast isn't passing those savings to their clients. Instead they're trying for a money grab and I resent it and do NOT want my access limited and incur additional charges for going over THEIR limits which don't comport with my router. MAKE THEM STOP THIS PROGRAM

Ticket: # 692856 - Data Caps are NOT acceptable

Date: 12/5/2015 11:36:40 AM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

I'm being penalized for being a customer. One that happens to use 'too much' of their services. Typically, in the past, and in almost every other business model, companies support the consumption by consumers of their product/service. However Comcast(Xfinity) has decided to punish me for it.)

<http://arstechnica.com/tech-policy/2015/07/net-neutrality-complaints-target-speeds-prices-and-data-caps/>

[Ticket: # 693055 - Comcast bandwidth caps and data use falsification](#)

Date: 12/5/2015 1:44:22 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

Comcast continues to claim "data overages" on my internet account, even when our computers are turned off for most of the day, their meter shows "usage" increasing. Comcast is attempting to rip off its customers with these faulty, rigged bandwidth meters and the underhanded injection of JavaScript applets into user's browsers without their permission. These applets artificially increase usage, conveniently (for Comcast) to push usage over the artificial "overage" limits.

Comcast is acting in a predatory and dishonest fashion toward internet users in a blatant attempt to increase revenues via phony junk-fees, in an attempt to replace revenues lost by "cord cutters" who don't want or need Comcast's television services. These discriminatory and fraudulent practices should be stopped immediately.

Ticket: # 693380 - Wifi opened and left as unsecured connection

Date: 12/5/2015 6:22:53 PM

City/State/Zip: Littleton, Colorado 80120

Company Complaining About: Comcast

Description

Comcast,

i recently took the connection with you guys and following is my account # and details.

First of all your technician was supposed to come @ 7 -8 :00 AM on Nov 29th 2015 , but her arrived @ 2:30 PM and didnt even apologized or gave any explanation why he came late.

secondly he connected the new comcast provided modem , enabled the wifi and left it unsecured so for a week the connection was unsecured and I'm not sure who else connected to the wifi and used it. Since this is your guys fault . If i get any issues bcoz of someone used my network to download anything i'm going to take this into very serious.

Please check my connections and make who else connected to my systems from (29 -nov -2015 to 05- Dec-2015) , Attached are list of connections i saw today morning when i connected ans see why my internet is very slow and saw all these connections.

Again, if i get any issues b'coz of someoen used my network to download any unwanted information thats all you guys blame. I'll take it very serious actions if i get any issues b'coz of this stupidity from your technician

--

Thanks,

(b)

Ticket: # 693518 - Time Warner Cable charging extra for net neutrality

Date: 12/5/2015 9:13:51 PM

City/State/Zip: Los Angeles, California 90033

Company Complaining About: Time Warner

Description

My name is (b) (6), I am a single mother of five, with my youngest of special needs. I have an account ((b) (6)) with Time Warner Cable. The deal was to get access to the internet for \$19.99, but soon after, every six months, TWC has been increasing my internet bill, and as of now it is up to \$65. Every six months I find myself calling and complaining about the excessive increase of my bill. Only to be told by TWC representatives that I need to pay extra to keep up with the speed of the internet service. As a student, I found out that is illegal as net neutrality allows for all users to have the same accessibility to the internet without having to pay extra as TWC continues to increase my bill every six months. In the beginning the TWC sales representatives would decrease my bill but now I get no help, and my bill is stagnating as I am a single mother of five, with my youngest of special needs. Please advice as I just lost my job and rely on the internet for school, entertainment, and community organizing.

Ticket: # 693596 - Comcast Data Caps

Date: 12/5/2015 10:50:26 PM

City/State/Zip: Miami, Florida 33172

Company Complaining About: Comcast

Description

I am absolutely livid at Comcast's impunity regarding imposing 'overage' fees for actually using my 'high speed' connection. This is a blatant attempt to punish cord cutters, and illegally extort customers and the providers of content over the internet.

I cancelled my expensive and useless cable video and now Comcast has removed my ability to watch content online without paying them extra for the trouble.

I am also very frustrated by the FCC's inability to control this malicious company.

Despite living in a major metropolitan area I have *NO* other choices but Comcast. This is also very troubling.

Nothing short of Comcast's forced break-up into several smaller competitors will remedy this situation.

This is the internet.

They've ruined it for me already.

I beg of you to do something.

[Ticket: # 693845 - Open internet](#)

Date: 12/6/2015 2:22:59 PM

City/State/Zip: Johnson City, Tennessee 37604

Company Complaining About: Comcast

Description

I urge the FCC to reclassify broadband as a telecommunications service. This is the only way to restore real Net Neutrality. Internet access (both high-speed and otherwise) is an essential piece of modern infrastructure. It enables communication, encourages access to education, and is essential for modern life. Please work to make sure that high-quality, affordable access is available to every American citizen.

Ticket: # 693694 - Time Warner Cable

Date: 12/6/2015 7:37:39 AM

City/State/Zip: Salem, Wisconsin 53168

Company Complaining About: Time Warner

Description

For some reason, through out wisconsin, we only have one choice for Internet and cable. I've been having problems with internet service, and of course there's no motivation to resolve the connection issues.

I'm paying for 30mb download and 5mb upload. I've repeatedly test at speedtest. I average half those speeds in addition I get lost connection everyday.

I verified my gateway is compatible with their network, in fact it's one of the models they use for lease Motorola SBG6580. I spent hours with Arrus CSA diagnosing the connection issues, the upstream power levels are too high 49.3. I called and chatted with TWC CSR they ran through just resetting the equipment, when it came to bringing up connection, lag issues being caused by upstream levels, I was told that's what it is, nothing we can do.

Now before I escalated to calling the manufacturer of my gateway, I had spoke with TWO multiple times and chatted with themy multiple times. Some how each time we got disconnected, seems as though they are purposely ignoring customers and their network issues.

This whole gang turf going on in Wisconsin has to change. There is absolutely no reason that I have only one cable company in my area. Charter is right on the county line, Comcast is right on the state line. I don't care who made these regulations, all I know is they seem pretty dam illegal to everyone that lives here and forced to deal with a local monopoly.

You gave a short list of Internet Issues in your drop down, let's just say everything.

[Ticket: # 693713 - dawsonia.com unwanted email complaint](#)

Date: 12/6/2015 10:00:25 AM

City/State/Zip: Melrose Park, Pennsylvania 19027

Company Complaining About: Comcast

Description

No matter what countermeasures and unsubscribe measures I have taken this domain "dawsonia.com" continues to relentlessly send me trojan horse emails

[Ticket: # 694017 - datetrombone.com](#)

Date: 12/6/2015 5:43:16 PM

City/State/Zip: N/a, New York 10538

Company Complaining About: Datetrombone.com

Description

this website somehow got a hold of my email address and has spread it to approximately 30 spam vendors. They are what I would consider a "bundler" - acting as a SPAM intermediary for thousands of predatory lenders and suppliers.

[Ticket: # 694130 - Anchor woman and network under attack because she spoke about Jesus](#)

Date: 12/6/2015 9:01:53 PM

City/State/Zip: Springdale, Ohio 45246

Company Complaining About: Time Warner

Description

If people can speak about homosexuality, have sex with individuals of the same sex, and even race bait on live TV - than we should be able to speak about Jesus.

Ticket: # 694734 - FaceBook SCAM

Date: 12/7/2015 12:56:18 PM

City/State/Zip: St Thomas, U S Virgin Islands 20080

Company Complaining About: AT&T

Description

Inbox from (b) (6) Page is active - Told consumer ("(b) (6)") they won a contest and should wire \$200.00 dollars to them by noon. Phone number offered is 254-987-5203.

[Ticket: # 695413 - Comcast Internet usage caps](#)

Date: 12/7/2015 4:23:40 PM

City/State/Zip: Ponte Vedra, Florida 32081

Company Complaining About: Comcast

Description

Comcast is implementing low usage caps and high overages to un fairly crush internet video competition, and then exempt its own video service from those same caps.

This is an antitrust issue, and abuse of Monopoly power that comcast holds over its customers, as there is no other choice for high speed wired Internet.

Ticket: # 695258 - Cal-Ore purposefully lowering ping to sell their "gamer ping" service

Date: 12/7/2015 3:24:28 PM

City/State/Zip: Montague, California 96064

Company Complaining About: Cal-ore

Description

Selling a lower "ping" service with a dismal 2 mb down and .75 mb up for the same price while intentionally slowing traffic for their regular customers. <http://comm.cot.net/explore/internet/wireless-1> Lake Shastina/Yreka tab. It can't possibly be legal to sell "low latency" internet at the cost of your regular users.

[Ticket: # 695370 - Data caps Shentel](#)

Date: 12/7/2015 4:02:04 PM

City/State/Zip: Radford, Virginia 24142

Company Complaining About: Shentel

Description

My cable company, Shentel, has started putting data limits in place. Over 300gb and the customer gets charged extra. I feel like this is unfair because there is no competition in my area for high speed internet. There are other "high speed" internet options but they only run less than 1mbs while cable internet can run up to 15mbs. They are essentially making sure people watch and pay for their cable instead of watching content online and apps like Netflix. Please fix this injustice.

[Ticket: # 695757 - Locked Computer](#)

Date: 12/7/2015 6:28:32 PM

City/State/Zip: Pell City, Alabama 35128-6260

Company Complaining About: One Step Solutions

Description

While I was looking at a certain site my computer was locked so I couldn't shut it down, delete the page or close the page. And they put some wording in red saying I had to pay a certain amount of money.

[Ticket: # 697177 - Refusal to comply](#)

Date: 12/8/2015 2:15:39 PM

City/State/Zip: Hollywood, Florida 33021

Company Complaining About: AT&T

Description

My cable service is down as of yesterday. Called Comcast and explained the the problem.

The phone rep promised that someone would call me this morning., which they did. The person I spoke with this morning said a repairman would come today between 10AM-12PM. Never showed up. Never called.

Subsequently I called Comcast . The agent told me that the appointment is for tomorrow, Wednesday. That is a total lie.

I am totally disgusted. This a recurring problem.

I am a disabled senior and need my cable service. Please help.

Ticket: # 697780 - Violation of Net Neutrality Provisions

Date: 12/8/2015 5:29:44 PM

City/State/Zip: Pembroke Pines, Florida 33026

Company Complaining About: Comcast

Description

To whom it may concern:

First off, thank you for taking the time to read my complaint; it is very much appreciated.

This complaint was spurred by a letter that I received from my current Internet Service Provider (ISP), Comcast, stating that they had implemented a tiered-usage billing system; in short, every household is given an allotment of data (300 Gb), and using more data than the allotment will incur additional fees - one is given the option of paying \$10 per additional 50 Gb, or paying an additional \$30 a month to be exempted from this tier, with no option to pay less should you not exceed 300 Gb in the following months.

I won't go into details as to why I feel this recent move by Comcast is predatory, anti-consumer, anti-competitive, and based on nothing more than a desire to increase margins off a subscriber base with little or no viable alternative (versus any claimed necessity for infrastructure improvements or rising cost). What I will do, however, is state my belief that Comcast, by implementing this tiered-usage billing system, is likely violating Net Neutrality provisions recently set forth by the FCC. To back up my assertion, I will use widely available data, provided by Netflix, Nielsen, and the US Bureau of Labor Statistics.

My assertion, laid out, is this - Comcast is unfairly prioritizing the traffic it provides to subscribers of their cable television plans by exempting cable television traffic from their tiers, while counting data used by internet plans. This serves to minimize the effect of data soft caps on TV watching in households where Comcast provides cable service, while unfairly penalizing those who choose to subscribe to internet service only (which is content-agnostic, versus content which Comcast provides through cable packages), either as a cost-cutting measure, or for other reasons. This traffic prioritization goes against the recent Net Neutrality mandate stating that traffic can neither be prioritized nor penalized; considering that both cable and internet service is provided by the same physical infrastructure (despite Comcast's recent assertion that their cable traffic goes through a different network), there is no reason for the differentiation. Additionally, Comcast's own VPs have admitted (quoted on several websites) that any kind of cap or tiered-usage plan stems from business policy, as opposed to technical necessity.

In the letter I received, Comcast stated that very few of their customers exceed 300 Gb and as such, should not worry about the effects of their new tiers (I believe their general claim is 8% of the customer base, but I'm not certain on this specific point). I doubt the veracity of their claims, based on my own usage: I am one person, subscribed to one of their higher tiers of service (105 Mb down, ~10 Mb up). I watch an average of two hours of digital content on the weekdays, if not significantly less (many days, I watch nothing). I stream music on occasion, and work from home on occasion. I use online backup services, but not excessively so. I play PC games, so I will occasionally download

copies of the games I've purchased. According to Comcast, I have gone over 300 Gb two out of the past three months (as of October 2015).

Going by their estimates (which I have no way of independently verifying, auditing, or disputing), their data allotment is not sufficient for me, one person, using what I feel is a moderate amount of data. Considering that the 2010 US Census stated the average US Household size is 2.58 people, I do not see how Comcast's assertion that 300 Gb is sufficient for most subscribing households can hold true (especially if they have a one or more media-using children), unless they were specifically excluding their cable television traffic from the measurements.

Here's how I arrived at my conclusion: using the Bureau of Labor Statistics' (BLS) conservative estimates (2014) that the average person in the US watches 2.8 hours of television a day, this gives me a figure of 84 hours of television in a 30 day month. From Netflix's website, I use the stated figure that an hour's worth of viewing in Standard Definition (SD) requires about 1 gigabyte of data, while that same hour of viewing in high definition (HD) requires about 3 gigabytes of data. With these figures, one can estimate that the average viewer, watching an average amount of TV, would consume between 84 (SD) and 252 (HD) gigabytes worth of data a month. This is one person. If, according to the 2010 US Census, the average household is comprised of 2.58 people, there is no way that the majority of users served by Comcast can avoid going over the 300 Gb limit UNLESS Comcast specifically exempts their cable traffic from the limit, which would be against recent Net Neutrality provisions.

If Comcast was counting cable traffic against the data allotment, the only way to stay under the imposed limits would be if all traffic served was in SD (2.58 people x 84 Gb = 216.72 Gb). This is highly unlikely, as according to Nielsen's 2014 Q4 Total Audience Report, they estimate that 86% of US households have a HD television set, necessitating at least SOME HD content being served to the home. The numbers are even less favorable for Comcast if, instead of using the BLS numbers quoted earlier, I use numbers provided by Nielsen - they estimate that the average person in the US watches about 4 hours of television per day. Using those figures and applying the numbers given by Netflix, if Comcast were not exempting content that it provides, each person would consume between 120 (SD) and 360 (HD) gigabytes of data a month. Note that the figures for one person viewing HD content already exceed Comcast's limit by 60 gigabytes. It gets worse if we take household size into account. Also note that both estimates derived from Nielsen and BLS numbers assume no other data consumption aside from TV; this is highly unlikely, as most families use at least some data for general internet access in addition to the aforementioned viewing.

The solution to this? Either Comcast must count none of data traversing the infrastructure, thereby eliminating the usage limits, or they must count all data, including that which they provide via their subscription cable services. I feel that the former would be more tenable for Comcast, as these limits are a relatively new creation, and rescinding this policy would be simple. The latter, while hewing to the letter and spirit of Net Neutrality, would entail charging the vast majority of their subscribers additional fees. Considering general public opinion towards Comcast is distinctly negative, I doubt they would want to go this route.

I ask that the FCC disallow Comcast from exploiting Net Neutrality provisions with their actions - prioritizing their data traffic over others, giving their curated content preferential treatment by not counting it against data limits. The only way we can move forward with a free and open internet is by treating all traffic on it as equal.

Thank you for your time.

*Please note that I used the following information in my calculations:

- From Nielsen's 2014 Q4 Total Audience Report, I used their calculation that the average person in the US watches about 4 hours of TV a day.

- From Nielsen's 2014 Q4 Total Audience Report, I used their calculation that 86% of US households have a High Definition (HD) television set.

- From the Bureau of Labor Statistics, I used their calculation that (for 2014), the average person in the US watches 2.8 hours of TV a day.

- From Netflix's website, I used their calculation that an hour's worth of viewing in Standard Definition (SD) requires about 1 Gigabyte (Gb) of data, while an hour's worth of viewing in HD requires about 3 Gb of data.

BLS SD Month = 84 Gb

BLS HD Month = 252 Gb

Nielsen SD Month = 120 Gb

Nielsen HD Month = 360 Gb

<http://www.bls.gov/news.release/atus.nr0.htm>

[Ticket: # 698303 - Malware on web page](#)

Date: 12/8/2015 10:07:18 PM

City/State/Zip: Naples, Florida 34120

Company Complaining About: See Discription

Description

This website was found on one of my Computer and it infected the computer with malware redirecting me to call this number.

Redirect (b) (6)

[REDACTED]

[REDACTED]

[REDACTED]. Info

The number to call to pay the hackers is
844 329 6199

The number could be spoofed it reports online as belonging to Pamela Wilcox

Lucky I didnt call the number and had tech remove it.

It may have been a Facebook redirect malware hijack attempt as I was on that page.

Ticket: # 699257 - I unsubscribed from DELL's emailing list a while ago and they are still spamming me

Date: 12/9/2015 2:04:50 PM

City/State/Zip: Cambridge, Massachusetts 02140

Company Complaining About: Dell.com

Description

I unsubscribed from Dell.com's emailing list a while ago and was still receiving emails so I contacted them and asked them to manually remove me from their systems.

<https://consumercomplaints.fcc.gov/attachments/token/WVUTEqxWA3PRoLaShLArgcXOn/?name=2015-12-09+at+1.00+PM.png>

They claimed to have done so but today I have received more marketing collateral from them.

As you can see above i spoke with customer support on the second after unsubscribing a few days earlier and still receiving e-mail.

<https://consumercomplaints.fcc.gov/attachments/token/KfzM52evaM4qpF78s299j5jyc/?name=2015-12-09+at+1.01+PM.png>

Today in my inbox I received this blatant promotional email . This is a disregard for privacy and for respecting the FCC's rules. This should not be tolerated.

Ticket: # 699263 - COMCAST Data Cap

Date: 12/9/2015 2:07:11 PM

City/State/Zip: Berlin, Connecticut 06037

Company Complaining About: Comcast

Description

Soooo how its this legit. they charge for overages if you dont use their streaming service ?

Do they charge extra if you watch more tv?

<http://arstechnica.com/business/2015/12/sling-ceo-comcast-data-caps-so-low-they-hurt-competing-video-providers/>

Ticket: # 699351 - Internet Service Monopoly

Date: 12/9/2015 2:30:11 PM

City/State/Zip: Lafayette, Georgia 30728

Company Complaining About: Comcast

Description

It has been brought to my attention that Comcast is not limiting internet services down to 300gb cap unless customers are willing to pay more. They have a monopoly and citizens who rely solely on their internet to earn a living are suffering. I live in a small rural town in North Georgia and am already paying more for internet than most residential customers. My bill has now gone up an additional \$35 per month for unlimited data usage. This is your fault as well. The monopoly Comcast has on areas around the country are getting hit harder than the rest. This needs to end and now. I will be contacting all of my congressmen and senators to file a formal complaint with them as well. This is blackmail and I won't be a party to it. This is corruption the likes Americans have ever seen. I cannot wait for a new president to shut you down and fix what you and this administration has done to destroy America.

[Ticket: # 700124 - Wifi](#)

Date: 12/9/2015 6:20:01 PM

City/State/Zip: Hurst, Texas 76053

Company Complaining About: AT&T

Description

I have wifi with att, for the past 3 years now, and over the last 3 years i have had to have them replace my router about 4 times maybe more. I am very frustrated because my wifi continues to be terrible. I have called numerous times for them to do something and every time they go through the same bit to fix the problem as well if it is something with the router they tell me they will have to come out but if it is something on my end they will end up charging me around \$100.00 on my bill. I think att is a good company but i am tired of calling them over and over to get the same result and terrible wifi after a few weeks.

[Ticket: # 700256 - CableOne data guidelines are prohibitive to paid online services.](#)

Date: 12/9/2015 7:04:39 PM

City/State/Zip: Show Low, Arizona 85901

Company Complaining About: Cable One

Description

CableOne has set data guidelines so that use of paid services such as Netflix, Hulu, Amazon Prime are cost prohibitive. I do not find it amusing that CableOne has decided to force users to higher priced tiers or face termination of services for exceeding data guidelines that are set to discourage use of outside services. Nor is it amusing that the cost of the higher data tiers exceeds CableOne's own comparable video services. CableOne's policies, guidelines, and costs are preventing users from fully utilizing services they have paid for.

[Ticket: # 701009 - Unable to watch programming due to it is blocked by Viacom](#)

Date: 12/10/2015 10:42:47 AM

City/State/Zip: Haughton, Louisiana 71037

Company Complaining About: Viacom

Description

My cable provider is Suddenlink. In 2014 they dropped all Viacom channels. I am unable to watch Viacom shows online due to they have blocked it to all suddenlink customers. Is this legal?

[Ticket: # 701956 - Microsoft 10 requires you to sign on with an MSN email address.](#)

Date: 12/10/2015 4:01:31 PM

City/State/Zip: Covington, Louisiana 70433

Company Complaining About: Microsoft

Description

Forcing me to sign on with an MSN email address is an illegal tying arrangement and a violation of antitrust law. Also the only way I can use my email and search engine of choice, which is google, is by using it through Microsoft edge. Google chrome will not load. I think Microsoft is sabotaging google and also spying on google usage.

Ticket: # 701691 - hot spot

Date: 12/10/2015 2:26:51 PM

City/State/Zip: Littleton, Colorado 80127

Company Complaining About: Sprint

Description

Please forward this to the appropriate department or person.

I filed a complaint, ticket number 557660, on 10/07/2015. I am still waiting for your disposition on this complaint. thank you

Ticket: # 701681 - Blocking Certain Devices (Android TV) from Access to Premium Channel Access

Date: 12/10/2015 2:22:30 PM

City/State/Zip: Minneapolis, Minnesota 55416

Company Complaining About: Comcast

Description

Comcast allows Premium Channel access on certain devices (Android Phones/Tablets, Apple Phones/Tablets, Apple TV devices, and Roku Devices) but when using the app on an Android TV device the service doesn't allow setup through my Comcast account. This is an issue on all Android TV devices, it is not a technical issue since using a activation key intended for Apple TV will cause the device to work with no issues. What trying to activate using Android TV activation key instead, it will give an error that the selected device is not supported by my provider. This is an arbitrary limitation set by Comcast and happens on multiple services such as HBO GO and STARZ. I'm not the only one having this issue, as noted in the web links below:

(b) (6)



Ticket: # 701687 - Comcast's "data threshold"

Date: 12/10/2015 2:25:30 PM

City/State/Zip: Delmar, Delaware 19940

Company Complaining About: Comcast

Description

Charging an addition fee to use the Internet on top of the price to access the Internet violates the Open Internet clause. I

"As Comcast's broadband usage caps now impact about 12% of the company's user base (and growing), the company oddly continues to deny it even has caps. In fact, Comcast has gone so far as to scold journalists over the last few years, semantically arguing that because users can buy more data, technically they aren't usage capped. Instead, Comcast wants journalists to call its 300 GB cap a "data threshold," or a "flexible data consumption plan." And the company continued that trend this week, Comcast CEO Brian Roberts telling attendees of a Business Insider event this week that Comcast doesn't cap broadband usage. "They're not a cap," Roberts told attendees. "We don't want anybody to ever not want to stay connected on our network." Comcast is, the CEO claims, "just trialing ways to have a balanced relationship." And by balanced, the CEO means you not only have to pay Comcast more money, but the company's own services won't count against what Comcast's own internal documents admit are entirely arbitrary usage restrictions. Comcast has also been going out of its way to demand journalists call its capping efforts a "trial." Why? It's kind of like the boiling frog metaphor. Comcast believes that if it raises the temperature slowly enough, most users won't notice that they're paying significantly more money for the same or less service. It's all a carefully constructed public relations ploy to minimize backlash to what's effectively a glorified (and massive) rate hike. "

(b) (6)



[Ticket: # 701734 - Comcast](#)

Date: 12/10/2015 2:36:55 PM

City/State/Zip: Oakland, California 94608

Company Complaining About: Comcast

Description

Comcast's anti-competitive, monopolistic practices around usage caps and multiple "lanes" is completely unacceptable and hurting consumers. We need competition and regulation so that consumers aren't forced to pay outrageous, arbitrary fees to Comcast and so that we're not stunting the growth of the internet and related infrastructure. Our livelihood and futures rely on the internet and giving a single company unilateral control over regions is not the way to sustain either of these.

Ticket: # 704724 - Comcast Unfair Billing Issue and Technical Deficiencies

Date: 12/11/2015 11:32:03 PM

City/State/Zip: Little Rock, Arkansas 72205

Company Complaining About: Comcast

Description

I, (b) (6) would like to lodge a formal complaint against the Internet Service Provider (ISP) Comcast.

My wife and I are currently customers of Comcast and subscribe to both Internet and Television services. I live in the Little Rock area and in my particular neighborhood Comcast is the only ISP that can provide internet speeds above 18mbps. As such, there is no real comparable ISP provider in my area, so we do not have a viable alternative in ISP at this time.

We have two serious complaints to make about Comcast.

1. Dropped Signals:

First, we are constantly encountering issues with dropped signals for our service, which affects both Internet and TV service. Since Comcast "upgraded" our service to the X1 platform we have experienced outages on a near weekly basis that can last anywhere from 30 minutes to several hours. During this time period we are unable to access both Internet and Television service. We have had numerous technicians come to our house to solve these issues. However, the issues remain. It appears that Comcast continues to fail to upgrade its infrastructure to provide consistent signal to our area. This is unacceptable, as it appears that Comcast is unwilling or unable to upgrade its own infrastructure to ensure consistent performance.

2. Unfair Billing Practices:

Notwithstanding the fact the Comcast continues to provide unsatisfactory service, Comcast has recently introduced arbitrary and unreasonable data usage limits in the Little Rock Area. Specifically, Comcast has stated that as of December 1, 2015 our Internet Service will only cover the first 300gb of data. For each 50gb of data that we go over we will incur a penalty of \$10 plus applicable taxes. Comcast has stated that we have the option of increasing our total internet charges by agreeing to a \$35 monthly fee for "unlimited" data. This would constitute a yearly charge of \$420, to the \$1,776 we already pay in yearly fees to Comcast. Such billing practices are unfair and unreasonable for the following reasons:

A. Comcast has not stated how it determined that the baseline data usage for an average customer is 300gb. Although Comcast states that the vast majority of users do not exceed 300gb in a month, it has not stated what metric it used to determine this. Thus, such an assertion by Comcast is unsupported, unfair and unreasonable.

B. Comcast has not provided any details as to how it measures users' data. The only way in which a customer can determine their monthly usage is by logging into their account and accessing Comcast's own usage meter. However, this meter does not provide information as to how the usage is collected. Additionally, it is unclear if such a meter is calibrated, or whether this meter is audited. This is especially problematic, as the modem in question provides dual channels that allows both the my wife and I as the main Comcast user one channel of data that is protected by an encrypted password, and also permits Comcast customers to access a "guest" portal using their Comcast login information to also uses the modem's data. Thus, we may be unfairly charged for data that is not actually used by us but by other Comcast customers.

C. Comcast has not provided an explanation as to why these data usage limits are necessary. There does not appear to be any reasonable explanation as to why Comcast has introduced these data

usage limits. Indeed, Comcast's literature to the consumer only discusses how it will levy these new charges, and how the consumer can track usage. However, Comcast has not stated a reason as to why it is necessary to introduce these data charges.

D. It appears that the introduction of such data usage limits is a veiled attempt to curtail our usage of content not provided by Comcast. As my wife and I also have a Hulu account, an Amazon account, and a Netflix account, and use a Roku to stream HBO, PBS, FX NETWORKS and other content, it is likely that in some months, we may use more than our 300gb usage allotment. Indeed, in just the first 11 days of this new program, our usage is showing that we are using at least 98gbs of data. This appears to be a violation of the Net Neutrality provisions, as Comcast is trying to curtail our behavior of using content that is not provided through a Comcast X1 DVR box set. This is patently unfair, arbitrary and unreasonable as we already pay \$1,776 annually to Comcast to use the services provided.

E. Comcast's data usages are anti-consumer and place unnecessary, unfair and unreasonable restrictions on consumer choice. First, Comcast's data usage limits place restrictions on the ability to purchase and download content from the internet. By placing these limits, my wife and I may now decide not to purchase and download a movie, television show, or video game for fear that such purchase and download may cause us to exceed our data usage limit. This in turn creates a negative impact on commerce. Second, my wife and I often conduct business from home and utilize the internet to do so, for example accessing large files, conducting meetings using Facetime and GoTo meeting and other usage heavy services. Comcast's new usage cap, however, may cause irreparable and real damage to our ability to do this and thus has a negative impact on business commerce.

For these reasons, I would like to lodge a formal complaint the Comcast is violating the terms and provisions of the FCC.

Please feel free to contact me for more information.

Sincerely,

(b) (6)

[Ticket: # 704739 - comcast data caps](#)

Date: 12/11/2015 11:51:58 PM

City/State/Zip: Portage, Indiana 46368

Company Complaining About: Comcast

Description

We have a small family and use over the 250GB comcast allots. This is nothing more than a shameless money grab. Especially since their services no longer count against the cap it is becoming a net neutrality issue.

[Ticket: # 702776 - Comcast broadband CAP](#)

Date: 12/10/2015 10:26:35 PM

City/State/Zip: Homestead, Florida 33031

Company Complaining About: Comcast

Description

Please take action since Comcast started pushing for broadband Capped. Even they acced is more about economy than usage.

[Ticket: # 702852 - Comcast Internet cap](#)

Date: 12/10/2015 11:58:29 PM

City/State/Zip: Chattanooga, Tennessee 37415

Company Complaining About: Comcast

Description

I'm a homeschool mother of three and rely on the internet daily to teach my children. Our household of 5 managed to consume 300gb in 10 days . Now I'm forced to pay more to simply use the service I already pay for so I can educate my children . That's wrong . I'm stuck in a two year agreement . This needs to stop.

[Ticket: # 702866 - Internet issues](#)

Date: 12/11/2015 12:30:43 AM

City/State/Zip: Biloxi, Mississippi 39532

Company Complaining About: Cable One

Description

I've been with my current Internet provider since 2011 called cableone. I have to say my experience with them hasn't been a good and everyone I talk to says they have the same issues with every other option I have for an Internet provider. These data "caps" they have shouldn't be legal and I don't believe there shouldn't be different speeds of Internet offered. Internet speeds should all be the same. I have to pay a lot of money when they "upgrade" my Internet plan without my consent and it's crazy for the fact I've never even gotten the speeds of internet that I pay for.

[Ticket: # 702908 - Turner network merger](#)

Date: 12/11/2015 1:35:09 AM

City/State/Zip: Hayward, California 94541

Company Complaining About: Time Warner

Description

Do not let turner network merger shut down family private news networks such as One America news.

Ticket: # 703105 - Comcast-Netflix Peering Congestion**Date:** 12/11/2015 11:12:09 AM**City/State/Zip:** Pittsburgh, Pennsylvania 15213**Company Complaining About:** Comcast

Description

I believe Comcast has been letting peering points intentionally degrade, which has been causing Netflix streaming traffic to slow. I've had problems streaming in HD since June, despite having a download speed of 25 mbps on my Comcast internet service. I contacted customer service multiple times, only to be told it was a Netflix problem. Netflix ran a test that clearly shows my Comcast account is receiving the stream at a speed less than 5 mbps, the minimum required for HD. Comcast offered to send a tech to look at the line, yet my speed tests indicate that it is working at full capacity for everything other than Netflix streaming. If I connect to Netflix using a VPN service, the traffic is routed in a different way and I can sometimes get better streaming performance than if I connect without the VPN. Despite the interconnection deal between Netflix and Comcast, all the evidence points to Comcast intentionally letting peering points degrade to discourage Netflix use.

[Ticket: # 712973 - Comcast Violation](#)

Date: 12/16/2015 8:54:34 PM

City/State/Zip: Palmyra, New Jersey 08065

Company Complaining About: Comcast

Description

Comcast has set a 300gb monthly data limit. This is outrageous and completely in violation of Net Neutrality Laws!

Ticket: # 703575 - data usage plans

Date: 12/11/2015 2:11:18 PM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

data usage plan - after 300GB are used, additional fees are added. This unfairly inhibits usage of certain internet services, such as streaming videos.

The data plans are not related to network congestion. Comcast has even stated this.

<http://bgr.com/2015/11/19/comcast-data-cap-2015-bad-for-us-all/>

[Ticket: # 705239 - Verizon Unlimited Data Tethering](#)

Date: 12/12/2015 3:28:42 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Verizon Wireless

Description

I cannot turn on tethering on my Verizon phone without paying an additional \$30 a month tethering fee, only because I have an unlimited data plan.

Ticket: # 704792 - Data Cap/Internet Usage**Date:** 12/12/2015 1:55:07 AM**City/State/Zip:** Austintown, Ohio 44515**Company Complaining About:** Armstrong

Description

I work from home for an online K-12 school, which requires me to use the internet on a regular basis. Our current ISP, Armstrong Cable, has worked exceptionally well for the 2.5 years I have been with the school, but today I received a notification that I have used 80% of my allowed internet usage. My wife and I have done nothing out of the ordinary--possibly even less, as I was house-sitting for my parents while they were out of town. I have billing statements for the past three months, and received no notice of any changes to the internet policy. I have also checked my account on the Armstrong website and received nothing in the mail regarding any changes. My job requires the internet, which has not been a problem up until tonight. I refuse to pay more for an internet plan that has worked fine for 2.5 years, and firmly believe this is a move by Armstrong to pressure their customers into upgrading their internet packages.

Ticket: # 730454 - Spam text

Date: 12/30/2015 12:12:57 PM

City/State/Zip: Seminole, Florida 33772

Company Complaining About: AT&T

Description

I have received this text 3 times in tge past few hours from a number that justrings busy when called.
"Someone just used your password to sign in to your Google Account. View your recent devices here:
<http://bit.do/signin-gmail>"

Phone number displayed on my phone:

425-610-9187

[Ticket: # 716619 - I do not approve the TWC and Charter merger](#)

Date: 12/18/2015 5:26:19 PM

City/State/Zip: Ewa Beach, Hawaii 96706

Company Complaining About: Time Warner

Description

The FCC needs to fully ensure there is competitive internet choices in all affected markets before approving this merger. Realistically that is years down the road, and therefore this merger must be halted.

[Ticket: # 705441 - Protect Net Neutrality](#)

Date: 12/12/2015 6:04:54 PM

City/State/Zip: Rome, Georgia 30161

Company Complaining About: Comcast

Description

The Internet should be open and not regulated based on the current proposals put forth by companies such as Comcast/Xfinity.

Ticket: # 705585 - COMCAST BLOCKING PAID CHANNELS ON ANDROID TV

Date: 12/12/2015 8:42:41 PM

City/State/Zip: Mountain View, California 94043

Company Complaining About: Comcast

Description

Unable to access HBO GO or other paid channels on specific devices by locking authentication. Specific devices are ANDROID TV (nexus player, nvidia shield tv) and Playstation 3 and 4.

Ticket: # 706357 - Google destroys small American businesses

Date: 12/14/2015 2:33:35 AM

City/State/Zip: Portland, Oregon 97266

Company Complaining About: Google

Description

Google Destroys small businesses by not displaying them in search/maps unless the business is willing to pay \$\$\$. Discrimination against small business

I am the owner of a Small construction company in Oregon. I've attempted to make this business work while being a single father of an autistic child as well as a typically developing daughter. I do not have thousands upon thousands of dollars to spend on advertising, etc.

While learning to run my business, it's advertising, marketing, etc. I realized that if you're not on Google you're out of the game. So I signed up for a Google business listing, added ALL of the requested info, photos, etc. But my business never showed up in search results or on google maps. This troubled me. Because with only 20-30 fence businesses in the entire metro area I couldn't understand why I wasn't being found when searching for like businesses.

I finally after about 2 years of disappointment, and my company almost failing several times due to lack of leads, called Google and asked why I didn't come up in google maps. A very polite lady told me that my settings said my business had no physical location, and if I changed that I would appear in maps. I changed the settings and all seemed to work. Business went well, and the calls literally skyrocketed to about 15x what we were used to per month.

Then things died off again. Being a seasonal business we weren't too surprised. But after 3 weeks without a single call we realized something was off. Then on Thanksgiving morning I received a call from an unknown person asking if my business had a physical location. I answered, "sort of". Then the man hung up. I called the number back and it went to a voicemail box for Google. After that I noticed I again wasn't appearing in maps. So today I attempted to contact Google support. Their site said someone could call me. I've used this callback system many times with other company's, however with most they call when they're available to speak to you. With Google they just call and put you on hold for 15-20 minutes. Unfortunately this made me realize who we've entrusted to be the providers of the worlds information.

Anyway, eventually, after a very long hold, I was greeted by someone clearly in another country and barely able to speak English whom told me that if I wanted to appear in maps I would have to hire an agency to optimize my website. I asked why would Google not display my fence installation business on maps even if I zoomed right into the exact address of my business. Does that make sense? If you were looking for a florist and you zoomed right in on their exact location wouldn't you expect google to point out that they're a florist? The man refused to answer my questions and told me that google has no control over how the search results work. When I asked how that makes any sense he refused to explain and basically blew me off and kept repeating that other businesses must have paid more for their optimization. Again I just don't quite understand how if I'm a fence business I wouldn't show up in search or on the map for fence business, installers, or companies, etc. And even more so, I don't understand why if I search for fence companies and zoom in to my neighborhood, my business does NOT appear in maps, yet the tire shop, and the taqueria, and the radiator shop, and the bar all do. What does a bar or taqueria have to do with fence installation?

Clearly by what I was told today Google offers a listing to businesses for free but they will not show that listing. They will only show the paid listings, or sites, discriminating exclusively against small family owned businesses. Essentially discriminating against the American Dream. Thanks Google for

destroying our business. We only have 3 kids, one who is an extremely disabled, non-verbal autistic. I suppose I should be spending my time on important things like sorting out why I can't compete with my local competitors on Google rather than care for my special needs child. Google doesn't care about the information they serve, they lie, and they manipulate in order to sell adwords

Upon originally filing this complaint I came upon this post on a very prominent internet optimization, rules, regulations, and updates website called "moz.com

Here is the post that confirms and substantiates my original complaint...

Link to post : <https://moz.com/blog/why-you-may-need-to-hide-your-google-places-address-asap>

post text:

Why You May Need To Hide Your Google Places Address ASAP
Local SEO

Last month, the inglorious septic system at my little old home in the country backed up and my washing machine erupted, drowning my laundry room and kitchen in two inches of water. I waded right into the flood at 9 o'clock at night with my arms full of grocery bags, shouted some colorful words and then went online. Nota Bene: do not operate a computer while standing ankle deep in water. Find a dry spot to crouch in first and then use Google Places to find a 24 hour plumber. This is what I did, and because I live in a rural area, Google showed me a set of plumbers within a radius of about 50 miles. Naturally, I looked for the closest one to home so that I might not be charged extra for the plumber having to take a long drive to get to me.

I was successful in finding someone to help me, but if my septic system goes wild in the future, I may not be able to select the business address closest to me because Google has just made a major policy change in their handling of go-to-client business models such as plumbers, maintenance men, carpet cleaners and the like. From now on, Google wants this type of business to use the 'Hide Address' function in Google Places. If you operate a business like these ones or are handling the Local SEO for clients who do, you need to know about this change because failure to get with the program on this could result in your listing dropping out of sight. Here's the story:

A Curious Little History

On February 24, 2012, Andrew Shotland of LocalSEOGuide.com received a phone call from a Google employee who asked him if served clients at his listed address. He answered that he had both local and national clientele. The call ended, and the next time Andrew Shotland looked, his A-listing had vanished from Google Maps.

Around this time, Google Places Help Forum Top Contributor, Linda Buquet, (Catalyst eMarketing) noticed that some posts were coming into the forum from business owners whose experience of a phone call followed by disappearance of their listing matched Andrew Shotland's, or who had simply had their listings disappear without any preceding phone call.

Andrew Shotland started pinging the Places Troubleshooter and received a prompt email from a Google employee quoting an extremely obscure passage in the Google Places Help Files:

What are my options when defining a service area?

Don't receive customers at your location? Serve customers at their location? Select the "Do not show my business address on my Maps listing" option within your dashboard — if you don't hide your address, your listing may be removed from Google Maps.

Not one Local SEO I know who has written about this incident had ever drilled down to a place in the files where this information lay buried. After receiving this email, Andrew set his address to hidden, and his listing popped right back.

Googler Vanessa Schneider began responding to Google Places Help Forum posts about some listing problems with the advice that certain business owners should hide their address.

On March 22nd the official Google Places Quality Guidelines were updated to include the following language:

If you don't receive customers at your location, you must select the "Do not show my business address on my Maps listing" option within your dashboard. If you don't hide your address, your listing may be removed from Google Maps.

Top Contributor Linda Buquet let me know that s

Ticket: # 705579 - Bandwidth Caps

Date: 12/12/2015 8:37:49 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

In the area of online streaming and cable cutting cable ISPs are implementing bandwidth caps for "congestion management" and other reasons. Cox and other ISPs such as Comcast are capping network connections at a couple hundred or so Gigabytes. This is done initially as in the area of cord cutting ISPs are instituting these caps to try and slow the adoption of online services. My family who is not doing anything unbelievable routinely hits this 300GB cap. There are no other ISPs in my area that I can change service to. This capping of residential connections must be stopped.

[Ticket: # 705833 - Comcast Data Cap](#)

Date: 12/13/2015 1:09:32 PM

City/State/Zip: Marietta, Georgia 30064

Company Complaining About: Comcast

Description

Comcast have a 300GB monthly limit for data usage. I cannot have my data backed up to offsite services like Crashplan without being able to do anything else. This is also anti competitive, I cannot use streaming services as much as I like. I don't even watch cable TV.

[Ticket: # 706043 - carrier increase my monthly payments without my authorization and limited the bandwidth](#)

Date: 12/13/2015 5:30:10 PM

City/State/Zip: Miami, Florida 33156

Company Complaining About: Comcast

Description

Comcast with no reason and authorization or agreement with me as a consumer has increased my internet monthly payments and limited the unlimited plan I had to 300 MGB per month. There is not competition at all and they are acting as a monopoly. This is un acceptable.

[Ticket: # 706218 - Internet company](#)

Date: 12/13/2015 9:58:39 PM

City/State/Zip: Hillsboro, Ohio 45133

Company Complaining About: Hughes Net

Description

My husband and I moved here last September 2014. My daughter homeschools on the Internet and I am an author and we both use the Internet regularly. We need to. We moved out of Time Warner Cable range (which is what we used for 17 years) to this area where only Hughesnet is offered. I have used them for a little over a year. Because they know they are the only company (under several different names) they have billed me twice monthly since we moved here. Not small amounts either. It's always \$171 or more each time. The Internet is slow as snails and I constantly get their Hughesnet pop-ups throughout the month. I feel that this is called and considered gouging. If I could get any other Internet company, I would. I am stuck and it makes me angry. I also have them as my phone service and my calls constantly get dropped. My husband is a Veteran with cancer and other health issues and this worries me. What worries me is that they will no doubt disconnect me tomorrow or the next day because I can not keep paying what they want. And if they find out I've complained they will no doubt shut me off anyway.

[Ticket: # 706225 - Comcast Xfinity Data Cap](#)

Date: 12/13/2015 10:01:57 PM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

Comcast is charging customers for using for 300 gb data per month. This is a shady practice that they hide when you are first signing up for their internet service. Comcast doesn't like people 'cutting the cable' and using internet in spite of having traditional cable so they are secretly finding ways to charge customers after they have already entered a contract.

Ticket: # 706292 - Internet Data Usage Charge**Date:** 12/14/2015 12:07:40 AM**City/State/Zip:** Tucson, Arizona 85750**Company Complaining About:** Comcast

Description

I am filing my com ain't with the FCC and their allowance of letting Comcast nickle and dime us customers for every little charge like using more data because we are streaming movies instead of paying more for Comcast services. It is a disgrace! The FCC allows single cable subscribers to monopolize an area and charge what ever they want. It is the FCC's job to make sure this does not happen. These are unfair practices.

Ticket: # 707240 - Data usage caps

Date: 12/14/2015 3:15:14 PM

City/State/Zip: Nashville, Tennessee 37215

Company Complaining About: Comcast

Description

Comcast and Xfinity have found a way to undermine the FCC and throw net neutrality out of the window without being punished for it. Data usage caps were implemented first by comcast in 2012 just in Nashville. They have now expanded drastically. These caps cause for limited access to your internet service (which you are already paying a monthly subscription for) which leads to people who make less money to have a more limited access to the internet and the rich unlimited access. This becomes especially important for students and people whose job revolves around the internet. With the creation of the internet, many internet-based jobs have emerged and now with the usage caps, they are implementing NEW fees that do nothing but charge people more. They try to claim that this is an attempt at fairness and equality, but the records show only evidence of them over charging people for a service they are already paying for and little to no evidence of anyone seeing any money saved from these changes. Please do not let this keep going on. This country is great because of the efforts we go through to give people equal opportunities and equal treatment. Lets keep this country great.

Ticket: # 708124 - Comcast Billing Internet Usage

Date: 12/14/2015 9:06:20 PM

City/State/Zip: San Jose, California 95133

Company Complaining About: Comcast

Description

Comcast's practice of billing internet usage stifles internet commerce and product development. The practice serves only to boost the company's profit margin and is not a compensation for extra expense incurred based on data traffic.

Do not allow Comcast to further its monopoly on Internet Service and Cable Subscriptions.

[Ticket: # 708013 - YouTube videos will not load during peak hours](#)

Date: 12/14/2015 7:55:49 PM

City/State/Zip: Eagan, Minnesota 55121

Company Complaining About: Centurylink

Description

When I attempt to load YouTube content during peak Web hours, I cannot load any videos. When I try connecting through my work VPN, it works as expected. No other content fails to load from YouTube, e.g. thumbnails and text work fine, albeit slower than through my work VPN tunnel. I have tried multiple devices, both WiFi and wired. A VPN should never be faster than a direct link to the content provider.

Ticket: # 708201 - Comcast Data Caps

Date: 12/14/2015 10:02:39 PM

City/State/Zip: Little Rock, Arkansas 72202

Company Complaining About: Comcast

Description

Comcast has recently started limiting me to only 300 GB of data a month. This does not seem like it should be legal to me. I am hoping you guys will do something about it.

[Ticket: # 708315 - Internet throttling](#)

Date: 12/14/2015 11:58:07 PM

City/State/Zip: Gillette, Wyoming 82716

Company Complaining About: Charter

Description

Every day around 8pm MST to 3am my speeds drop to about 1-4Mbps when my speeds should be 30Mbps. I've done everything possible on my end to fix it ,changed pc's new cords new router yet it still does it. I've called and complained and told them I know what they are doing and that it is illegal and they just brushed it off.

With this being said I really hope you are able to do something about this.

Ticket: # 708305 - Comcast Data Cap

Date: 12/14/2015 11:44:38 PM

City/State/Zip: Hialeah, Florida 33012

Company Complaining About: Comcast

Description

Comcast's Data Cap is ridiculous. This is the third month that we exceed the 300GB in my house, which means that next month, I will be charged an additional amount since the courtesy period has expired. My husband and I work and are out of the house for 10+ hours a day and sleep for a good 6-8 hours each night. We cut our cable about a year ago to save money and have been streaming TV online. I feel that we are being penalized by Comcast for not paying for cable television. I feel that they are trying to go around the FCC ruling on Net Neutrality. As it is, in the last 6 months our bill went from \$54.99 a month to \$76.95 a month, which we can barely afford.

[Ticket: # 708402 - Comcast Data Caps](#)

Date: 12/15/2015 6:01:45 AM

City/State/Zip: Germantown, Tennessee 38119

Company Complaining About: Comcast

Description

I cannot enjoy the internet functionality that Comcast promises in their ads without exceeding some cap they have placed. 300 GB is far too low for anyone who enjoys any type of internet streaming. This is purely an attempt for Comcast to limit the internet for their own gain and disable people from becoming cord cutters. Also I have no other options that I know of in my area so it is a monopoly here.

[Ticket: # 708607 - Tactics](#)

Date: 12/15/2015 11:10:57 AM

City/State/Zip: Fernandina Beach, Florida 32034

Company Complaining About: Xfinitywifi

Description

Xfinity is using no access to data to keep me from using their internet service, I pay for the pass and they make sure I don't get to use it,

Ticket: # 708769 - Open Internet

Date: 12/15/2015 12:12:32 PM

City/State/Zip: Mount Solon, Virginia 22843-6119

Company Complaining About: Shentel

Description

Area I live in was serviced by a CoOp that was terrible. Comcast offers modern reliable services to Rockingham County Residents. Remotely located hunting camps and cabins near the G.W. National have great Internet, Telephone and T.V! With Shentel I had to install a house phone, never used, didn't even buy a phone, in order to get 3mbps (right!) internet service. Comcast line ends, according to technician, 2 miles from my home. Apparently I have no choice. Must use Shentel or nothing. If the lines are their I should be able to choose whatever provider I want. Shentel dropped the house phone requirement and has offered up to 10 mbps service. However, they raised the price so you still pay the same as before or more! Why can't Comcast or some other company offer service to our area? Why are we forced to use inadequate services? Locked out of market like this is unfair and contradicts the Open Internet initiative. We are surrounded by families receiving great high speed services yet Shentel has been allowed to put a patch work network together that prevents competition. I want to know why.

[Ticket: # 712589 - Verizon Throttling My Service](#)

Date: 12/16/2015 5:58:52 PM

City/State/Zip: Villanova, Pennsylvania 19085

Company Complaining About: Verizon

Description

Have been getting very slow service in my home internet. Verizon is not providing the service I pay for.

[Ticket: # 709140 - blocked internet](#)

Date: 12/15/2015 2:18:17 PM

City/State/Zip: Templeton, California 93465

Company Complaining About: Charter

Description

Charter Communications has blocked my internet. I attempted to browse to my CPA's web site this morning and I am receiving a pop up from Charter indicating that I have to accept their 43 page Terms and Conditions before being able to proceed. There is no way I can read this in the time necessary to be able to work today. So, I just had to accept it so that I can use my computer.

I called Charter to discuss this with them. A written copy was never sent to me to give me time to understand what I was agreeing to. I am always concerned about agreeing to things such as hidden account extensions or rate changes.

This practice of giving me zero notice and requiring that I agree immediately is absolutely disgusting.

[Ticket: # 709446 - Open Internet Complaint](#)

Date: 12/15/2015 3:36:39 PM

City/State/Zip: Reno, Nevada 89512

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 709310 - Zero Rating

Date: 12/15/2015 3:16:07 PM

City/State/Zip: Janesville, Wisconsin 53546

Company Complaining About: Verizon Wireless

Description

T-Mobile, AT&T, Verizon and Comcast's Zero Rating programs (in which certain companies' content is not billed against a subscriber's data allotments, either for free or for a fee) is a violation of Net Neutrality. It is exactly the same as fast lanes and slow lanes except replace speed with data. It allows industry leaders to pick and choose winners and losers by providing an advantage to companies able to strike or afford a deal over those who are either not popular enough or cannot afford the premium. If left unchecked, it will most assuredly devolve into providing benefits to partners while refusing competitors.

These types of programs are most certainly not in the spirit of Net Neutrality in which all data is to be treated equally. While it may come off as a boon to customers at face value, the real application is more nefarious.

Ticket: # 709328 - Social media contest questions

Date: 12/15/2015 3:20:51 PM

City/State/Zip: Flint, Michigan 48507

Company Complaining About: Verizon

Description

We are wondering if FCC lottery rules apply to social media. We'd like to hold a contest on our Facebook page, but of course want to comply with standard contest rules. Your guidance would be greatly appreciated. Here is the wording of the contest below for your reference...

"FNT Holiday Giveaway: Win the ultimate airport experience with a grand tour of Bishop International Airport!

Win a guided tour of FNT with airport director, Craig Williams. You'll see areas of the airport passengers normally don't get the chance to see! You'll also experience a behind the scenes tour of our police and fire departments with a rare look at the airfield from inside the airport's newest fire truck! To enter, see the guidelines below...

- 1.) Take a selfie at FNT as your traveling through for the holidays.
- 2.) Post it to our Facebook time or in the comments section below.
- 3.) Share the picture to your page with #FNTSelfie.
- 4.) Check back on Monday December, 21st to see if you've won.

Good luck and Happy Holidays from your friends at FNT! #TheSmartWayToFly"

[Ticket: # 709422 - Forcing me to do something I don't want...](#)

Date: 12/15/2015 3:33:29 PM

City/State/Zip: Lexington, South Carolina 29072

Company Complaining About: AT&T

Description

To whom this may concern,

I thank you for your time spent reading my complaint. I am in hopes someone can shed some light on my situation and if these companies need to be reprimanded for their actions. As we all know, tethering was a hot topic several years back in which set a new precedence in which all providers now allow tethering if you are on a tiered data plan. In my situation, I am learning this does not translate across the board and is giving the upper hand to one company over the other, leaving me feeling like I am forced into choosing them over my current provider.

My wife and I recently purchased new phones. We prefer to use unlocked phones and a mnvo service provider, Straight Talk. Due to the new technology in the phone, we have the preference of which network we would like to be on. I started off with phone on the Verizon network, in which I was not happy with the reception in certain areas and data speeds. It seems in my area Verizon is capping the data speeds for the MNVOs to 5 mbps download and 2.5 mbps upload, no matter the time of day or if you were standing directly under a tower. Not sure how that equates to 4g speeds that are advertised. But if you are directly with Verizon, you get normal 4g speeds.

Our old phones were on the AT&T and I knew the data speeds were better. I swapped my phone over to the AT&T network. And as before, the speeds were great. During peak time, it will transfer around 25 mbps download and 6 mbps upload. I ran an evening and it blew my mind, 65 mbps download and 10 mbps upload. I thought everything was great until I went to check all the functions on the phone. When you try to use the hotspot feature of the android OS or any 3rd party apps, it blocks the use and tells me to contact AT&T or dial 611. I have contacted my provider, Straight Talk, and I am informed they have no control over whether or not the phone is provisioned for tethering. They also informed me tethering is not allowed (not sure why, since the networks allow it now many of customer do tether). I try to contact AT&T and because my account is not directly with them, they can't do anything themselves, basically a catch 22. Speaking further with an AT&T representative, I am informed tethering is allowed with their tiered plans except for their GoPhones, which runs as an MVNO off their network. So anyone connected to AT&T network through an MVNO company is facing this issue.

It is very bothersome every other company has opened up tethering across the board, no matter if you are a direct or indirect customer via MVNO. But AT&T has not, leaving me with the feeling of being force to leave Straight Talk and become a direct customer of theirs if I want to be able to tether. Is there anything that can be done to end the idiocracy in regards to tethering on the AT&T network through an MVNO, Straight Talk and possibly others?

[Ticket: # 725780 - Comcast data cap](#)

Date: 12/27/2015 3:58:25 PM

City/State/Zip: Knoxville, Tennessee 37912

Company Complaining About: Comcast

Description

300GB is no a reasonable "cap" for data usage.

[Ticket: # 709738 - Verizon raising prices for unlimited data users](#)

Date: 12/15/2015 5:16:08 PM

City/State/Zip: Staten Island, New York 10312

Company Complaining About: Verizon Wireless

Description

I'm not really happy with Verizon raising the prices of their legacy unlimited data plan for \$20 extra a month. I'd there no stopping them??what's to stop them from raising is another \$20 and another \$20 and another hundred dollars in next couple of years. Please they must be stopped, thank you..

[Ticket: # 709729 - Open internet](#)

Date: 12/15/2015 5:11:38 PM

City/State/Zip: Winterville, Georgia 30683

Company Complaining About: Cricket

Description

My Cricket Samsung galaxy 6 did an update this weekend and now I can no longer tether or use my phone as a hot spot, VPN. This error message occurs:

Connectivity Service:

Neither user 10193 nor current process has android.permission.

CONNECTIVITY_INTERNAL.

[Ticket: # 709875 - Data caps](#)

Date: 12/15/2015 6:07:32 PM

City/State/Zip: Ft. Lauderdale, Florida 33334

Company Complaining About: Comcast

Description

Comcast is a true monopoly. They are stating that i go over that cap bit i do not. I have equipment that tracks it and they are wrong.

[Ticket: # 710222 - Comcast Data Caps](#)

Date: 12/15/2015 8:17:10 PM

City/State/Zip: Ashland, Massachusetts 01721

Company Complaining About: Comcast

Description

250GB is a ridiculously low cap to have in place in this day and age. It stifles competition and is bad for us all. The fact they're offering their own streaming service that doesn't count against the cap highlights the danger these caps can bring, as Comcast is actively stifling competition.

[Ticket: # 710388 - Comcast](#)

Date: 12/15/2015 9:33:28 PM

City/State/Zip: Mandeville, Louisiana 70448

Company Complaining About: Charter

Description

For years Comcast has trampled over consumer rights and now they are trying to increase prices while decreasing service. As the FCC you guys are one of the only companies able to put a stop to this. Please take this seriously and take action against Comcast and other big cable companies.

Please start regulating the internet, it's something that needs to happen and the longer we wait the more complacent Comcast is going to get.

[Ticket: # 710766 - Comcast data caps unethical](#)

Date: 12/16/2015 12:21:37 AM

City/State/Zip: Marietta, Georgia 30008

Company Complaining About: Comcast

Description

If Comcast wants to cap data usage they need to either have the caps apply to their own streaming service or stop competing in the media streaming space! This gives them an unfair advantage in the market.

[Ticket: # 710494 - Forced to pay for additional internet bandwidth](#)

Date: 12/15/2015 10:06:08 PM

City/State/Zip: Pocatello, Idaho 83201

Company Complaining About: Cable One

Description

Cable One has forced me to pay for additional internet bandwidth if I choose to stay with their service because I went over their monthly bandwidth allotment. They are the only high-speed cable internet provider in my area. It is my belief that since they are the only high-speed cable internet provided in my area that this behavior amounts to monopolistic practice. Given that the US Government gave telecom companies \$200+ billion to develop a fiber broadband infrastructure in the 1990s (taxpayer monies) ISPs they should be heavily regulated by the FCC in particular because most ISP are local monopoly across most of the county. This regulation should include eliminating bandwidth restrictions given they are using infrastructure the US government help pay for. This is also a violation of the spirit of net neutrality because it forces consumers to alter their internet behavior in a manner anathema to the concept of an open internet.

Ticket: # 710543 - COMCAST DATA CAP

Date: 12/15/2015 10:19:46 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

my area will soon be capped as comcast has announced that they will expand there plan. i know how much data i use and it is far more than they allow forcing me to spend 30 bucks a month more for internet i would gladly switch providers but i am monopolized in as they are the only provider in my community. This is a utility and like with power and water should never be restricted unless supply is short and comcast is not running out of internet any time soon.

Ticket: # 710593 - Ref ID: 567032 - Comcast 300GB CAP

Date: 12/15/2015 10:37:58 PM

City/State/Zip: Miami, Florida 33144

Company Complaining About: Comcast

Description

Ref ID: 567032 was closed stating that the carrier has provided a response and that I will receive a response via mail. I have not received anything as of today (12/15/15). I'm a light online user and somehow Comcast's usage meter is stating that I have been coming close or actually reaching (see attached) my cap for the month.

FCC PLEASE help us (the consumer) fight against this monopoly!

[Ticket: # 710545 - Comcast data caps](#)

Date: 12/15/2015 10:19:52 PM

City/State/Zip: Riverton, Utah 84065

Company Complaining About: Comcast

Description

In addition to all the other complaints. Comcast themselves argue they should meter just like other utilities. So let's finally settle this once and for all and treat them like one. Put consumer protections in place immediately. Not to mention the argument Comcast uses for metering like electric or gas... I don't pay a different fee for different tiers of electric service then metered use on top of that.

[Ticket: # 710556 - Comcast Data Caps](#)

Date: 12/15/2015 10:23:23 PM

City/State/Zip: Germantown, Tennessee 38138

Company Complaining About: Comcast

Description

Comcast is capping the amount of data my family can download for no reason other than greed and lack of competition.

Internet access has become a needed utility type service. There needs to be a lot more competition, or internet access should be government provided.

[Ticket: # 710606 - Data limits need to be removed!](#)

Date: 12/15/2015 10:43:49 PM

City/State/Zip: Rio Rancho, New Mexico 87144

Company Complaining About: Cable One

Description

Cableone, the only cable service in my area, is threatening to turn off my Internet service for going over my data limit of 300gb. I have 100Mb download speeds. We use up our 300gb in a month with streaming services like netflix and hulu. These data limits are just a way for cable companies to charge people for using their Internet for watching streaming services instead of paying premium prices for their services. They should not be allowed to charge extra just because they can.

[Ticket: # 710621 - 2bucktv.com](#)

Date: 12/15/2015 10:51:01 PM

City/State/Zip: Katy, Texas 77494

Company Complaining About: MetroPCS

Description

Website appears fraudulent. Phone number for ordering does not connect to a customer service representative.

Ticket: # 710627 - Highly Hazardous Internet Material

Date: 12/15/2015 10:54:42 PM

City/State/Zip: Greenville, South Carolina 29615

Company Complaining About: N/a

Description

Hello,

I'm considered to be a golfer of "elite status" according to the USGA Handbook (2012), and I found this video (with the link pasted below) of a golfer hitting a flaming metal can (filled with what seems to be gasoline). This video content is highly dangerous to U.S. Citizens, namely to the youth. Please see the link below:

<https://www.facebook.com/NBCSports/videos/922369097818443/>

Cordially,

(b) (6)

[Ticket: # 710767 - Comcast data caps - unlawful and incorrect](#)

Date: 12/16/2015 12:22:03 AM

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Comcast

Description

Past month Comcast alleged that I utilized 401 GB, when my Sophos UTM firewall (which all traffic egress out of) shows only 230 GB utilized. They are scamming us and inflating the usage to their benefit!

[Ticket: # 710634 - New Comcast policies](#)

Date: 12/15/2015 11:00:48 PM

City/State/Zip: Arden, North Carolina 28704

Company Complaining About: Comcast

Description

If my Internet is going to be metered like a utility it should be governed like one.

[Ticket: # 710635 - Restriction of internet usage past 300GB](#)

Date: 12/15/2015 11:00:51 PM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

Comcast has implemented both speed restrictions and a data restriction. The use of 300GB in today's connected society leads to that cap being reached quickly and resulting in extra charges on the consumer. This cap is clearly a way for Comcast to push users away from streaming media and back to traditional cable. With a one person household the 300GB cap can be reached in a matter of days with such popular streaming services such as Netflix and Hulu. There is no issue for Comcast to send unlimited content through cable lines for traditional television so it does not make any sense to restrict internet usage.

Ticket: # 710736 - Comcast Data Caps

Date: 12/15/2015 11:56:03 PM

City/State/Zip: Humble, Texas 77338

Company Complaining About: Comcast

Description

Comcast has a monopoly in my area - there are no other companies to switch to. This is the case for many, many of their subscribers. I am overcharged (\$85 per month for only cable internet) and now I'll be capped? Ridiculous. And Comcast gets to read their own meters are far as our data goes? There are inconsistencies all over. Please do something about this fiasco.

[Ticket: # 710761 - CableOne data cap](#)

Date: 12/16/2015 12:15:00 AM

City/State/Zip: Columbus, Mississippi 39702

Company Complaining About: Cable One

Description

Cable one is capping my home internet at 300gb per month and FORCING me to pay more due to usage.

[Ticket: # 710787 - Xfinity/Comcast is hurting consumers](#)

Date: 12/16/2015 12:29:26 AM

City/State/Zip: Colorado Springs, Colorado 80907

Company Complaining About: Comcast

Description

They have taken advantage of their position has a telecommunications monopoly to stifle competition and extort consumers of their hard earned money on an inferior service. They are typically the only available broadband provider in any given city so the people have no other choice to stay connected to everyone else in the 21st century.

They have in recent years deployed a gambit to limit the amount of data one can consume monthly to an arbitrary limit. In Colorado Springs, it is only 250GB. It may seem like a large number to some but it you will exceed that limit very quickly if you have family or roommates using it just to watch movies or play games longer than 2 hours a day.

Please address this by curtailing their monopoly and their stranglehold on the telecommunications industry and make it easier for companies like Google to introduce Fiber into communities through subsidies, rebates, etc.

Thank you

[Ticket: # 710816 - No competition](#)

Date: 12/16/2015 12:50:48 AM

City/State/Zip: Savannah, Georgia 31405

Company Complaining About: Comcast

Description

DATA LIMITS ARE UNFAIR COMCAST HAS NO COMPETITION. PLEASE ALLOW COMPETITION!

Ticket: # 710823 - Cable One Bandwidth Caps

Date: 12/16/2015 12:55:16 AM

City/State/Zip: Meridian, Idaho 83642

Company Complaining About: Cable One

Description

I know Comcast and Time Warner are getting the brunt of complaints due to bandwidth caps, but the smaller guys are doing it to people too and I want it to stop.

I use to have a plan with Cable One for 50mb down with a cap of 300gb at \$50 per month. Due to my home being very tech and internet heavy, that cap was blown past several times. I was then forced into a 70gb, 400gb capped service that was \$25 more. Now, out of nowhere and with no notification, my service was bumped to \$80 with a speed increase I didn't ask for but the cap stayed the same. I'll happily go back to 50mb down if I could have the caps erased. I have to neuter the activities I wish to engage in at home constantly because I have to beware these idiotic data limits which have been shown time after time, have nothing to do with network congestion and everything to do with companies wanting to maximize their profits.

[Ticket: # 710824 - Comcast data caps](#)

Date: 12/16/2015 12:55:36 AM

City/State/Zip: Savannah, Georgia 31404

Company Complaining About: Comcast

Description

In mid November I called about over data charges. I was informed that I was being charged for going over my 300gb cap by 299gb for the days of Nov 26 through December 25. That time period was still several days away. The representative on the phone was also confused and unable to justify the charges. If we are ruling that Internet is a utility, then it needs to be regulated as such. If the purpose of the Internet is for freedom of information, then that information needs to be provided freely. I do not think it fair or just to the American people that we have so few other Internet providers available to us. I inquired with At&T, and was told that they could not accept new customers. They had filled the number of customer slots up.

[Ticket: # 710874 - Comcast Data Caps](#)

Date: 12/16/2015 1:37:43 AM

City/State/Zip: Tucson, Arizona 85739

Company Complaining About: Comcast

Description

I recently discovered my internet service provider, Comcast is capping my data. I'm not certain that I would go over that limit, but this large company should not be able to make a power move like this. Comcast knows that they hold a significant market share--In fact, they are the only one allowed in my apartments, and they aren't afraid to abuse that. If this is allowed, it sets a precedent for other companies in other markets to do the same.

[Ticket: # 711652 - Questionable Image and Content](#)

Date: 12/16/2015 1:18:05 PM

City/State/Zip: Danville, Virginia 24541-4414

Company Complaining About: None

Description

Questionable intention of image in center of screen. The caption, "Cops Ask Armed Citizens To Fight Terrorists. What Could Go Wrong?", as well as the image of a barrel of a gun directly pointing is unsettling. This is categorized under Open Internet/Net Neutrality. I don't know what that means.

Ticket: # 710905 - Comcast is deliberately degrading the quality of my internet service as retaliation for purchasing a cheaper service plan

Date: 12/16/2015 2:31:17 AM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: Comcast

Description

After contacting comcast to switch to a rate plan which better fits my household, my traffic is being shaped deliberately to degrade my service.

My connection routinely suffers from extremely high latency and reduced bandwidth. I have tested and found that this degradation in service completely disappears when connecting through a VPN.

Please find the attached files. I tested my latency and bandwidth in two separate tests on the same machine, 2 minutes apart. Once with the VPN off, and again with the VPN enabled.

Without VPN, I am not even getting half of the bandwidth I am paying for, with a latency of 265ms. With a VPN, my bandwidth is nearly 8 times better, and latency is decreased to 11ms.

Ticket: # 710947 - Complaint about Comcast

Date: 12/16/2015 4:11:46 AM

City/State/Zip: Placitas, New Mexico 87043

Company Complaining About: Comcast

Description

Comcast raised the internet price by \$35 overnight. That is how much more we have to pay to get the same service. That is about 50% price hike.

Comcast is penalizing \$10 per 50GB for using the internet we're already paying for.

300GB per month is very low. Two HD movies per day per household leave very little for other online activities. With 4K video resolution becoming more popular, even 1 movie per day will seem a luxury.

Comcast is using its monopolistic powers for anti-competitive and anti-consumer purposes. They penalize us for watching Netflix movies but they won't penalize for using their own movie streaming service. Data usage only counts while using the non-Comcast owned service.

They have a history of letting internet traffic to congest and degrade consumer performance on a competitor website (Netflix) with the purpose of extorting money, while they could manage the congestion without a problem. They demanded compensation from their competitor for doing something that they are suppose to do with the money that we, the consumers, pay them every month.

[Ticket: # 710959 - data caps, anti trust behavior](#)

Date: 12/16/2015 5:05:16 AM

City/State/Zip: Paducah, Kentucky 42001

Company Complaining About: Comcast

Description

Comcast is really the only viable Internet company in my area, and as such is charging outrageous prices and now has introduced the new fee for going over bandwidth usage, without a proper way of showing us our detailed usage. Also the amounts of data they show does not match what I have recorded. This is a company with an almost complete monopoly and as such should be violating the anti trust laws that have been set forth by our government.

[Ticket: # 710962 - Lack of consumer choice](#)

Date: 12/16/2015 5:08:18 AM

City/State/Zip: Broomfield, Colorado 80021

Company Complaining About: Comcast

Description

The cable company (Comcast) has a block against competition in my service area. This allows them to dictate pricing and offerings without the worry of free market competition.

Please allow other companies (Google, etc.) to offer service in my area.

[Ticket: # 711003 - Comcast data caps complaint](#)

Date: 12/16/2015 8:37:22 AM

City/State/Zip: Houston, Texas 77006

Company Complaining About: Comcast

Description

I believe it is completely unfair for Comcast to penalize me for excess data usage when I have no recourse to use another provider. Moreover, Comcast does not levy this penalty in markets where they face competition. I urge the FCC to direct Comcast to stop discriminating against customers in select markets.

[Ticket: # 711004 - Internet Overage - COMCAST](#)

Date: 12/16/2015 8:39:00 AM

City/State/Zip: Arlington, Virginia 22204

Company Complaining About: Comcast

Description

How can someone cap our internet usage? They said we go over and charge us extra, with no documentation on where the overage came from and how it is being used. I feel like this is FRAUD. Please look into this.

[Ticket: # 711098 - Comcast Internet usage caps](#)

Date: 12/16/2015 10:24:01 AM

City/State/Zip: Tuscaloosa, Alabama 35404

Company Complaining About: Comcast

Description

I received a popup on my computer screen recently telling me I had exceeded my 300GB usage limit for the month. I was not even aware there was a usage limit. I investigated and found this is a "trial" program Comcast has started in selected areas around the country. They should not be able to just add a limit like this without ample notice. I ran over because I was backing up my computer to a cloud storage site. Now, there is no way I can do this without incurring additional charges from Comcast.

[Ticket: # 711298 - data caps](#)

Date: 12/16/2015 11:39:02 AM

City/State/Zip: Arlington, Virginia 22202

Company Complaining About: Comcast

Description

I believe it is completely unfair for Comcast to penalize me for excess data usage when I have no recourse to use another provider. Moreover, Comcast does not levy this penalty in markets where they face competition. I urge the FCC to direct Comcast to stop discriminating against customers in select markets.

[Ticket: # 711113 - Comcast unfair advantage in Baltimore, MD](#)

Date: 12/16/2015 10:32:53 AM

City/State/Zip: Baltimore, Maryland 21225

Company Complaining About: Comcast

Description

Comcast proposing caps and constant rate increases in the face of no competition in Baltimore City, MD. Baltimore has little to no viable options that can give you an option to choose your provider for Internet and in some cases TV services. I have been a long time Comcast customer not by choice but buy stating relevant to communicate with my job, church, community members, family etc. I subscribe to a package that is currently unlimited and the speed is acceptable for my use and there are few providers in the area especially options to provide comparable service. My home no longer qualifies for DSL and the cost of having DSL would be extremely high since that would require a complete rewire of my home. DSL for my home would only get a connections speed of 3mbps and that is not enough to provide all the services my home requires including TV, multiple computers, Alarm system, Camera system and other internet connected devices. I need the FCC and other government agencies to step in and put the fairness back into the market.

[Ticket: # 711206 - Comcast internet cap](#)

Date: 12/16/2015 11:06:47 AM

City/State/Zip: Hialeah, Florida 33016

Company Complaining About: Comcast

Description

comcast making its suscribers pay for going over a cap that no one beilieves and understand. Its a monopoly thats just buying everything out and abusing there internet speed.

Ticket: # 711156 - Comcast

Date: 12/16/2015 10:41:18 AM

City/State/Zip: Chicago, Illinois 60626

Company Complaining About: Comcast

Description

1. Comcast raised the internet price by \$35 overnight. That is how much more we have to pay to get the same service. That is about 50% price hike.
2. Comcast is penalizing \$10 per 50GB for using the internet we're already paying for.
3. 300GB per month is very low. Two HD movies per day per household leave very little for other online activities. With 4K video resolution becoming more popular, even 1 movie per day will seem a luxury.
4. Comcast is using its monopolistic powers for anti-competitive and anti-consumer purposes. They penalize us for watching Netflix movies but they won't penalize for using their own movie streaming service. Data usage only counts while using the non-Comcast owned service.
5. They have a history of letting internet traffic to congest and degrade consumer performance on a competitor website (Netflix) with the purpose of extorting money, while they could manage the congestion without a problem. They demanded compensation from their competitor for doing something that they are suppose to do with the money that we, the consumers, pay them every month.

[Ticket: # 711157 - Comcast calculation of data consumption](#)

Date: 12/16/2015 10:41:30 AM

City/State/Zip: Thornton, Colorado 80602

Company Complaining About: Comcast

Description

Every month Comcast calculates how much data you have consumed. I have router that provides the same information on a daily weekly and monthly basis. I have seen that Comcast reports way more data than what is actually consumed by my family. There is no way to know how they calculate your data consumption for all we know they can add 1 Gb every day without you knowing.

We need to know that the data calculation is really accurate.

Ticket: # 713355 - Comcast Data Caps

Date: 12/17/2015 8:56:03 AM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

Comcast has recently started billing for data usage when a customer goes over 300GB of usage. We as consumers have no way to know if our usage is actually being tracked accurately. 300GB is what I will call sneaky, it's just enough that most consumers might go over once or twice a year, but not enough to complain. With the implementation of 4K TVs and content 300GB will be blown through in a few days. I feel like they implemented 300GB up front so in the future more and more people will start to hit that cap.

Comcast has such a large market share of the cable community that it really makes online content providers think about how they deliver content. Comcast is trying to compete with Netflix and other streaming content providers and in order to compete they simply make it more expensive to use their competitors product. It's very anti-consumer. Comcast has regional monopolies and very little competition when it comes to having service that can handle streaming video (25Mb Broadband) .

I believe that \$10 for 50GB is completely absurd. To deliver 50GB to a customer it costs Comcast less than \$0.05, that's quite the mark-up.

I pay for the 105Mb tier of internet, yet I still have the same cap as other customers on lower tiers. If I were to download using my maximum bandwidth, I would reach my cap in just over 6 hours. Which means for a standard month they are selling me 0.8% of what I could theoretically download. It's disgusting. I'm just racing to the cap faster than everyone else. Either get rid of the caps, and charge based on speed, or get rid of the speed limitations and charge for usage using some 3rd party monitoring audited solution.

[Ticket: # 711415 - Comcast Net Neutrality/Data Caps](#)

Date: 12/16/2015 12:17:20 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

Comcast is using its monopolistic powers for anti-competitive and anti-consumer purposes. They penalize us for watching Netflix movies but they won't penalize for using their own movie streaming service. Data usage only counts while using the non-Comcast owned service.

There are laws against this. Enforce them.

[Ticket: # 711540 - Data Caps](#)

Date: 12/16/2015 12:52:14 PM

City/State/Zip: Columbus, Ohio 43212

Company Complaining About: AT&T

Description

10 years ago 10 GB was a lot of data. In 10 years from now 300GB wont be that much data.

My bandwidth cap is 150GB. I can only receive full speed for about 13% of the time I pay for it.

[Ticket: # 711643 - Comcast Xfinity ISP Data Caps](#)

Date: 12/16/2015 1:16:55 PM

City/State/Zip: Plantation, Florida 33317

Company Complaining About: Comcast

Description

COMCAST/XFINITY currently place us at 291GB of 300GB (according to their online meter) used for November. Our router tracks the total data used (outgoing or incoming) and only reports a total of ~120.24GB used in the same time period. There appears to be a huge discrepancy between what Comcast reports and what is actually being consumed.

Ticket: # 713696 - Malware

Date: 12/17/2015 12:07:36 PM

City/State/Zip: Perkinston, Mississippi 39573

Company Complaining About: I Don't Know

Description

I found several Malware software on my computer. Some of these apps were installed since 2011. The names are Swissfist, Robolox, perfect night. My email, and Facebook has been hacked into. All my IP addresses link back to different states such as OR, LA, CA, MS, Singapore, Hattiesburg ms, Neely MS, Saucier MS oklahoma.

[Ticket: # 712676 - Unfair practices](#)

Date: 12/16/2015 6:24:57 PM

City/State/Zip: Commerce Township, Michigan 48390

Company Complaining About: Comcast

Description

Comcast wanting to cap data is unfair to the people that use their internet to stream tv. They only want the cap in place to make more money or force you to have a tv plan.

Ticket: # 711992 - keep receiving emails after opt out

Date: 12/16/2015 2:49:23 PM

City/State/Zip: San Jose, California 95126

Company Complaining About: [Www.safeoptout.com](http://www.safeoptout.com)

Description

I have received several emails from this company even after opting out from them. I don't know what to do further. A link to opt out is here:

<http://www.safeoptout.info/o-qtvd-c01-86e5ea91dcf2a90d3b483482378ebfe9>

[Ticket: # 712129 - comcast data cap](#)

Date: 12/16/2015 3:27:40 PM

City/State/Zip: Martinez, Georgia 30907

Company Complaining About: Comcast

Description

just received notice i went over this 'cap'. so tired of Comcast charging so much for everything. Please stop their bullying of the public.

Ticket: # 713174 - Internet scam

Date: 12/16/2015 11:15:06 PM

City/State/Zip: Merced, California 95340

Company Complaining About: AT&T

Description

Company advertised itself as ATT . Knew I had been working with ATT on computer problems. Company saying they were att and called to see if problems solved..

Wanted money Different phone numbers alerted me. Notified ATT and they checked computer allegedly but but they were not interested that someone was masquerading as them.

[Ticket: # 712339 - Comcast Data Caps](#)

Date: 12/16/2015 4:31:16 PM

City/State/Zip: Denver, Colorado 80209

Company Complaining About: Comcast

Description

I believe it is completely unfair for Comcast to penalize me for excess data usage when I have no recourse to use another provider. Moreover, Comcast does not levy this penalty in markets where they face competition. I urge the FCC to direct Comcast to stop discriminating against customers in select markets.

[Ticket: # 712476 - Comcast Datacaps](#)

Date: 12/16/2015 5:21:28 PM

City/State/Zip: Minneapolis, Minnesota 55418

Company Complaining About: Comcast

Description

I noticed comcast started tracking the amount of internet data I use each month. Although it says datacaps are suspended in my area they should not be able to cap my data at any time and force me to pay more. They do not have any breakdown of how they collected the amount of data I used and after the issues I have had with comcast in the past I do not believe they can be trusted to track data correctly. Please do not allow comcast to use datacaps

[Ticket: # 712787 - Xfinity Comcast data cap](#)

Date: 12/16/2015 7:12:28 PM

City/State/Zip: Plantation, Florida 33324

Company Complaining About: Comcast

Description

This should be illegal. Please help. I'm forced to pay more money when I have no control over the content and advertisements being forced upon me while online. Unbelievable.

Ticket: # 712826 - Comcast Data Cap on Monopolistic Service

Date: 12/16/2015 7:23:46 PM

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Comcast

Description

Comcast is gaining an unfair market advantage given them by their monopolistic county government deal to limit my data to the point that I do not have the option to stop cable service and use on-line and on-demand video services.

My service area does not have realistic options to access modern internet speeds outside of Comcast. They are gaining an unfair market advantage through leveraging a monopoly on what has clearly become a utility service. This is intended to limit competition in video services and should be stopped by an immediate cease-and-desist order. Thanks.

Ticket: # 726073 - Being charged for exceeding arbitrary data limit

Date: 12/27/2015 10:18:47 PM

City/State/Zip: Petal, Mississippi 39465

Company Complaining About: Comcast

Description

I recently filed an FCC complaint with Comcast for charging customers an arbitrary fee for using more than 300 GB per month. I was received a letter stating that this was a fair practice with the following excuse:

"The vast majority of XFINITY Internet customers use less than 300 GB of data per month and , in fact, the median monthly data usage by XFINITY Internet customers over the last six months wasx 40 GB. Most customers should therefore see no increase in their monthly service fees under Comcast's usage-based billing policy. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more, can pay more to do so, and that customers how choose to use less, pay less"

Here is the problem with that statement. First, it does not matter to me, nor should it affect me, how other comcast customers use their internet, since they are not paying for mine. What they do and what I do are not the same, and that is fine. I am a paying customer and I should be able to use my internet the way I see fit. I stream video in HD using Netflix, and I regularly download digital software and games using services such as Steam and Origin. Some software can be up to 60 GB of data. Downloading just 2 or 3 games can use over half of my data for the entire month.

Second, those who choose to use less, in fact, DO NOT pay less. Since I have been watching my internet usage, every time I use less than 300 GB a month, I pay the exact same amount, if not MORE than as before when I was using as much data as I wanted.

Comcast also stated in their letter: "Comcast's data use plan trials are not intended or designed to manage congestion on its network." This is a true statement as the sole purpose for this "trial" is to punish customers who choose to use alternative methods of watching television, such as Netflix.

For example, I pay approximately 9 dollars per month for Netflix with HD technology. It would cost me approximately that much just to rent one HD box from comcast, not including additional charges for the actual service. If I choose to do this, Netflix will consume approximately 7 GB of data per hour. With a 300 GB data limit, you can see how comcast will still get their money regardless of me doing away with their television service once their overage fees kick in.

I believe that Comcast's data usage plans are extorting people out of money that choose to use their internet service to deliver television media from another provider and is not a fair practice. They are either forcing their internet customers to pay more for using an alternative service provider or convincing them to switch back by offering a lower bill by switching back to their cable service.

Lastly, comcast offers no way of opting out of their trial. I will continue to submit a complaint monthly until my problem is solved. My problem will only be solved when this capitalist robbery is not allowed to continue. The internet is not a limited resource like water or electricity, and should not be handled

as such. If I choose to use more data than the rest of their customers, I should be rewarded for my usage of their product, not punished. Since there is no competition for cable internet in my area, I cannot show my discontent with their service by switching to a more fair provider, or else I would have already done so. Comcast uses this fact to their advantage by continuing to extort their customers and this type of business practice should not be allowed to continue.

Ticket: # 712899 - Comcast Xfinity Internet has imposed an unrealistic and incorrect cap on my usage

Date: 12/16/2015 8:18:09 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

Comcast has recently instituted a 300GB cap on my internet usage. They did this with little warning and the estimates of my usage are wildly exaggerated. It is only halfway through the month and yet they show that I am already at the 300GB limit. That is not possible. Last month I had to download several large Steam games and only came up to 337GB. This month I have so far downloaded only one 30GB game and should definitely not be at the limit. I am paying nearly \$200.00 a month to Comcast and should be able to do what I want with my internet as long as it is not outside the law. Paying for and downloading steam PC games and watching online videos from legitimate sites is perfectly legal last time I looked. Please stop these companies from restricting our reasonable usage of the internet. They should at least have to raise the cap to 500GB and then index it every year by 50GB or more extra.

[Ticket: # 712915 - Specific site throttling.](#)

Date: 12/16/2015 8:27:41 PM

City/State/Zip: Lancaster, South Carolina 29720

Company Complaining About: Comporium Communications

Description

I tried to access Time Warner Cable's website so I could see their offerings and it will not load on any of my devices EXCEPT my cellphone over LTE. There it loads fine.

Every other site on my Comporium service works just fine, loads as fast as you would want. Time Warner's site? Nope.

Ticket: # 712917 - Comcast Data Caps

Date: 12/16/2015 8:28:22 PM

City/State/Zip: Osceola, Indiana 46561

Company Complaining About: Comcast

Description

Comcast raised the internet price by \$35 overnight. That is how much more we have to pay to get the same service. That is about 50% price hike.

Comcast is penalizing \$10 per 50GB for using the internet we're already paying for.

300GB per month is very low. Two HD movies per day per household leave very little for other online activities. With 4K video resolution becoming more popular, even 1 movie per day will seem a luxury.

Comcast is using its monopolistic powers for anti-competitive and anti-consumer purposes. They penalize us for watching Netflix movies but they won't penalize for using their own movie streaming service. Data usage only counts while using the non-Comcast owned service.

They have a history of letting internet traffic to congest and degrade consumer performance on a competitor website (Netflix) with the purpose of extorting money, while they could manage the congestion without a problem. They demanded compensation from their competitor for doing something that they are suppose to do with the money that we, the consumers, pay them every month.

[Ticket: # 713030 - Comcast data usage caps](#)

Date: 12/16/2015 9:20:05 PM

City/State/Zip: Aurora, Colorado 80015

Company Complaining About: Comcast

Description

Although the user agreement does define what is considered 'reasonable usage', it remains misleading marketing practice to advertise as "unlimited access" when it is clearly not.

Ticket: # 713146 - Comcast Data Usage Plans**Date:** 12/16/2015 10:42:45 PM**City/State/Zip:** Atlanta, Georgia 30360**Company Complaining About:** Comcast

Description

This new practice is simply to make up for their loss of video subscribers and revenue associated w/ directed local TV ads. These 'limits' are simply not in line w/ the direction and increased consumption of internet based services. It's also quite unfair that they do not apply these limits to business customers @ a lower rate and that they apply pricing tactics that make video streaming service uneconomical in comparison. Especially when they are controlling the data pipe. Quite frankly, it's a scary practice.

[Ticket: # 713183 - Comcast Data Caps](#)

Date: 12/16/2015 11:20:55 PM

City/State/Zip: Elizabethtown, Kentucky 42701

Company Complaining About: Comcast

Description

I live in a rural area of Kentucky. I have very little entertainment options. I dont understand why i am capped on my data usage when i am already paying for an HD TV bundle. My bill is \$217 a month. This is ridiculous. They want to charge me more for exceeding 300 GB a month? The cap has nothing to do with network congestion. Its Comcasts way of repressing the average person.

Ticket: # 713287 - Comcast Data Caps

Date: 12/17/2015 2:35:38 AM

City/State/Zip: Cooper City, Florida 33024

Company Complaining About: Comcast

Description

For the past few years, there has been some hope that options for the consumer were coming. At the same time Comcast is buying up programming so they now own both sides of the product. Still, you could stream. Now you can't because if you do you will go over your cap and the additional cost of \$35.00 per month is an incentive to keep you in place as a Comcast Video Customer.

On another note, even if you don't stream, as an example, I signed up for Carbonite a hard drive back up service and the initial upload is 295 GB, that will use all my allocated bandwidth for the month. Leaving me no additional bandwidth for anything else. This is a wholesale change from how things have been for 20 years and you are allowing this to happen with now over site.

So the bottom line is in the period of a month they have put me in a position where I need to go from \$63.00 to \$98.00 in order to protect myself. So their average monthly bill across the board goes up even in the face of competition. That is my definition of a monopoly and it is the FCC that is allowing that to be the case.

[Ticket: # 713397 - Comcast](#)

Date: 12/17/2015 9:50:51 AM

City/State/Zip: Los Angeles, California 90024

Company Complaining About: Comcast

Description

Comcasts service is simply the worst. They cap my netflix speeds. Their customer service is horrible. We NEED more competition.

Ticket: # 713410 - Comcast Data Cap and Usage Meter**Date:** 12/17/2015 10:02:28 AM**City/State/Zip:** Ooltewah, Tennessee 37363**Company Complaining About:** Comcast

Description

Comcast has expanded their data "cap" to my area. This is a limit of 300GB before extra charges are applied. They state this is a "trial", so I'm doing my part as a consumer to let them know that their "trial" is not only unethical, but is unwarranted.

They offer \$30 for "unlimited" data, however, this data has been "unlimited" previously. Instead of forcing customers to choose to either pay an extra \$30 per month or to suffer excess extra charges based on usage, they could have simply raised everyone's monthly service rate. Also, pay-per-usage does go against Net Neutrality - Comcast can easily offer "free" usage to certain sites if they deem it so. The unethical part comes in because they're charging usage fees or \$30 a month for no extra supplied service. It's the equivalent of being charged extra at the grocery store because I spent over an hour shopping, when I wasn't being charged before.

The 300GB "cap" is too low. I'm currently on their 105 Extreme plan, so this means that I'm able to hit this cap faster than a lower plan. So why should I keep my fast plan; I should be able to simply downgrade to a slower plan so that I don't hit the cap as fast. If I'm able to hit 300GB in a day vs hitting it over the course of several days, I'll choose the slower and cheaper option. The type of content matters also. If I buy a game digitally, I have to download it, which can eat up upwards of 50GB for a AAA video game, including updates, DLC, and multiplayer. So over 10% of my usage can be gone in one day. Streaming videos is now out of the question - I'm discouraged from using Netflix, Hulu, Crunchyroll, and Amazon Prime video and music services. Similarly, phone usage over my WiFi network uses up my bandwidth, or I could opt for it to use cell data (which also has a cost cap of only 10GB for AT&T). With 3 family members, we constantly use over 10GB of data on our phones, so WiFi use is faster and does not use up our phone allocation.

Finally, I question the accuracy of the usage meter. I've downloaded the usage meter application for Windows, and at the time (Dec 2nd), it reported a use of 25GB/300GB. I compared this with the website usage tool, which reported 40BG/300. The application did not change, and still has not changed - it is still showing I've used less than 50GB/300GB, while the website currently shows I've used 101GB/300GB. On that note, even though I've cut out all streaming and have limited my online gaming, my usage is still quite high for this time of the month. Note that last month my usage was 419GB, so I would have had to pay extra charges for 119GB of use if the cap charges were in effect.

Thank you for your time,

(b) (6)

PS, I feel like adding on a complaint about the Tennessee State Reps that are preventing municipal internet service from expanding outside of city limits (even though it's allowed by the FCC and Federal Laws now) - if allowed, I would actually be able to choose a different company for internet service, rather than being forced to "choose" the only viable ISP for my area (CenturyLink does "service" the area, but apparently they don't want new business, since they never return calls). I can't

even get AT&T DSL service in my neighborhood, which has a much slower max speed of 25Mbps, which I would gladly choose over Comcast right now.

[Ticket: # 713499 - Comcast Data Cap](#)

Date: 12/17/2015 10:48:35 AM

City/State/Zip: Bloomington, Indiana 47408

Company Complaining About: Comcast

Description

Comcast is currently attempt to price gouge over their monopoly in particular markets.

[Ticket: # 713649 - Comcast bullshit](#)

Date: 12/17/2015 11:44:45 AM

City/State/Zip: Cottondale, Alabama 35453

Company Complaining About: Comcast

Description

Comcast has been recently capping my internet and I never got an notification or any word of said change.

They need to be checked seriously. I'm sick and tired of Comcast.

Ticket: # 713663 - Complaint regarding Cable One's data caps

Date: 12/17/2015 11:54:55 AM

City/State/Zip: Gautier, Mississippi 39553

Company Complaining About: Cable One

Description

Dear Sir or Madam,

I have Internet service only from Cable One. Cable One is the only cable Internet ISP in my area, ATT DSL being my only other choice for Internet (ATT is very unreliable in my town). Uverse is available in my county, but not in my neighborhood.

Recently, Cable One "Upgraded" my internet connection without asking permission (they did this to everyone on my plan, not just me). Now, after this change, I'm receiving emails from Cable One saying that I went over a 300GB cap. I never agreed to this plan change, but since they're the only reliable game in town, they've got a captive audience.

We're two weeks away from 2016. 300GB is just utterly ridiculous. It certainly seems like punishment for not watching the TV provided by Cable One. It's a well known favored tactic of local cable monopolies to institute caps that are low enough to be punitive to anyone who dares to get their television entertainment from a source other than said local cable monopoly.

Beyond just the conflict of interest that Netflix concerns bring up, they're also punishing me and my family for enjoying PC gaming. Steam had their annual Fall sale last month. I purchased two games for myself, GTA 5 and Just Cause 3. GTA 5 is 65GB in size, Just Cause 3 is somewhere in the 52GB range. TWO games. Boom, over 1/3 of my monthly allotment right there. I even waited until after midnight to download these games, because they supposedly don't meter in the middle of the night. I'm not the only one in the house that plays games, my entire family enjoys them. My Steam library consists of right at 200 titles. If you add in the non gaming software I've purchased through Steam, you're closer to 220 titles. Since I can't store all of that data on my computer at once, sometimes we swap out games that are currently installed. Except now, that's going to become a huge problem when, again, TWO titles can account for nearly half of my monthly allotment. Those two titles I listed are nowhere close to the only ones that large, they're just my most recent purchases that affected this notice I received. With two children, a wife and myself watching Netflix, HBOGo, and Amazon Prime content on a daily basis, I could completely stop downloading software from Steam and would STILL have months where overages become a concern.

Furthermore, I make a large part of my income from doing web development out of my house. I can easily send 200MB uploads to one of my Digital Ocean droplets multiple times a day when I'm crunching on projects. This adds up, and make no mistake, this WILL affect my clients eventually. Business lines are prohibitively expensive. I'm just a one man show trying to make some extra play money and work on interesting problems. I'm not a company with a big payroll that can afford hundreds of dollars a month on a 10mbps dedicated circuit.

Another thing. I'm currently attending college. The majority of my classes are available online. I work a full time system administration job that I'm essentially on call for 24/7, I've got my own recently started business I've just mentioned above, and a family I like to try to actually see every now and

then. So, of course I try to take as many classes online as I possibly can. For this semester that just ended this week, I had three online classes. How was the content for these classes delivered? That's right, streaming video. Even the one class I had to attend at campus was delivered through Cisco NetAcad, so we might as well count that one as online as well. After the streaming video was done, there were labs to be loaded. The labs were Silverlight applications, and Packet Tracer for the NetAcad stuff. How large were the lab files? I have no idea, neither testout.com or netacad give any indication of the size of their lab files. They expect you to just be able to load them, and rightly so. Beyond the classes I'm taking in school, I'm enrolled in various courses on sites like Udemy and Coursera. It's all streaming video. I'm also reaching back to a previous life and re-learning how to play my bass. Scottsbasslessons.com is probably the best resource I've found online or in print. That's right, all of those are video. Lots of it. These caps are extremely hostile to anyone wishing to teach themselves anything, because, again, it's all streaming video. In the case of programming lessons, it better be HD video, or you won't be able to read what they're typing.

My point with all of this is this 300GB cap is completely out of touch with how people use the Internet today. Usage is only increasing. Web apps are demanding more bandwidth. Ads are on every page you visit, and those are taking more bandwidth all the time. Ads and streaming video have become one and the same. More and more content is available for streaming. Purchasing software available via download is not becoming the norm, it is the norm.

Cisco doesn't charge for extra licensing if switch ports go over 300GB. I manage roughly 350 Cisco devices at my job, we've got everything from ancient 80 port CatOS switches, to 10GB capable 7606s. Do you know what happens to the gear when a site runs over 300GB? Nothing. It just keeps pushing data just like it did for the first 300GB. Why do we get charged more for something that's installed once and then just runs for years? The higher cost of the faster plan(s) should cover that cost.

I'd also like to point out that I have not once received any kind of rebate for months that we stayed UNDER the 300GB limit. Why the disconnect? If I cost more as a customer by using more data (I don't, that's BS), then I must cost less when I use less data. Recent famous memos leaked from Comcast have already proven that ISPs realize this, and these caps are a simple money grab.

Thank you for your time,

(b) (6)

[Ticket: # 713818 - Comcast Data usage caps ...unfair billing practice](#)

Date: 12/17/2015 12:38:20 PM

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Comcast

Description

Either comcast needs to review their unfair billing practices or be under strict review for unfair practices that is only allowed due to them being the only real option for high speed internet. They are protected by their monopoly and are taking advantage of the consumer.

[Ticket: # 713911 - Comcast's 300GB data cap](#)

Date: 12/17/2015 1:11:35 PM

City/State/Zip: Miami Gardens, Florida 33055

Company Complaining About: Comcast

Description

They have started to charge data over 300GB, which is not that much and puts you in a hard spot since there aren't other worthwhile options to choose from.

[Ticket: # 717652 - COMCAST Internet disconnects](#)

Date: 12/19/2015 3:22:43 PM

City/State/Zip: Northglenn, Colorado 80234

Company Complaining About: Comcast

Description

Internet disconnects all the time whenever I stream music or watch a movie. The issue is not with my router,my computers,or my connection. The issue is with Comcast.

[Ticket: # 714018 - Comcast Rutherford county](#)

Date: 12/17/2015 1:45:17 PM

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

I've recorded download speeds of as little as 3 mbps. My phone will be even worse. I have the blast internet subscription (or whatever is their highest, I cant remember.)

Whoever is reading this, I appreciate it.

Ticket: # 729400 - DATA CAPS COMCAST/XFINITY

Date: 12/29/2015 6:53:24 PM

City/State/Zip: Pompano Beach, Florida 33060-6307

Company Complaining About: Comcast

Description

THERE SHOULD NOT BE ONE...I PAY ALOT ALREADY FOR THEIR TRIPLE BUNDLE..CABLE,PHONE,INTERNET...

[Ticket: # 714144 - Data cap is ridiculous.](#)

Date: 12/17/2015 2:17:19 PM

City/State/Zip: Margate, Florida 33063

Company Complaining About: Comcast

Description

I already pay \$85-\$90 a month for internet. Adding \$30 more to my bill for unlimited internet would cost me \$115-\$120 a month. Who in there right mind could actually afford something like this?

Ticket: # 714455 - open internet

Date: 12/17/2015 3:57:35 PM

City/State/Zip: Jekyll Island, Georgia 31527

Company Complaining About: AT&T

Description

i am complaining about an internet connection that is not mine but belongs to a family member. i am using the connection. it is with at&t. it is a uverse internet connection. this connection always causes my computer to display the exclamation mark and many times is slow. i had a phone line dsl service under the same conditions with at&t in the past and it worked perfectly. many of the traits i was reading about in the open internet complaints common listing were relevant. these include slow speed, limited content, ads and commercials, rerouting of pages, limited angle photos and videos to add to the general limited content, specific page discrimination or selective site disfunctionality. my cell phone is a shared account with the owner of the uverse who also owns the cell phone account. the owner would not agree with me about any of these complaints. but my at&t cell phone was doing the same as the uverse. in the past few days things have gotten a little better. the uverse connection also caused a removable usb device of mine to malfunction. i do not know if this relates to the accounts or if it is to do with the makers of the device. this device has improved a little recently as well as the phone and internet have.

[Ticket: # 714841 - Comcast internet throttling when streaming data](#)

Date: 12/17/2015 6:14:03 PM

City/State/Zip: Livermore, California 94550

Company Complaining About: Comcast

Description

I work from home, and occasionally have meetings over video with coworkers.

Very consistently, after a video meeting has gone on for anywhere from 15 to 30 minutes, my internet service will become very choppy, with connections dropping to zero throughput for a second, then low throughput for a second, then zero for a second, and so on.

When I stop the video meeting, the internet connection returns to normal within minutes. I know the issue is not with my personal hardware, since everything stays fast and consistent for the first 15-30 minutes of the video meeting, only getting choppy after some amount of time elapses.

[Ticket: # 714867 - comcast data caps](#)

Date: 12/17/2015 6:24:43 PM

City/State/Zip: Fort Wayne, Indiana 46804

Company Complaining About: Comcast

Description

Agreed to 2 year contract telephone/tv/internet at 105 Mbps told unlimited. Has a meter showing supposed usage and states 250 gig/month cap(not being enforced). Unsure when they plan to enforce but if they do it not what was promised. I know this is a problem with Comcast throughout the country with 300 gig caps. These companies are not utilities and as so not regulated as they would be, if they were utilities. Either of theses cap rates would hinder my family and I believe violate the concept of net neutrality . Please consider closely watching what happens. With 2 children in school open and free internet is imperative.

Ticket: # 714929 - Comcast 300GB Monthly Data Cap

Date: 12/17/2015 6:54:51 PM

City/State/Zip: Etowah, Tennessee 37331

Company Complaining About: Comcast

Description

Starting December 1, 2015 Comcast informed me instead of unlimited data I would be capped at 300GB and anything over that would require me to pay extra. Having locked myself in a 2-year contract where when I started the contract with the assumption that my data would always be unlimited I find myself in an unwanted situation. I took on this plan with the assumption of unlimited data at the stated speeds, not for Comcast to change course because of sheer greed. I am a firm believer that Comcast is using this tactic to lessen competition with Netflix and other streaming services to make Comcast's platform seem more financially attractive.

[Ticket: # 715316 - AT&T throttling policies](#)

Date: 12/17/2015 11:40:45 PM

City/State/Zip: Miami, Florida 33141

Company Complaining About: AT&T

Description

They sold me unlimited internet then they didn't let me use it unlimited also they're forcing me to stay in certain plans since I have unlimited

[Ticket: # 715249 - Comcast Data Caps](#)

Date: 12/17/2015 10:36:27 PM

City/State/Zip: Tualatin, Oregon 97062

Company Complaining About: Comcast

Description

Comcast is using its position as an Internet provider and cable company to snuff out the competition. My Netflix membership could very soon go from \$15 a month to \$45 a month due to the usage model. Though Comcast's StreamPix service will remain "free" even though the vast majority of the content I watch on NetFlix is sitting in the same data center as the StreamPix content on appliances. That is ridiculous and anti-competitive.

Ticket: # 715297 - Internet Usage Data Plan AKA Internet Data Cap

Date: 12/17/2015 11:20:29 PM

City/State/Zip: Burnsville, Minnesota 55337

Company Complaining About: Comcast

Description

Please do not permit blind limitations on internet usage. Comcast is my ISP and they are beginning to role out a 300 GB Data Plan, plus an additional \$10 per 50 GB over. Based on Comcast's website, I use anywhere from 600 - 700 GB per month. This is going to effect many markets. Video games for instance can be bought digitally, and each game can be 50 GB or more these days. This can essentially say that users must expect to pay an additional \$10 for a game that costs producers less due to no physical copy made. My family practically LIVES off of Netflix. We don't use a TV plan. My ramble is getting too long. Long story short, if the ISP controls max data usage - they control all internet business.

[Ticket: # 715332 - Comcast monopoly](#)

Date: 12/18/2015 12:11:13 AM

City/State/Zip: Plantation, Florida 33324

Company Complaining About: Comcast

Description

Comcast is acting more like a Monopoly then a utility. I am really upset about their new 300 GB caps and I want it to stop. They're just trying to make more money for nothing. Please stop them!

Ticket: # 715338 - Comcast Data Usage Meter Inaccurate

Date: 12/18/2015 12:15:28 AM

City/State/Zip: Cordova, Tennessee 38016

Company Complaining About: Comcast

Description

Recently Comcast has started 'testing' data limits in my area. I've sent in a few FCC complaints in the past regarding the limits themselves which resulted in a call from a Comcast representative that told me the limit has been in my TOS since 2012.

But there is an issue with how they measure the data usage. They seem to be estimating our daily usage based on some other heuristic. As I can un-plug my cable modem for a whole day and the usage meter will still say I used data in that day.

This is sickening that Comcast thinks they can get away with charging us for estimated data usage. They also have the audacity to call this a means of providing a 'more fair' internet. In another call with a Comcast representative they claim that their data usage meter is roughly 94% accurate. Even with that percentage of accuracy they ADMIT that their meter could be off by around ~18GB per month based on a 300GB monthly usage.

Ticket: # 715952 - Comcast

Date: 12/18/2015 1:19:28 PM

City/State/Zip: Little Rock, Arkansas 72211

Company Complaining About: Comcast

Description

I, (b) (6), would like to lodge a formal complaint against the Internet Service Provider (ISP) Comcast.

I am currently a customer of Comcast and subscribe to both Internet and Television services. I live in the Little Rock area and in my particular neighborhood Comcast is the only ISP that can provide internet speeds above 20mbps. As such, there is no other ISP Broadband providers in my area: We have two serious complaints to make about Comcast.

1. Dropped Signals:

First, we are constantly encountering issues with dropped signals for our service, which affects both Internet and TV service.

2. Unfair Billing Practices:

Notwithstanding the fact the Comcast continues to provide unsatisfactory service, Comcast has recently introduced arbitrary and unreasonable data usage limits in the Little Rock Area. Specifically, Comcast has stated that as of December 1, 2015 our Internet Service will only cover the first 300gb of data. For each 50gb of data that we go over we will incur a penalty of \$10 plus applicable taxes. Comcast has stated that we have the option of increasing our total internet charges by agreeing to a \$35 monthly fee for "unlimited" data. This would constitute a yearly charge of \$420, to the \$1,776 we already pay in yearly fees to Comcast. Such billing practices are unfair and unreasonable for the following reasons:

A. Comcast has not stated how it determined that the baseline data usage for an average customer is 300gb. Although Comcast states that the vast majority of users do not exceed 300gb in a month, it has not stated what metric it used to determine this. Thus, such an assertion by Comcast is unsupported, unfair and unreasonable.

B. Comcast has not provided any details as to how it measures users' data. The only way in which a customer can determine their monthly usage is by logging into their account and accessing Comcast's own usage meter. However, this meter does not provide information as to how the usage is collected, and only provides three (3) months history of data usage. Thus, I am concerned that I may be unfairly charged for data that is not actually used as Comcast does not provide sufficient information in how it monitors users data, nor provides users comprehensive information about the users' use of internet data.

C. Comcast has not provided an explanation as to why these data usage limits are necessary. There does not appear to be any reasonable explanation as to why Comcast has introduced these data usage limits. Indeed, Comcast's literature to the consumer only discusses how it will levy these new charges, and how the consumer can track usage. Furthermore, Comcast has stated that the data usage limit is not to alleviate congestion and has not been implemented for technical reasons.

D. It appears that the introduction of such data usage limits is a veiled attempt to curtail our usage of content not provided by Comcast. I have a

Netflix account, and use a Roku to stream and it is likely that in some months, I may use more than my 300gb usage allotment. This appears to be a violation of the spirit of the Net Neutrality provisions,

as Comcast is trying to curtail our behavior of using content. This is patently unfair, arbitrary and unreasonable as we already pay Comcast to use the services provided.

E. Comcast's data usages are anti-consumer and place unnecessary, unfair and unreasonable restrictions on consumer choice. First, Comcast's data usage limits place restrictions on the ability to purchase and download content from the internet. By placing these limits, I may now decide not to purchase and download a movie, television show, or video game for fear that such purchase and download may cause us to exceed our data usage limit. This in turn creates a negative impact on commerce. Second, I often conduct business from home and utilize the internet to do so, for example accessing large files, conducting meetings using Facetime and GoTo meeting and other usage heavy services. Comcast's new usage cap, however, may cause irreparable and real damage to my ability to do this and thus has a negative impact on business commerce. Finally, unlike Cellular data usage limits, Comcast's limit is unfair as Comcast is the only broadband provider in my area with at least 25mbps download.

For these reasons, I would like to lodge a formal complaint the Comcast is violating the terms and provisions of the FCC.

Please feel free to contact me for more information.

Sincerely,

(b) (6)

[Ticket: # 716039 - Comcast data cap violates net neutrality](#)

Date: 12/18/2015 1:47:29 PM

City/State/Zip: Little Rock, Arkansas 72202

Company Complaining About: Comcast

Description

Their caps have nothing to do with congestion or fair access it's a way to stop us from using Hulu and Netflix and force us to pay for tv through them. Even my 55 year old friend who does nothing but Hulu on the internet LITERALLY exceeded the cap within 2 weeks. This is no different than the previous idea of making Netflix and Hulu pay for preferred traffic only instead they want the consumers to pay extra to cut the cord. And to get unlimited it's about 30 so they can make it cheaper for you to get their stupid overpriced tv than it is to pay for unlimited and use a streaming service for tv

Ticket: # 716402 - T-mobile Binge On

Date: 12/18/2015 4:05:22 PM

City/State/Zip: East Elmhurst, New York 11370

Company Complaining About: T Mobile

Description

I am a T-mobile customer with an Unlimited internet plan. Recently, T-mobile introduced a feature called Binge ON which limits video streaming to 480P and does not count towards the customers data allowance. Binge On supports a few content providers and the content providers must opt-in to the service.

T-mobile activated this feature for the majority of their customers especially unlimited customers without getting their consent first making this an "opt-out" feature rather than "opt-in".

As a customer with an Unlimited plan, I had to go out of my way to log into T-mobile's website in order to turn off this unwanted and unneeded feature. T-mobile did not alert me or any of my family members who also have unlimited plans when activating Binge On. I found out about it from various blogs on the internet.

There are millions of T-mobile customers, especially ones with unlimited data plans that have no knowledge of what Binge On is, what it does, or how to turn it off but have it on by default because T-mobile made the decision to turn it on for them. This should not be legal and goes against the basic principles for a data plan to be designated as "unlimited".

-> Unlimited plans with Binge On should not be called "Unlimited"

-> T-mobile should be forced to reverse its decision to have Binge On as an "opt-out" feature rather than "opt-in"

Sources:

<http://www.t-mobile.com/offer/binge-on-streaming-video.html>

<https://newsroom.t-mobile.com/media-kits/un-carrier-x.htm>

Ticket: # 716571 - CONTINUAL SPAM FROM DEAFDIGEST.com - this is my 3rd FCC complaint with no ACTION FROM YOU

Date: 12/18/2015 5:06:01 PM

City/State/Zip: Alamo, California 94507

Company Complaining About: Deafdigest.com

Description

I and many others have been receiving weekly, often daily, and often multiple emails per day, from the deafdigest.com domain, despite numerous attempts to "unsubscribe."

I have filed a complaint with both the FCC and FTC in the past, and clearly you have taken NO ACTION nor have you apprised me of any action you intend to take, or investigation ensuing.

As a former FTC compliance officer, this is complicit and your agency is in not fulfilling my rights per the CAN SPAM Act.

Furthermore, this form is !@#\$! joke. This form is where you end up from the CAN SPAM file a complaint page. Yet this form has a required dropdown titled "Internet Issues" which offers no option regarding spam, but rather forces you to select an option that suggests an internet service provider problem. What the hell is this??

[Ticket: # 716845 - Poor peering](#)

Date: 12/18/2015 7:00:19 PM

City/State/Zip: Waldorf, Maryland 20602

Company Complaining About: Verizon

Description

Verizon FiOS and Level 3 Communications has had terrible peering for years. Both companies blame each other, and at least one as it fault in a manner that should fall under the new Open Internet rules. I included one trace showing that the first hop outside of the Verizon network is dropping a large number of packets. The impact of this is I either have to pay a third party for a VPN or use different services that don't router this way to get the services I already pay Verizon for.

Ticket: # 716976 - Comcast Data Cap

Date: 12/18/2015 8:40:45 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

I am filing a complaint against Comcast, for their deceptive practices regarding metered data usage. In my area, Comcast has instituted a data "threshold" of 300 GB, which if exceeded results in a \$10 overage fee for an allowance of an additional 50GB. There is no option in place to subscribe to a higher threshold, and there is no availability for alternate internet service in my area. This practice is essentially extortion, and is a means for Comcast to discourage it's customers for using internet-media as opposed to Comcast television services. Beyond this, I was not informed of this policy prior to enrolling in their internet plan, although it would have hardly mattered since I do not other options. I ask that the FCC and chairman Wheeler to please look into bringing these ISPs within regulation, and make the internet the utility that they promised earlier this year. I am tired of having to interface with the arrogance of this company, because of the necessity of internet in my life. Help me FCC, you're my only hope.

[Ticket: # 717193 - Comcast data caps](#)

Date: 12/19/2015 1:54:53 AM

City/State/Zip: Shreveport, Louisiana 71104

Company Complaining About: Comcast

Description

Comcast has recently, that is to say this month, begun setting a limit to the amount of data available per subscription, a fact I wasn't aware of until yesterday when I was notified I had used the 300 gigabytes of data allowed. Browsing the options on the company website, this information is not listed plainly. Instead, it is found through a series of hyperlinks that detail the so-called "data-usage plans." My household has 6 people, and all of us use the internet as part of our daily lives, our average data usage is over 600 GB, monthly. Asking us not only to pay for how quickly we receive the data, but for how much we are allotted is outrageous. Given the limited options for internet service in my area, it is difficult to switch providers as other services aren't always available to every residence. Charging people for how much Internet they get is an inhibition of the public's ability to access the Internet.

[Ticket: # 717223 - perpetual violation](#)

Date: 12/19/2015 3:20:05 AM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

we are paying premium prices to Comcast/Xfinity for a plan claimed to be 50Mbps.. But they are pocketing their exorbitant fee and habitually only giving us 10Mbps or LESS

Ticket: # 717224 - Data limits

Date: 12/19/2015 3:22:33 AM

City/State/Zip: Paron, Arkansas 72122

Company Complaining About: Comcast

Description

I have been Comcast customer for many years, because we do not have another provider in my area. I have been paying more and more every year without recourse. I currently pay 95.00 a month for service. My wife has contracted Alzheimers and I stream video for her comfort . At all hours video is streaming for her. I also need this for my job. How can a company just randomly change my contract, I have not received any official warning, that it was changing. I just got a pop up telling me I have used 110% Of my 300G allotment. This is way too much money for my family to absorb, especially during the holidays.

[Ticket: # 717239 - Comcast 300GB data limit before overages](#)

Date: 12/19/2015 4:47:41 AM

City/State/Zip: Paducah, Kentucky 42001

Company Complaining About: Comcast

Description

I am amazed by the number of complaints, and nationwide articles related to Comcast and its unmonitored 300GB usage threshold, without response. There is simply no accountability that exists outside of whatever Comcast chooses to do with respect to the accuracy of its "caps". Beyond that, in this day and age, it is simply mind blowing, given the infrastructure and capabilities of other ISP's that provide high speed internet service, Comcast somehow is concerned about "heavy" usage on its network. In reality, that's not what it is about at all. It's about revenue. It's about nickel and diming consumers who are left without alternate methods of obtaining high speed internet. Funny how certain cities, or states, can implement broadband without caps. Verizon FIOS, Google Fiber do not seem to have congestion issues, or a need to suck consumers dry with needless overages. But many of us do not have additional options. But, the original and main beef is this. Until Comcast meters are regulated by the government (for consumer fairness, with other commodities, utilities, etc.), their data usage thresholds of 300GB should be ordered ceased, with customers returned to unmetered service. This, to me, seems unlawful. FCC, do something.

[Ticket: # 717240 - repeated violations](#)

Date: 12/19/2015 4:52:41 AM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

we pay exorbitant monthly 'plan' fees to Comcast/Xfinity supposedly for 50Mbps., but they are constantly ONLY giving 10Mbps OR LESS

Ticket: # 717285 - Armstrong Cable - Bandwidth Caps**Date:** 12/19/2015 9:27:51 AM**City/State/Zip:** Meadville, Pennsylvania 16335**Company Complaining About:** Armstrong Cable

Description

Armstrong cable has bandwidth "caps" enabled based on your tier of plan and what additional services you purchase from them. By doing this, they meter usage not only based on what speed you purchase on a plan but also by your total usage for the month. Your "caps" increase with the more services you purchase from them, specifically phone and cable tv. By doing this they greatly incentivize you to use their services and put others (Netflix, hulu, Amazon Instant, iTunes, SlingTV, etc) at an extreme disadvantage.

While they're implemented these caps, they've also periodically increased the bandwidth available in the plans, something that is generally considered a good thing. However in doing so they've made it easier to use larger and larger quantities of data as most streaming video sites will send the maximum quality video your connection will allow.

Ticket: # 717475 - Fishing email sent to older relatives

Date: 12/19/2015 1:18:22 PM

City/State/Zip: Buffalo, New York 14226

Company Complaining About: Canada

Description

Below is a copy of the email sent to my Mother and other older relatives. It uses my name as the "sender" name, but from a Canadian email address. The subject is a link to a blog. My mother is 75 and has had her email hacked on several occasions, I'm guessing from clicking on links justice this. As have my inlaws who are in there late 60's. Its very frustrating. Email is below:

Begin forwarded message:

From: (b) (6)
Date: December 19, 2015 at 11:17:44 AM EST
To: (b) (6)
Subject: Fwd: tips

please have a look <http://elizabeth.ltzd.wellness268.ru/blog/>

How do you stop this? Or so I need to someone hack these folks?

Thanks.

[Ticket: # 718135 - comcastdata limit w/o proper meter useage](#)

Date: 12/20/2015 8:50:55 AM

City/State/Zip: Greeneville, Tennessee 37743

Company Complaining About: Comcast

Description

read above. This selective monopoly is illegal. Rather than waste a day listing statutes and monopoly laws, We pay fcc costs also. If you are not going to handle the issue at hand you should also be held liable for inaction

[Ticket: # 718298 - Comcast data cap](#)

Date: 12/20/2015 3:49:15 PM

City/State/Zip: Deer Field Beach, Florida 33064

Company Complaining About: Comcast

Description

I have just found out not told to me before signing up with Comcast Xfinity that i will now have a 300 gb limit on data. I pay for 2 accounts in 2 houses 10 min apart and one has limit and one does not. They expect customers to spend an extra 30 dollar for unlimited data for something there were already getting with service before this practice went into place. Is there anything i can do to fight this since they are the only high speed internet i can get in my area and they have a monopoly for internet above 50Mbps per sec

Ticket: # 718337 - Customer Service/ No Internet**Date:** 12/20/2015 5:02:49 PM**City/State/Zip:** Apopka, Florida 32703-8968**Company Complaining About:** Centurylink

Description

Sometime on Tuesday, 12-15-15 we experienced a power surge that compromised many of our electrical components. We only discovered this when we got home from work. That day we called to report this. We were told that they were working on an "area outage" and would get back to us within 4 hours. No one did. On Wednesday, 12-16-15 we tried again and were told the same thing. Each time it took a long time going through an annoying "phone tree". Once connected with a human being we were told to reset the modem and questioned about what lights were blinking. On Thursday, 12-17-15 we called once and were told they would get back to us within 4 hours. Again they did not. We called again that night and were assured that their programmers were "working the issue" and would get back to us in 12 to 24 hours. On Friday, 12-18-15 we called again in the afternoon and were told that "a technician will be coming on Saturday sometime after 8:00 but before 10:00". If we had not called we would not have known about this. The technician arrived at 9:30 on Saturday, 12-19-15. Once there he said that he was unsure if he could fix the problem but replaced the modem anyway. This finally solved our issues. We were without much needed internet for 5 days while Century Link jerked us around. They have stated that they would be giving us credit but this does not make up for the extremely poor service and time lost which is especially felt during the holiday season.

[Ticket: # 718359 - Comcast bandwidth cap](#)

Date: 12/20/2015 5:37:03 PM

City/State/Zip: Kittery, Maine 03904

Company Complaining About: Comcast

Description

The Comcast bandwidth cap is unfair. My family does not have cable TV so we stream content for entertainment. The 300GB limit is set low on purpose to punish customers like me (on some months my bill is double because of overages). Comcast has even admitted that bandwidth is not a problem on their network. Also there is no other viable broadband provider for me to choose from so they have a monopoly here.

[Ticket: # 718370 - data caps](#)

Date: 12/20/2015 5:49:41 PM

City/State/Zip: Peachtree City, Georgia 30269

Company Complaining About: Comcast

Description

I have recently encountered hitting my "data limit" for the month. Netflix has proved to my family to have a better selection of family programming. However, Comcast is now ensuring that I do not take my money elsewhere for content by limiting what I may watch by imposing limits on the content I may download.

[Ticket: # 718395 - ISP does not support net neutrality](#)

Date: 12/20/2015 6:21:07 PM

City/State/Zip: Peoria, Illinois 61604

Company Complaining About: Mediacom

Description

I was charged an overage for using more than 250GB of data in a month. When I called to inquire about the charge, the company told me that I could increase my data allotment by 100GB and I would not see an overage charge. I did this, however when I got my bill, the bill had the overage as well as the price of the increase.

Talking with the representative (Mikey on 12/20/15), I asked about Mediacom's stance on net neutrality. He said that they do support it. With no other options for high speed internet in the area, I am forced to use a company that is violating their responsibility as a monopoly by limiting access to the internet.

[Ticket: # 718444 - Internet data cap](#)

Date: 12/20/2015 7:16:56 PM

City/State/Zip: Columbus, Georgia 31907

Company Complaining About: Mediacom

Description

I use the internet to work and I need to use a lot of data. The problem is that my internet provider does not offer an unlimited internet plan and instead charges \$10 for 50 extra gigs. This is unreasonable.

[Ticket: # 718651 - HBO go app incompatibility](#)

Date: 12/21/2015 3:27:32 AM

City/State/Zip: South Burlington, Vermont 05403

Company Complaining About: Comcast

Description

Comcast has made it unavailable for me to utilize the HBOgo feature on my PlayStation 3 device. As an HBO customer I pay for this service but it has been made unavailable to me currently. It has been both privately explained by a customer service representative and publicly stated by a company spokespersons that they, Comcast, have made a "business decision" to not allow access to the HBOgo service on Sony's PlayStation devices. No where has the reason been given that they have technical issues that cause this unavailability.

[Ticket: # 719130 - Comcast data caps](#)

Date: 12/21/2015 1:54:49 PM

City/State/Zip: Pinellas Park, Florida 33782

Company Complaining About: Comcast

Description

Comcast should be required to itemize usage if they want to bill per MB used.

[Ticket: # 719548 - Personal hotspot](#)

Date: 12/21/2015 4:14:20 PM

City/State/Zip: Coachella, California 92236

Company Complaining About: AT&T

Description

AT&T is not allowing those with unlimited data plans to be able to access the personal hotspot option they are wanting us to switch plans.

[Ticket: # 719653 - Data caps](#)

Date: 12/21/2015 4:55:12 PM

City/State/Zip: San Francisco, California 94123

Company Complaining About: Comcast

Description

Comcast is listing a cap on the amount of data that can be used, with it currently suspending but pending future enforcement.

[Ticket: # 720421 - Comcast Data Cap](#)

Date: 12/22/2015 1:28:19 AM

City/State/Zip: Savannah, Georgia 31405

Company Complaining About: Comcast

Description

Comcast should not have the ability to start charging more for Internet usage exceeding 300GB. It is unfair and is simply an attempt to take more money from its consumers by forcing us to abandon streaming services and return to their remarkably over-priced cable services.

[Ticket: # 719998 - Constant flood of commercial emails \(email address not being removed\)](#)

Date: 12/21/2015 7:28:33 PM

City/State/Zip: Boulder, Nevada 89005-2144

Company Complaining About: Not Available - Only Address Shows Up In The Email

Description

Hello. I am constantly getting a stream of commercial unsolicited emails from some entity in Nevada. The address is 806 Buchanan Blvd, Ste 115-188 Boulder, NV 89005-2144. I literally click on the removal button everyday but the emails do not stop. Kindly but these individuals out of business. Thanks

Ticket: # 720408 - Comcast data cap/limited usage

Date: 12/22/2015 12:57:26 AM

City/State/Zip: Bloomington, Illinois 61701

Company Complaining About: Comcast

Description

First and foremost im a comcast customer of many years. I live in an area that doesnt have the cap yet but from what im reading its coming.. I live in a household of 4 people with 4 laptops, 3 smartphones, 2 ipods, 3 tablets all connect via comcast broadband... At this point ive started tracking my usage and its the 21th and ive already used the max 300.. with still 10 days to go in the month. I understand why comcast wants to cap and raise revenue for the shareholders but at the cost of consumers i dont think its fair.. I have a friend in the UK that has 1 gig download unlimited and pays 7 pounds a month which is about 15 US dollars... Tell me how this is fair ? Japan, South Korea, Netherlands etc.. all offer same service which is faster for less... For comcast to cap internet it only puts a strain on this country as a whole. I have read it costs avg. 2 cents per gigabit to transfer and doesnt congest the network like they want us to believe.. If they want to change policy on lies , the FCC really needs to be an ally to the US consumer and see through this ..

[Ticket: # 720663 - Comcast data limits](#)

Date: 12/22/2015 11:07:00 AM

City/State/Zip: Clintwood, Virginia 24228

Company Complaining About: Comcast

Description

I'm in an area where Comcast has recently implemented data plan limits. In my situation, Comcast is the only available internet option for me, and I believe that, by implementing these limits, Comcast is, in effect, price gouging. I also question the validity of their data monitoring system since in ONE day I supposedly used 30 g of data (at that time there was only one person present in the home). I urge the FCC to investigate Comcast's implementation of data plan limits on their customers.

[Ticket: # 720682 - Comcast data cap](#)

Date: 12/22/2015 11:24:47 AM

City/State/Zip: North Little Rock, Arkansas 72114

Company Complaining About: Comcast

Description

Comcast enacted this 300GB cap without notifying me at all, my usage has skyrocketed since they put the cap in place. I have complained several times and they just say I'm using more data. An extra \$420 per year to have the same service I was paying for prior to the cap is absurd. I was using on average of 240GB prior to their cap, now they are saying I used 375GB last month and already over 300GB this month.

[Ticket: # 720901 - Monopoly Over Area](#)

Date: 12/22/2015 12:47:06 PM

City/State/Zip: Longview, Texas 75603

Company Complaining About: Longview Kilgore Cable

Description

Cable Lynx/Longview Kilgore Cable have dominated my area of East Texas cable Internet by having a non compete clause with the cities. This is absurd and the exact opposite of what capatilism and this country stand for. Without competition the consumer suffers.

Ticket: # 727994 - Pricing and competition

Date: 12/29/2015 4:42:43 AM

City/State/Zip: Harriman, Tennessee 37748

Company Complaining About: Comcast

Description

This is a complaint toward Comcast.

Specifically its use of a data limit/penalty for usage.

my understanding of the internet being considered a utility is not 100% up to date just yet, but my understanding of the other utilities is a bit better.

for example:

Water - it is a limited resource - you are charged for what you use.

Electricity - it is a limited resource - you are charged for what you use.

Gas - it is a limited resource - you are charged for what you use.

AM/FM radio - it is there and you are not charged for its usage.

TV - its there weather you use it or not - you are charged one set price and are not charged more for using it more.

Typical Phone lines - same as TV, one set cost and no usage charge.

(both of the above are also from comcast for my household.)

Then comes the true issue of what we are facing across america today. In all the years that we have had access to the internet until just 2 years ago, We have paid one price and the internet was free and open once we paid (What I consider to be our access fee). Then comcast suddenly implemented its so called test market (the only thing that is being tested is how much money could be gouged) I was very hopeful when this started that it would quickly go away. I was obviously very wrong. This so called test has went on for many years now, and I no longer see how it could be considered a test when the only thing they are doing is expanding the markets in which they implement these charges. It is obvious to see that comcast, has no reason to charge more for going over 300 GB's in a month. Outside of allowing us access to the internet with a fast connection they do not expend any extra resources. Unlike cell phones they do not even offer time periods in which your data is not counted towards your usage such as off-peak hours or weekends etc. (so they can not honestly say their pricing strategy is in-line with cell phone companies or honestly other utilities which offer the breaks during non-peak times)

everything in our current world is starting to use data from cell phones, tablets, laptops, computers, gaming systems (such as xbox 360, xbox one, and ps4's of which I currently own all of them) Smart TV's even use it. Our society buys online today more then ever, speaking of buying - If you buy one of the hot games online currently, that can use 1/6th of what comcast currently allows for a month in just a couple of minutes.

I would have purchased a 4k tv by now had it not been for the data limits. As everything is going digital, a 4k movie typically uses around 8 GB's per hour, standard HD uses between 2-4 an hour We are not going to use less data in a year then we use today. That is just a fact of our growing culture. How can anyone think a limit is acceptable of any type, much less a standard limit of 300 GB's?

Comcast has already proven that the extra charge is not needed. They provided us with high speed access for years with out charging extra for the amount we use. The extra (free) income they are taking does not benefit any customer in anyway. They already make a profit from what they charge for monthly access.

Families have children, children love to learn, one of the best learning tools on the planet is a tablet. A tablet requires the use of data. How can anyone as a parent tell their children they can't learn? I personally watch my kid and watch what she does on them. I love it, my 8 year old daughter is always downloading games and tools to help her learn. She uses it to learn how things work and operate, She watches a lot of educational material, and then she likes to watch a movie occasionally or tv show (by the way I do not know if everyone is aware or not, but comcast offers their video on demand and other tv channels online to customers as well - but they charge your data for that as well) How could I possibly tell her she has to limit how much she can use it because I just can't afford to continue spending more. Are we expected to sell our gaming systems (xbox one uses data while its turned on at all times) and computers?

To me it feels like an attempt by a monopoly to price gouge extra money from its customers that already pay high premiums, especially those that do not have quality options in their area. This should be as high of a priority as Net Neutrality, because essentially, this gives comcast a way to get around it. Microsoft, Apple, Sony, Netflix, Amazon just to name a few will eventually be significantly damaged by the extra charges comcast is placing into effect, its not just the end user, but at some point I will have no choice but put greater restriction on not only my own internet usage, but my families as well. This is the exact opposite of national progress, this is an obvious step in the wrong direction, and everyone is going to suffer from this.

One last thing, if the data limit had been set to 600GB's before being charged, I doubt the 1000's that are currently complaining would be. I could see that number being ok even though I still wouldn't love it (the internet should never be limited)

this is not something that I need to be directly contacted about unless someone can provide substantial reasoning behind why comcast is, and is allowed to charge us more for a service that should be one price especially after being classified as a utility. (different pricing for different speeds in my mind should be different prices) even though other services not available here are able to build brand new (better) infrastructure systems and charge less for much faster speeds.

This was instead a hope and an attempt to bring about change that shouldn't have been needed. I know I am not the only one upset by this.

You can find many examples of angry customers across the country on message boards such as reddit, websites dedicated to their displeasure such as www.stopthecap.com, and even a new petition that I stumbled across today - <https://www.change.org/p/comcast-remove-300gb-data-cap-limit-from-all-internet-plans>

I watched it grow by about 100 signatures today, I am sure it will continue to grow rapidly as more people see it.

These extra charges are not going to get better without action, and we need you the FCC to fight this battle for us. We can not do it without you period, we don't have the resources or proper channels. We NEED the FCC to help protect the customers from what is going on today.

thank you so much for reading and listening when no one else will.

Ticket: # 721141 - Comcast is improperly measuring my data cap.

Date: 12/22/2015 1:49:50 PM

City/State/Zip: Nashville, Tennessee 37221

Company Complaining About: Comcast

Description

For our November bill we received a notification from Comcast that we used 619Gigs of data throughout the month. Prior to November, I started logging all the data that my network uses and wound up finding out that I was VERY far from 619Gigs.

I can confirm that this month's data measurement on their end is correct. But I'm still being charged \$70 for overage fees from last month.

I do not trust comcast to get my bill correct, and I don't trust them to give an honest measurement of data used on my account. This is why I decided to measure my data usage on my own instead of relying on their measurement.

When I called in to complain about my bill with comcast, I was offered to purchase a \$35 unlimited plan. Comcast should not be using data usage as a tiered model approach. It shouldn't be legal what they are doing.

They are purposefully mismeasuring data then using that as a reason to get their customers to buy more. I'm just glad I'm smart enough not to fall for it. They need to be fined and forced to drop this predatory habits.

[Ticket: # 721351 - incoming SIP UDP ports 5060 and 5061 block by time warmer cable in new york city on my account](#)

Date: 12/22/2015 2:47:35 PM

City/State/Zip: New York, New York 10028

Company Complaining About: Time Warner

Description

my residential internet service >10 year has been provided by Time Warner

>7 years i have been paying for VOIP service from Voicepulse.

About 7 months ago roughly stopped working. Detailed analysis now reveals that INCOMING UDP service on port 5060&5061 is being blocked. Outgoing UDP & bidirectional TCP service on these port are ok.

Ticket: # 721362 - Comcast 300 gig cap

Date: 12/22/2015 2:49:54 PM

City/State/Zip: Hiram, Georgia 30141

Company Complaining About: Comcast

Description

I have 105 extreme and I get download speeds of up to 126mb.

I have hit there cap once and I am about to hit it again.

As you can guess it does not take long to hit the cap!

I watch a lot of streaming and such.

Comcast have has admitted that there is no reason technical for this cap, but to make money!

Please have them remove the cap or make it fair by going higher in the cap..say 500gigs or more or just no cap at all!

Thank you.

(b) (6)

Ticket: # 722420 - Data Caps

Date: 12/22/2015 11:54:32 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Sudden Link

Description

Just found out that our internet is capped at a certain data usage per month. This is extremely unfair since these caps can be reached extremely quickly (within a couple of days) and to make things worse there is no other alternative for internet.

[Ticket: # 722245 - T-Mobile Binge On](#)

Date: 12/22/2015 9:13:13 PM

City/State/Zip: Simi Valley, California 93065

Company Complaining About: T Mobile

Description

Binge On is forced onto customers and should be opt-in not opt-out. T-mobile also lowers video quality for services that do not participate in the Binge On program.

[Ticket: # 722562 - Comcast internet caps](#)

Date: 12/23/2015 9:59:10 AM

City/State/Zip: Fort Oglethorpe, Georgia 30742

Company Complaining About: Comcast

Description

I am retired, I have an 18 year old daughter, an average family. One month into this new Comcast Internet plan and I am being informed I am about to go over my limit and be charged more. This is a total ripoff to the customers, their should be no cap on the Internet, if you pay a charge for access you should not be charged for the amount you use, please do something about this corporate greed of Comcast. They have you trapped where you have to use their service and then they stick it to you knowing you have no other choice.

[Ticket: # 722597 - Specific site throttling.](#)

Date: 12/23/2015 10:38:23 AM

City/State/Zip: Lancaster, South Carolina 29720

Company Complaining About: Comporium Communications

Description

I tried to access Time Warner Cable's website so I could see their offerings and it will not load on any of my devices EXCEPT my cellphone over LTE. There it loads fine.

Every other site on my Comporium service works just fine, loads as fast as you would want. Time Warner's site? Nope.

[Ticket: # 722606 - Comcast Cap](#)

Date: 12/23/2015 10:52:25 AM

City/State/Zip: Miami, Florida 33125

Company Complaining About: Comcast

Description

I believe the fact that Comcast is capping my internet usage at 300GB at this age and time is absolutely ludicrous. They are doing this arbitrarily and should not be allowed to enforce this upon their customers. This is not about congestion because of the high usage as they claim only 1% of their customers go above the 300GB cap. This policy is all about money grabbing and making sure that we pay them more of our hard earned money. They want \$35 more per month when their prices are already outrageous! Usage caps on home internet service will also inevitably impede progress and innovation.

[Ticket: # 722896 - Possible social security fraud](#)

Date: 12/23/2015 1:00:28 PM

City/State/Zip: Otis Orchard, Washington 99027

Company Complaining About: Sprint

Description

Received the following unsolicited text:

Please call our office back regarding your social security disability benefits application. Our phone number is 5124569895 until 6PM today.

Ticket: # 732044 - Throttled Mobile Data with "Unlimited" Data Plans**Date:** 12/31/2015 12:46:47 AM**City/State/Zip:** Brooklyn, New York 11215**Company Complaining About:** T Mobile

Description

I am a T-Mobile customer with an "unlimited" data plan. At some late this year, T-Mobile introduced a "feature" called "Binge On", supposedly as an incentive for customers with capped data plans to enjoy access to streaming content without worrying about bandwidth caps. This "feature" allows for unlimited streaming from certain audio and video services (e.g., YouTube and Spotify) without the data usage counting against a user's monthly allotment. In connection with the Binge On "feature", the bitrate of certain streaming content is automatically downgraded and capped below the "normal" levels at which said content would typically be served by the hosting platform. By way of example, upon information and belief, the streaming of YouTube videos with Binge On is limited to 480p regardless of whether a certain video is available to be streamed at a higher resolution. The principal problem with respect to Binge On is that T-Mobile has applied it to all subscriber accounts by default, including those customers like myself who presently have one of their supposedly "unlimited" data plans. Logic dictates that a subscriber with an unlimited data plan need not worry about monthly data allotments and therefore receive no discernible benefit from being automatically "opted-in" to Binge On. I was not notified that my bandwidth was subject to "optimization" by way of the Binge On protocols and the information provided by T-Mobile about the "feature" upon its release was vague, ambiguous and misleading to consumers. I have been directly harmed and misled and formally request that the FCC open an investigation into T-Mobile's Binge On feature to determine whether it is in accord with all presently operative FCC guidelines and any and all applicable statutes. Of noteworthy concern is the fact that Mr. Wheeler apparently believes that features such as "Binge On" -- which clearly run afoul of the principles of net neutrality -- are "innovative". He should realize that this is simply another bandwidth management tool that paves the way for certain content "blessed" by T-Mobile to take priority over other content, and will have a chilling effect on art and speech by promoting certain content providers over others.

[Ticket: # 723972 - Comcast Data Bandwidth Caps](#)

Date: 12/24/2015 1:59:27 AM

City/State/Zip: Westminster, Colorado 80234

Company Complaining About: Comcast

Description

The incoming data bandwidth caps from Comcast are completely unacceptable, and a blind money grab from a company that doesn't know (or has forgotten how) to compete. They're new products relating to TV over IP that DON'T count toward data bandwidth. This is a blatant violation of net neutrality, and should be punished as such.

[Ticket: # 724077 - Comcast capping internet usage at home 300GB](#)

Date: 12/24/2015 10:56:47 AM

City/State/Zip: Pembroke Pines, Florida 33026

Company Complaining About: Comcast

Description

Comcast just informed me that I now have a limit of 300GB per month and if I exceed the limit I will be charged additional fees for usage.

This is ridiculous because they should not cap internet usage at home just because they are afraid that people are slowly moving to online streaming and using less cable TV.

It appears they are only doing this in key states . This is an unfair practice of price gouging.

Please stop them from taking advantage of their customers because they are unfortunately the only large provider of ISP and cable services in most of the united states.

Ticket: # 724072 - ATT Unlimited DATA Plan

Date: 12/24/2015 10:51:18 AM

City/State/Zip: Pembroke Pines, Florida 33026

Company Complaining About: AT&T

Description

I initially signed up with ATT to get unlimited data for 30 dollars. These people have started to raise my bill and cap my data to 5GB month. if I exceed the 5GB limit they seriously slow down my speeds to the point my phone is practically useless.

I think it they have no right to increase the price of a grandfathered plan they no longer offer and they should not slow me down because they realized years later they made a dumb marketing mistake.

These people need to honor their grandfathered plans and keep their promises.

Ticket: # 724108 - Comcast Data Cap

Date: 12/24/2015 11:43:29 AM

City/State/Zip: Miami, Florida 33162

Company Complaining About: Comcast

Description

Everything today requires Internet. I live in a house with four other ppl and already pay about 130 a month for service with them. When I had 7 days left on this billing cycle I received a message saying that I only have 30 gbs before I go over for the month. If this persists other industries will start dying. Ppl will stop downloading games to their gaming consoles or PCs. Ppl will stop working at home. Ppl will have to plan how and when they can binge on Hulu/Netflix. If we're going to be charged as premium users why not give everyone a decent speed and charge for data tiers? The bottom line is Comcast is part of this cartel and no one is doing anything about it. If the problem is ignored other ISPs will follow suit.

Ticket: # 724130 - Internet Data Cap - Comcast / Xfinity

Date: 12/24/2015 12:04:45 PM

City/State/Zip: Plantation, Florida 33323

Company Complaining About: Comcast

Description

Dear FCC,

I am taking the time to write to you to express my deep concern about the data limit my Internet Service Provider, Comcast/Xfinity, currently imposes on my account. I firmly believe this is an abuse of the company's near-monopoly control in my region, and it violates the spirit of Net Neutrality recently put in place by the FCC.

The current data limit is too confining, and the fees charged for exceeding this limit are financially punitive.

I firmly believe Comcast/Xfinity employs this anti-competitive strategy to prevent me from using video streaming service like Netflix and Hulu without a significant financial punishment. As a result, I am forced to continue to subscribe to Comcast/Xfinity's unwanted television services because the company insists on abusing its monopoly power of Internet Service in my region.

I sincerely hope that you will take action to protect consumer fairness and end Comcast/Xfinity's ongoing abuse of its customers in my market and many other markets in the United States. I know your time is limited and very valuable, and I thank you for your attention to this matter.

Very Respectfully,

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[Ticket: # 724133 - Data caps](#)

Date: 12/24/2015 12:06:55 PM

City/State/Zip: Hamilton, Virginia 20158

Company Complaining About: Comcast

Description

Comcast would like to charge for any Internet usage over 300gb. This after I already pay a lot for access. Additional charges will restrict my Internet use, affecting commerce and my ability to work.

[Ticket: # 724426 - Fraudulent ISP](#)

Date: 12/24/2015 4:53:08 PM

City/State/Zip: San Luis Obispo, California 93403

Company Complaining About: Digital Putty Aka. Isurus Communications

Description

This ISP is not disclosing thier prices and performance metrics and they are false advertising thier services through a false company "ISURUS Communications". I am concerned that they are not offering a fair/equal service to thier end-users.

digitalputty.com

Ticket: # 724731 - Comcast Usage Cap!**Date:** 12/25/2015 2:49:48 PM**City/State/Zip:** Rossville, Georgia 30741**Company Complaining About:** Comcast

Description

This usage cap Comcast has now decided to implement is the most ridiculous thing ever! Especially when they are basically the only internet company in the area that pushes the speeds that they do. In my area we have no access to actual fiber optics or other internet providers that push more than 3 MBS. We have stayed with Comcast mostly out of necessity (they push 70 MBS or more), but what else are we supposed to do when they are the only place to go? I live in a house of 5 and most of us are college students who have to use the internet on a regular/everyday basis. We also stream a lot of movies and shows, but with Comcast now limiting and over charging for internet use we practically have to get rid of our means of entertainment. They are a cable and internet provider not a cell phone company. Its one thing for our cell phone providers to limit our data, but limiting regular internet usage is absurd. The internet is supposed to be a free and open internet, but by limiting our usage Comcast is taking that away from us. Now, not only do I have to worry about tuition, fees, books, and other utilities but I also now have to worry about lack of internet services and how its going to affect my school work and ways to take a break and get away from school for a while. Not only will school work be affected but now we have to limit the amount of streaming we are capable of doing. Comcast doesn't even provide a proper data usage meter. They just tell you what they believe you are using monthly, and they don't even provide a way of telling you what the data is being used on. Even their customer service representatives can't tell you. How do we know this isn't some gimmick to trick customers into paying more? How do we know they are accurately telling us what our data usage is? We don't!! In reading about complaints of other customers, I have found complaints about Comcast's data usage meter, and how other meters are not matching up when they are compared. I could understand a small difference, but some people have made comments about Comcast's meter reporting double the usage! That seems strange. Im so disgusted with Comcast that if they weren't the only place to turn to I would have gotten rid of them completely before this, but unfortunately we have to have internet!

Ticket: # 724794 - Comcast Data Caps

Date: 12/25/2015 5:02:17 PM

City/State/Zip: Rome, Georgia 30161

Company Complaining About: Comcast

Description

I've always had UNLIMITED internet access. Today I was notified that I was near a cap, and I wasn't even aware that caps had been put in place in my area.

The cap is 300 gigabytes.

Now, with modern PS4s, and Windows 10 rolling out, there's been constant updates. I'm sitting here looking at 2 surveillance devices I need to test, but because they will stream to the AMAZON cloud, or private beta servers, vrs, the XFINITY servers, I won't be able to test them until next month.

I believe that this is going to hurt the security of the Internet. People will put off important updates, or just not do them. I also think this is a violation of net neutrality because they are NOT charging for traffic from/to(?) their own servers.

*I wasn't given notice to set up a traffic meter, and I don't know if these caps are up/down or only down.

Amhurst, Netgear Arlo - I can think of a number of devices that, because of their business model, might be a lot less attractive to comcast's customers because of this. The thing is too, the prices are outrageous. If you look at how much 50 or 100 extra gigabytes is on a HOME network, this is a total cash grab that is aimed at hurting competitors in the home security market, and the video market.

The thing that floors me, is that a good portion of the testing I DO, is for devices that Comcast eventually uses in self-install kits themselves, like their routers, cameras, and modems. It all has to go to PRODUCTION servers during testing though.

[Ticket: # 724869 - Comcast causing Netflix issues](#)

Date: 12/25/2015 10:09:40 PM

City/State/Zip: Lakewood, Colorado 80228

Company Complaining About: Comcast

Description

Every time we utilize Netflix, at somepoint it says we are not connected to the Internet. However, a check of the DVR and computers, tablets, phones, etc reveals no issues with the Internet connection. And a check of Netflix availability shows no issues.

[Ticket: # 724927 - Datacap by comcast \(Xfinity\)](#)

Date: 12/26/2015 1:55:07 AM

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

I believe that Comcast is not being fair by offering just 300gb data for their unlimited plan and now are asking for another \$35 to be part of the new Unlimited plan !! in a Digital age where watching a movie or downloading a game can amount to 30GB of data , what are we moving towards here in the US , rest of world is moving in one direction while we seem to be moving in the opposite direction.

[Ticket: # 724942 - Comcast's Data Cap](#)

Date: 12/26/2015 3:03:04 AM

City/State/Zip: Abingdon, Virginia 24211

Company Complaining About: Comcast

Description

I would like to file a complaint against Comcast and their new practice of capping the amount of internet that can be used within a month. These practices limit the ability to access the internet openly without having to pay more on top of already outrageous prices. With the growing file sizes in much of the downloadable content on the internet, it is unfair to begin charging more for less.

Ticket: # 725052 - Data Caps - Clear Conflict of Interest and Against Net Neutrality

Date: 12/26/2015 12:33:20 PM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

Comcast (the only provider in my neighborhood) unfairly uses its monopoly position to restrict competitive products. Comcast sells Cable TV and Internet - it caps my internet usage, abusing its monopoly position to stifle competition to Comcast's Cable TV business. Consumers are effectively forced to pay for Comcast's Cable TV since internet streaming is limited.

Please prevent these anti-competitive practices from happening!

Ticket: # 725064 - Open internet

Date: 12/26/2015 12:58:21 PM

City/State/Zip: Hollywood, Florida 33019

Company Complaining About: Comcast

Description

I have just received notice from Comcast in south Florida, indicating that I have reached 300gb of data, and anything over that amount would be subject to additional charges. I cannot just shut down my wifi usage of alarm system, nest climate control, comcasts own DVR anywhere box to watch paid cable channels. So they have me backed into a corner.

I wish to file a complaint against Comcast for holding me hostage to a 2 year contract that I agreed to without a word about data limits when I signed it, and unscrupulously charging for data over their arbitrary limit.

To my knowledge, the only other option is to use AT&T copper (not fiber optic) dsl service and when I tried that option, AT&T said they couldn't add anymore customers on that line. So I really don't have any other option in a county as large as Broward.

This cannot be legal practice surely...

Ticket: # 725066 - Comcast Data Plans**Date:** 12/26/2015 1:05:52 PM**City/State/Zip:** Davie, Florida 33331**Company Complaining About:** Comcast

Description

I am fully against the idea of a data plan from Comcast. Comcast's idea of 300GB for the "average" household is a joke. A single "gamer" in a household can easily go over 300GB in a month. If two "gamers" live in a house they will almost certainly go over the limit. A single game on Steam can average 20GB. A consumer has to pay Netflix/Steam/Microsoft/Amazon for access to their content, and then on top of that has to pay Comcast simply for internet access. Comcast then demands additional payment for going beyond a predetermined amount...which hasn't been an issue in previous years and Comcast hasn't publicized any technical reason for doing it. This is just a money-grab from Comcast knowing that there are no reliable cable alternatives in many of their serviced cities.

[Ticket: # 725113 - Comcast data cap](#)

Date: 12/26/2015 2:06:10 PM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

Unfair practice of charging for data usage

Ticket: # 725165 - Yahoo bullying discrediting women and shaming success and doing things right.

Date: 12/26/2015 3:11:23 PM

City/State/Zip: San Diego, California 92154

Company Complaining About: Cox

Description

"bizzare" is using forceps and a vacuum for birth. They attacked woman who walked(correct by laws of science which we know can trigger your digestion to do what it does, right.) to facilitate labor, but then places articles about kardashian miserable pregnancy and a cartoon of downside. Where is the list of good side? the site also treat women as invisible, and naming mostly dads to be as if she had something of his. Repeatedly i had to coment that he is the passive relative and gestation is active from her pulling in to conceive to the womb assembling or growing her(not his)with or for him. she has the physical experience of birth, he waits. zurcherberg got far too much attention as waiting to be a dad, paternity leave and a stunt about giving away money. Not one article featured Chan's views plans or experience .

they constantly show belly with no head, thus treating woman as insignificant.(did the same with an article about homeless)

they show pictures of and cartoons of out of shape moms looks ugly and tell them to rethink motherhood. Where are the photos of health and beauty?

They then praise normal and transgender adoption. Never used the words " bizzare or save" to describe effects of transexual surgeries.

[Ticket: # 725178 - Access](#)

Date: 12/26/2015 3:19:04 PM

City/State/Zip: New Hyde Park, New York 11040

Company Complaining About: Yahoo

Description

I am again being black balled by Yahoo internet comments section. This has happened before and I don't think it is reasonable. When I try to access "comments" site tells me "not available at this time" I know this is a lie since I can access using my wife's email address. Since this has happened before, do I have some legal resource vs this prejudicial action?

[Ticket: # 725460 - Comcast 300 gb data cap](#)

Date: 12/26/2015 11:07:43 PM

City/State/Zip: Ooltewah, Tennessee 37363

Company Complaining About: Comcast

Description

I do not see how Comcast is allowed to change their plans to charge and target users that consume media in this form. The details of my home internet plan have been switched, without my approval or input, to a cap of 300GB per month with an additional automatic \$10 charge for every 50GB of data over that.

We live on the edge of EPB fiber optic cable here in Hamilton County Tennessee and due to a very aggressive campaign by Comcast we are unable to have this service. Comcast has a monopoly and this is yet further evidence of this.

[Ticket: # 725613 - comcast charging me for using data?](#)

Date: 12/27/2015 10:21:32 AM

City/State/Zip: Plantation, Florida 33324

Company Complaining About: Comcast

Description

I have access to comcast and only comcast (totally not a monopoly though, because you know if i move to another area...) comcast trys to act like they are just "doing what the cell companies are doing" but lets look at the facts the cell phone companies had to stop doing exactly what they were doing which was charging for "minutes" because people got fed up so they wrapped it again under the guise of paying for "data" but really if you only used your phone for minutes well you wouldn't even use a gig of data for a month so you now have unlimited talk and text. Now they try to get you to pay for the smart phone data used to go on the internet but only because they figure that is more lucrative. STOP COMCAST they have no right to charge for data it doesn't affect there network in any way. This has been stated many time by comcast. If this continues I will be among those that calls "that guy" and gets free internet for 250 - 300 from comcast or att or whoever because I'm not paying overages for something that i already pay to use unlimited. I think you will find that this is going to go the same way as streaming for the companies that are dumb enough to not allow there content to stream and GO WITH THE TIMES we will pirate the shit out of it. Same goes for comcast I will steal the shit out of something before I let them rape me in the butt, I'll be the one doing the raping before that ever happens.

Ticket: # 725660 - Comcast Internet Data Usage Cap

Date: 12/27/2015 12:07:25 PM

City/State/Zip: Miami, Florida 33183

Company Complaining About: Comcast

Description

It's unbelievable to be living in the greatest nation and to have subpar internet service when compared to other countries, some third world countries, and on top of that be capped on the usage. In an age where everything relies heavily on the web, these caps should not be allowed as they thwart the freedom to connect with the world. Im not a cord cutter, but the simple fact of having my phones, tvs, home theater system, thermostat and other home automation devices relying on my internet, having to pay more for the privilege of using a service I'm already paying a lot of money for is unfair. Please help stop these monopolies from taking advantage of the citizens.

[Ticket: # 725679 - Monthly Data Cap](#)

Date: 12/27/2015 12:57:04 PM

City/State/Zip: Jonesborough, Tennessee 37659

Company Complaining About: Comcast

Description

My monthly data usage suddenly doubled from 149 GB to over 300 GB. I can find no reason for the increase (no new gadgets or behaviors). The only thing that changed was that they increased my speed (very nice of them, but I was fine before). Now, they threaten to charge for the increased usage.

Ticket: # 725696 - Data Cap

Date: 12/27/2015 1:43:22 PM

City/State/Zip: Odessa, Missouri 64076

Company Complaining About: Comcast

Description

I live in Odessa Missouri and only have two viable choices for my internet service . Centurylink via the phone line, extremely slow, or Comcast the cable TV provider. After researching Comcast today to find more internet speed I became aware that they have " TEST MARKETS " where they are capping usage of data and charging exorbitant fees for overages . In my opinion this is just a underhanded way to keep the their tv business profitable. If they can charge for data then they can profit from programing whether you use their tv products or not. In small markets such as ours they have you just where they want you, buy my tv or put up with slow internet service, then just try to cut the cable. I stand vehemently against allowing cable providers to limit data usage to discourage consumers from buying there programing from sources other than your cable provider. By putting a stop to this practice it will encourage more competitive prices and better coustomer service. If the use of the internet in small communities is tied to corporate profit for companies that basically have a monopoly on high speed service, the entrepreneurs in these towns will either move there business or be forced compete with a smaller profit margin. The internet is for everyone not just for the wealthy.

[Ticket: # 725893 - Comcast internet cap](#)

Date: 12/27/2015 7:00:45 PM

City/State/Zip: Little Rock, Arkansas 72227

Company Complaining About: Comcast

Description

Comcast has started capping internet usage to 300 GB a month. I feel this violates Net Neutrality. It's clear they're doing it to punish people who stream TV rather than pay their bloated cable fees. I also don't think their technique for measuring data usage is correct because for the last three months I sat in the 140-190 GB range and now all of a sudden with no usage changes from me they're telling me I've used almost all 300GB.

Ticket: # 726246 - Comcast Data Caps

Date: 12/28/2015 8:49:44 AM

City/State/Zip: Sandy Springs, Georgia 30350

Company Complaining About: Comcast

Description

I was told that in reaching out to you guys there may be some help i can get with these stupid caps. Anyone in their right mind who knows anything about data will say 300gb is just insanely low. I didn't notice i was being charged till this month when i went over my grace caps.. So 10\$ extra per 50gb of data.. Am i supposed to like watch 10mins of each Netflix show now? This is crazy. They also slow my internet down to nothing until i open a browser and Acknowledge that I am going over or getting close to cap.

[Ticket: # 726273 - Comcast Internet Complaint](#)

Date: 12/28/2015 9:45:18 AM

City/State/Zip: Alpharetta, Georgia 30005

Company Complaining About: Comcast

Description

Comcast capped my home internet usage without our knowledge.

[Ticket: # 726325 - Data Caps & provider options](#)

Date: 12/28/2015 10:44:22 AM

City/State/Zip: Salisbury, Massachusetts 01952

Company Complaining About: Comcast

Description

Our family has two workers, one working remotely from home full time, the other part time and we need to use the internet frequently on a daily basis. Our internet provider choices are severely limited in this area and our access costs higher than many locations. The threat and implementation of data limits would add an additional hardship as there already is an unfair monopoly being held locally by Comcast.

Ticket: # 726381 - Lewd and Lascivious Advertisements On-Line

Date: 12/28/2015 11:16:23 AM

City/State/Zip: Panama City, Florida 32404

Company Complaining About: Comcast

Description

Common and inescapable advertisements pop up on my computer no matter what websites I visit. I cannot avoid them with blockers nor can I avoid them by simply avoiding those websites. All websites have inappropriate and offensive nudity and sexuality. I think stricter rules are necessary for advertisements on common and traditional websites. Please understand, I have content blockers in use and only browse news organizations and religious websites, yet the advertisements are EXTREMELY offensive and inappropriate. There should be a way to stop seeing these things, and I'm seeking advice or action from the FCC as the larger governing body of internet content.

[Ticket: # 726392 - Comcast Monopoly](#)

Date: 12/28/2015 11:28:17 AM

City/State/Zip: Alexander, Arkansas 72002

Company Complaining About: Comcast

Description

As I'm sure you are aware, Comcast has started capping data on the internet services. They are the only provider at my address. This change is going to force me to cancel subscriptions to services such as Netflix and Hulu. Essentially, Comcast is using their monopoly to force customers to use their television services by making competitors unaffordable.

Ticket: # 726510 - Data cap by Blue Ridge Cable (Internet)

Date: 12/28/2015 12:24:29 PM

City/State/Zip: Milford, Pennsylvania 18337

Company Complaining About: Blue Ridge Cable (parent Company Is Penn Tele Data)

Description

The cap on their internet is extremely hindering and in my own as well as family and friends, they are monopolizing on the idea they are the only broadband internet provider in our area. They are breaking civil law, by monopolizing on us as citizens. They do not care about their customer service, they care about making money. They are using us citizens as a dollar bill, and it's quite upsetting that nothing is being done. We feel as if we are enslaved if we want to have access to the Internet. It should not be this way; especially since everything is online. Example: applying for jobs, health insurance, checking bank, ordering anything, heck even school and work requires internet usage. They are banking off the poor, and the needy; they are taking advantage of the US nation in the NE region. I feel something has to be done. I feel they are wrong, they are using us, how is that any different than our enemies in foreign countries. We are allowing this company to say what we are allowed to do with what we pay for, when they're the only company around. Isn't a monopoly illegal?

[Ticket: # 726562 - sip alg turn off](#)

Date: 12/28/2015 12:47:10 PM

City/State/Zip: Fort Worth, Texas 76134

Company Complaining About: AT&T

Description

AT&T is refusing to turn off the SIP ALG feature in the router/modem that they provided to me with unless I pay a \$50 service fee. This feature is inhibiting my ability to use a third-party VOiP service that use SIP protocol. They are not denying that this issue exists.

I believe that this is a violation of the net neutrality rules because this is a lawfully obtained application. I believe that this is a contrived inconvenience because by doing this, it degrades a competitive service to their own VOiP service. Furthermore, I should not be charged a fee because I wish to use a competitive VOiP application. They also said that they would interrupt my service to change this feature.

Ticket: # 726684 - Comcast Data Overages**Date:** 12/28/2015 1:33:14 PM**City/State/Zip:** Smyrna, Georgia 30080**Company Complaining About:** Comcast

Description

Comcast, once again, is taking advantage of it's customers by making them pay for what they used to get for free in Atlanta. We are forced to use under 300GB of data per month, or pay overages in the form of \$10/50GB or \$35 for Unlimited data. The "extra" data costs them nothing to send, but nevertheless we are being charged for it. I finally gave up and signed up for unlimited data in November. I began using my internet freely again. Much to my surprise, I received a bill in late December saying that I was charged \$40 in overages alongside the \$35 unlimited internet fee. I contacted Billing who told me immediately that this was an error and that I would be refunded the overages, but I had to call to get them reversed. She made a note on my account for the CSA and gave me the number. At this point, I had already spent about 45 minutes of my time trying to remedy the issue. I was extremely upset about having to spend another hour of my time on the phone with them. Nevertheless I decided to call. I was told that I would need to open a case with them. Now I've learned from previous times in which I opened cases with CSA that they tell you they'll call you back, keep you informed, but they don't. So I expressed my frustration and they let me talk to someone who spoke english as their native language. He was more informed, but dismissed me all the same and kicked me off to billing. Basically, he told me there was a misunderstanding and that the unlimited data does not go into effect immediately like I thought it would (everything else w/ comcast goes into effect immediately). So because of my understanding, after I called, I started to use MY internet the way I understood I could. Turns out that, once again, Comcast found another way to squeeze money out of their customers. Turns out, the information is readily available online NOW. But I wasn't able to find this information when the new plan was implemented. The last time something of this nature happened, it took for me to file a complaint with the FCC to get the attention that I wanted. It shouldn't be this hard. I'm a good customer, have been with them for over 4 years now, pay my bills every month. They are taking advantage of customers and need to be stopped. We all know that as soon as Google is done implementing Fiber in the area, Comcast will "suspend" their testing of billing the internet like a utility. But until then, they're going to mistreat us because without competition, they have a monopoly on Atlanta and other areas.

Thank you.

Ticket: # 726697 - Identify Theft thru IPO - Comcast

Date: 12/28/2015 1:38:01 PM

City/State/Zip: Dickinson, Texas 77539

Company Complaining About: Comcast

Description

We have been using Comcast for over 10 years. We have had identify theft 3 times within the last year. We have asked Comcast for a new IPO address and they are telling me that you will not let them give us a new number. If this is true can I ask why? We have had our computer cleaned up 3 times and every time who ever these people are they keep coming in thru the IPO address that they have access to! This has made us very unhappy. We like using the internet. We will no longer go into bill pay and enter any sensitive information on the computer because the thieves can see every time we get new credit card, and or banking information when my husband goes into pay for something to pay for or pay a bill on line. My phone number is (b) (6) and my husband's is (b) (6). Thanking you in advance for you assistance.

[Ticket: # 726938 - Comcast Data Usage Plan](#)

Date: 12/28/2015 3:18:19 PM

City/State/Zip: Pembroke Pines, Florida 33029

Company Complaining About: Comcast

Description

Comcast is my option for cable / high speed internet. They have imposed a 300GB cap on usage; any data used above this is subject to a \$10 fee for every additional 50GB. There is no way to verify how much data has been used. This policy amounts to Comcast imposing unfair business practices to circumvent Net Neutrality by over charging customers for what has become a necessary and vital part of modern society.

[Ticket: # 726959 - Comcast Data Usage Plan](#)

Date: 12/28/2015 3:29:23 PM

City/State/Zip: Pembroke Pines, Florida 33029

Company Complaining About: Comcast

Description

I have been a Comcast customer for over 10 years. I have recently learned that Comcast has imposed a "Trial Plan" which has changed my internet access from unlimited to a 300GB cap. Internet access is vital for my career, and I find this imposed cap to be unethical. I pay a premium for internet access, if it is going to be metered, then I should not be charged for what I do not use. Comcast is simply trying to price gouge their customers, and we have no recourse or alternative.

[Ticket: # 727092 - comcast internet usage charges](#)

Date: 12/28/2015 4:25:00 PM

City/State/Zip: Cutler Bay, Florida 33190

Company Complaining About: Comcast

Description

comcast is charging for data usage regardless of the agreement made in 2 year contract. I am bounded by this contract but they can change contract as they go.

[Ticket: # 727183 - Comcast Data Caps](#)

Date: 12/28/2015 5:06:48 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

I believe that this is an issue that affect us all. Internet should be free of use and not limited. Companies like Comcast build a monopoly around different average communities and indiscriminately and albitrarily add fees and charges all in bases of capitalism. Where is the free market place when only one provider gets the benefit of all profits.

[Ticket: # 727363 - Internet data caps.](#)

Date: 12/28/2015 6:33:06 PM

City/State/Zip: Paragould, Arkansas 72450

Company Complaining About: Paragould Lights City And Water

Description

The local city internet company has made deals with other internet providers so they can monopolize the area. In addition to that, they have put a cap on the amount of data we are allowed to use on the internet we pay big money for.

[Ticket: # 729709 - Comcast blocking access to HBO Go](#)

Date: 12/29/2015 9:16:16 PM

City/State/Zip: Durham, Connecticut 06422

Company Complaining About: Comcast

Description

Comcast will not allow users of Nvidia Shield TV (Android TV) to access HBO Go. HBO Go is available for other cable subscribers, but not for Comcast customers.

Ticket: # 727757 - Throttling

Date: 12/28/2015 9:39:40 PM

City/State/Zip: Lexington, South Carolina 29073

Company Complaining About: Time Warner

Description

I am a customer of Time Warner Cable in South Carolina, who has in the past three weeks or so have been experiencing issues regarding the connection. Whilst watching streaming services such as Hulu, YouTube, Netflix, and other streaming sites, we have been experiencing buffering issues. With these buffering issues, I called TWC on 26 Dec 2015. After speaking with the representative who worked for TWC, they then stated that because we are using a lot of data streaming, the data speeds have been slowed down for us. It is my understanding that because of the FCC reclassifying broadband internet as a Title II utility, this is now prohibited. I am dissatisfied with the service being provided, and even more frustrated that because I am not paying for cable television, and only internet, I feel as though TWC are trying to force my hand to pay for their cable television product, which neither my wife or myself want, nor can justify the cost of such service.

[Ticket: # 727801 - ABC News is banning commenters without disclosing why or responding to inquiries from those who have been banned.](#)

Date: 12/28/2015 10:07:39 PM

City/State/Zip: Olympia, Washington 98513

Company Complaining About: Comcast

Description

ABC News online has banned me from commenting on their web site but they refuse to say why, or even respond to my repeated requests for more info from them. To the best of my knowledge I've never violated their terms of service.

[Ticket: # 727804 - Login to Account not properly working](#)

Date: 12/28/2015 10:09:44 PM

City/State/Zip: Deerfield Beach, Florida 33442

Company Complaining About: Comcast

Description

I am having problems with my login since I moved in October/15.

I called Comcast Customer Service several times, at least 10 times about the same situation, it get resolved for a couple of days and the problem returns.

I try to login and it doesn't work (I do have the correct login and password), when I can they tell me that the account was closed, witch was never requested my be, then they fix it, it works for a couple of days and the problem comes back.

I have tried to talk to supervisors, left messages for them to call me, but they didn't even bother returning my phone call.

[Ticket: # 727808 - Comcast data caps](#)

Date: 12/28/2015 10:15:13 PM

City/State/Zip: Joelton, Tennessee 37080

Company Complaining About: Comcast

Description

Comcast has been over charging me for months.their data meter is no where near what my router meter says.as of now this month I've been charged 40 dollars for going over 300 gb.thats a total of 500 gb they say I've used with no hard proof.my router that monitors all traffic on my end shows I've used 166 gb.i know there is some margin for error but this is rediculous.i had to sign up today for there unlimited with was 35 more a month.this needs to stop I used to have unlimited included until they decided to rip off there customers.if and when there is another option in my area I will be gone.

[Ticket: # 727992 - Comcast outrageous data cap](#)

Date: 12/29/2015 3:58:07 AM

City/State/Zip: Miami, Florida 33186

Company Complaining About: Comcast

Description

Comcast has arbitrarily imposed a data usage cap that makes no sense whatsoever. There is no justification for this other than the fact that people rely on internet for just about everything and now comcast wants to squeeze yet more dollars out of working families. This is ridiculous. Something must be done to help consumers. We are sick & tired of comcast's greedy monopoly.

Ticket: # 728005 - disturbing comment on Candy Crush Saga Chat

Date: 12/29/2015 5:49:46 AM

City/State/Zip: Garrettsville, Ohio 44231

Company Complaining About: Time Warner

Description

https://apps.facebook.com/candycrush/?fb_source=canvas_bookmark

The above Facebook web page has two chat rooms. The one I'm concerned about is the one on the right of the game board. It is completely unmonitored. There are CONVERSATIONS about MURDER, TERRORISM, SEX, HARRASSMENT, BULLYING and so on. I have issued a complaint to the owners: KING but just got a generic response. I find these conversations DISTURBING to say the LEAST. I would imagine there are FCC rules/laws governing these types of conversations. HOPE YOU WILL LOOK INTO IT.

Thank you for your time.

Ticket: # 728194 - Cap on Internet Data and Extra Charges**Date:** 12/29/2015 11:16:42 AM**City/State/Zip:** Miami, Florida 33193**Company Complaining About:** Comcast

Description

Comcast is now capping my internet data usage to 300 gb per month. After that, I am getting charged for overusage. The problem is (and the cause of this complaint) is that they have no way of telling me how I am reaching the limits. I cannot tell if there is one site or service consuming the bulk of the data. I've tried everything to to avoid data usage including turning off the modem. They still show data being used. There is no "meter" to tell me how this data is being consumed. My home configuration should not be consuming this much data per month. But I have no way of seeing how this is happening. If I am going to be charged so much for going over these new limits, I should be able to see how I'm reaching that limit so I can control it.

Ticket: # 728393 - PORNOGRAPHY NUDITY

Date: 12/29/2015 12:39:32 PM

City/State/Zip: Venice, Florida 34293

Company Complaining About: Dish Network

Description

GO TO [CELEBRITY MOVIE ARCHIVES]. NOTHING MORE NEEDS TO BE SAID. IT'S AS PLAIN AS DAY THE WAY THIS SITE GETS AWAY WITH THIS BLATANT DISPLAY OF NUDITY AND PORNOGRAPHY . THERE SHOULD BE 24 HOURS SURVEILLANCE IN SEARCH FOR SITES LIKE THESE TO PROTECT CHILDREN AND DECENT ADULTS. PLEASE HURRY AND MAKE THE WORLD A SAFER PLACE !!!!! AMEN

[Ticket: # 728588 - Comcast data caps & overall product reliability](#)

Date: 12/29/2015 1:49:51 PM

City/State/Zip: San Jose, California 95122

Company Complaining About: Comcast

Description

Hello,

I'm writing today to voice my absolute disgust with Comcast's new policy of limiting in-home data usage in the same way that wireless carriers do. With wireless companies, there is a valid point to the argument, since spectrum is allocated and is a finite resource. There is NO SUCH RESTRICTION on Comcast's terrestrial communications infrastructure. This move is purely to continue to bleed the consumer dry due to lack of choice. I want comcast's infrastructure opened up to allow smaller carriers to create competition. Comcast should NOT be allowed to cap our data that runs on their government-subsidized networks.

Ticket: # 728729 - COMCAST DATA CAPS AND MONOPOLY PRICES JACKING AND THEFT OF SERVICES!

Date: 12/29/2015 2:42:46 PM

City/State/Zip: Fort Lauderdale, Florida 33304

Company Complaining About: Comcast

Description

I am sick and tired of dealing with a corporation, That is forcing limitations on the service that i never ever agreed upon! , Not only do they have a grip and complete control of the ONLY options in my area. They then jack up the price when their butt tickles. The only competitor to Comcast in my Area 33304 is AT&T. And THEY ARE NOT allowed to install Television services in my area. If thats not terrible , If want to switch to AT&T's service i am FORCED to sign up for 2Mb per second speed on DSL. AT&T IS NOT INTERESTED , and They do NOT provide cable service in my area. only 2mb Internet speed take it or leave it THEY WILL NOT UPGRADE SERVICES MY AREA NEVER BECAUSE THEY DONT CARE because AT&T is a load of crap. They split the city up with their buddy Comcast like Turf like a gang war or something nasty and classy like that. ! Since 2001 THEY DONT CARE! , Im sorry but not even My cellphone goes at 2mb per second, Last time i heard 2mb speeds was in the year 2001. Comcast does not give me any other alternatives options or suggestions, They are not interested and they DO NOT CARE. They were asking me if i wanted to cancel services like any good company!! what a bunch of clowns! If the FCC is in charge of making these assholes comply, Its amazing to know they get away with anything they want, what FCC ?? funny!

[Ticket: # 728930 - Net Neutrality](#)

Date: 12/29/2015 3:49:46 PM

City/State/Zip: Ankeny, Iowa 50023

Company Complaining About: Butler-bremer Communications

Description

I recently had problems downloading ios update file for ipad from itunes and an app from the apple store with a file size of 25 MB it took 30 minutes on a 5Mbps connection while netflix would stream HD with requires 700 KBps but when i setup a vpn it work just fine both on wifi and directly wired into the wall

[Ticket: # 729025 - Comcast service, data caps and violation of net neutrality](#)

Date: 12/29/2015 4:28:16 PM

City/State/Zip: Miami, Florida 33174

Company Complaining About: Comcast

Description

Comcast has expanded their caps into the Miami area. They impose these caps on all services that are not sponsored by them. This is in direct violation of net neutrality as they are metering other sites and services that they do not directly profit from.

I also work as a remote technician which is using a large quantity of the ridiculously low 300gb per month. So as someone who needs the service to make a living I am being punished by being forced to pay more out of my income. Which makes me question whether providing quality long term service is preferable to quick and lackluster work for my clients as a means to preserve my data.

[Ticket: # 729181 - Poor comcast service at night specifically](#)

Date: 12/29/2015 5:24:34 PM

City/State/Zip: Burnsville, Minnesota 55337

Company Complaining About: Comcast

Description

Specifically problems with video streaming sites such as netflix and youtube. I pay for a 150Mb connection. Technically, with proper QoS and Traffic Shaping, I should be cable to have 10 youtube videos or netflix streams in HD concurrently, but at EXACTLY 11pm every night i cannot even manage one. But comcasts' video service works just fine. This is bad network management at best but more likely to be a subversion of net neutrality. Make the competitors UX bad so ignorant people will seek new video providers. Unfortunately they will probably just play dumb when called out.

Also, comcast is the only provider offered at my apartment.

[Ticket: # 729327 - Long wait times](#)

Date: 12/29/2015 6:23:40 PM

City/State/Zip: Florissant, Colorado 80816

Company Complaining About: Rise Broadband

Description

We have had nothing but problems with this new company the I T dept, is the worst hang up all the time and no call back we live in the mountains of Colorado and need service my mother is 80 years old and we have no land lines very bad the government needs to get there shit together. investigate them

[Ticket: # 729458 - mifi usage](#)

Date: 12/29/2015 7:22:55 PM

City/State/Zip: Bella Vista, Arkansas 72714

Company Complaining About: Verizon Wireless

Description

I upgraded to new plan, had 10GB for several years and never used that much. All of sudden with new plan I have almost doubled usage. I have not changed my usage habits. I think it has to do with the way Verizon is measuring usage compared to how it was under my old plan. Internet is full of complaints of the same nature. Seems no one can get any explanation from Verizon, they just say, "you used the data." and can't explain why it is increased from the old plan.

[Ticket: # 729526 - Data caps](#)

Date: 12/29/2015 7:54:34 PM

City/State/Zip: Atlanta, Georgia 30316

Company Complaining About: Comcast

Description

Comcast has a monopoly on high-speed (> 10 Mbps) Internet service in our area, and we have their data-only plan. Comcast caps our monthly usage at 300 GB, with each additional 50 GB costs us an additional \$10. This sort of customer abuse should be illegal where they operate without competition.

Fortunately, Google Fiber is starting to build out in our area, and we will drop Comcast the second an alternative becomes available. But many people in metro Atlanta and other markets do not have this choice. In areas where Comcast is a monopoly, they should be treated as a utility and operate under similar customer-friendly rules, which would remove these caps.

[Ticket: # 729587 - data caps](#)

Date: 12/29/2015 8:17:54 PM

City/State/Zip: Mtpleasant, South Carolina 29466

Company Complaining About: Comcast

Description

All of a sudden went from 150mb a month to 300+mb of data using the same habit's. Comcast won't tell you where or how your data is cal. Just more of comcast monopoly of just payme. Something needs to be done comcast has too much control.

Ticket: # 729933 - Comcast Data Cap

Date: 12/29/2015 11:37:04 PM

City/State/Zip: Oreland, Pennsylvania 19075

Company Complaining About: Comcast

Description

I currently live in the Mt Pleasant area of South Carolina. In my neighborhood, Comcast is the only source of internet that can be purchased and provide sufficient bandwidth to support VOIP Calling, internet browsing, and media access at speeds I expect - DSL is my only other option with speeds <10mbps.

In the past, I was able to consume as much internet data as I required at the price I paid for the service; however, I have learned that now Comcast has decided to place a 300GB cap on my usage. In the past, this would not have mattered but recently after evaluating my budget, I made the choice to limit my cable subscription to lower my bills as Netflix and other streaming services provide covered for my television needs. Now, instead of being able to consume the data, Comcast is limiting the ability to use the service I have already paid for (at prices non-competitive with other areas of the country).

In my view, Comcast is forcing me to use their services in lieu of other services on the internet because they would no count against my bandwidth cap even though they are provided across the same medium into my house. I believe this is a solid stance against net-neutrality and should be dealt with accordingly.

Ticket: # 729980 - Unfair billing practices

Date: 12/30/2015 12:48:03 AM

City/State/Zip: Murrells Inlet, South Carolina 29576-4004

Company Complaining About: Time Warner

Description

Were I life we only have one choice for cable, which is TWC. A year ago I had become a new customer and was supposed to get the new customer pricing. It never started because in a day or had a phone call offering to add the phone for a quoted price. As this would be a better price for me I accepted after being assured several times this would be a permanent price not a promotional price. Back in September(I have auto bill pay) they increased my bill from\$122.00 to \$154.00 Basic cable & Internet. Plus they are charging for items I didn't request and do not use (voicemail), and tell me I can not supply my on modem. If a company is supplying a service that requires equipment to provide that service why does the consumer have to pay for said equipment when they are already paying for the service?

Ticket: # 729998 - Comcast slow service, high prices, inconsistent service

Date: 12/30/2015 1:17:33 AM

City/State/Zip: Boston, Massachusetts 02215

Company Complaining About: Comcast

Description

My service in Boston is through Comcast -- 100Mbit/s service, which is \$85/month (my service just went up \$4 this past month). The service I get constantly is slow and inconsistent -- even now I did a speed test and the download is 1.2Mbs -- as a reminder, im paying \$85/month for what I'm currently getting. I would love to switch to another provider, but I do not have a choice as there are no other providers in the area. I've constantly reached out to other provides (AT&T, Verizon, TWC, Google Fiber, etc) to see if service will be provided by my area, but all answers are no. Any video I stream is constantly buffered and copy (again 100Mbs service)

[Ticket: # 730037 - False advertisement ./ refusal to fulfill as advertized prise claiming "Fiber optics"](#)

Date: 12/30/2015 3:36:54 AM

City/State/Zip: Honolulu, Hawaii 96821

Company Complaining About: Hawaii Telcom

Description

Hawaii Telcom advertises the prices (19.95) a month, than it claims that in the area is available FIBER OPTICS and than refuses to sell the service for \$ 19.95 and jack up the price to \$ 24.95 a 25% raise!(false advertisement, bait and switch)!

<http://www.hawaiiantel.com/InternetOverview/tabid/1373/Default.aspx>

Why I am being "told" in this form that my phone is invalid?

Phone (where you can be contacted): is invalid

[Ticket: # 730061 - Internet 300 gigabyte limit by comcast](#)

Date: 12/30/2015 6:54:14 AM

City/State/Zip: Pembroke Pines, Florida 33025

Company Complaining About: Comcast

Description

Recently I've been notified by comcast that i'm over my allowable usage for my home internet and that I will incur extra fees for the overusage. I called comcast to get an explanation and I was told that this is an FCC RULE being inposed on all major internet providers and that their hand were tied on the matter, that I will have to pay the extra fees since there is nothing they can do about the 300 gigabyte cap.

Ticket: # 730174 - Conflict of interest- Bandwidth cap charges but only using competing content

Date: 12/30/2015 10:33:37 AM

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

Huge conflict of interest- Comcast billing me excessive charges for internet use but only if I use competing content providers (Amazon, Netflix etc.). If I use Comcast on demand content, then this is not counted towards the cap.

How is this legal????

1. The cap - When I signed up for comcast internet, there was never any mention of a "cap". It was the same as any other internet provider - you pay for your speed, not how much bandwidth you used. Somewhere along the way comcast started to impose a limit on bandwidth (without my consent) . With some research I learned that this is a "trial" that has been going on for years and keeps expanding into more and more markets.

2. Measurements are intentionally wrong and are being used for profit- Their measurements show much more data used than my own actual bandwidth use that my router shows (all of my internet use goes through this router). Comcast charges an extra \$10 per 50GB beyond the 300GB cap so erroneous measurements only benefit them for more profit.

3. I have no choice in the matter- I only have two options for high speed internet: AT&T and Comcast. Since this "trial" started with Comcast, AT&T has also started imposing bandwidth limits for profit. This leaves me with no choice for a non-capped internet provider.

4. I am a "normal" user- I am not some hacker running P2P networking 24/7 or running websites serving up massive content to the internet. I have a home with multiple computers that constantly download updates. I browse websites like YouTube and ESPN for videos. I use internet radio (Pandora, Amazon etc.) for music. I have 2 gaming consoles that download updates and games. Lastly, I have two TV's that use streaming services like Amazon video, Netflix, HBO Now and on-demand content (using the internet connection) from DirectTV. With this "normal" use, Comcast claims I use way more than 300GB a month. My router logs do not reflect this same amount.

5. The kicker is- Comcast keeps wanting me to change my TV provider from DirectTV to comcast xfinity. One of the "perks" of doing so is any on-demand content that I would download from comcast would not be measured against my "300GB cap". Never mind network neutrality issues, how is this even legal for them to do? They are being allowed to "punish me" for using a competitor.

We didn't used to have network neutrality issues like this because ISP (internet service providers) weren't also providing content. This is no different than having your electricity provider also own their own brand of appliances, tools and HVAC systems. In this model, they get to charge you more for using a competing brand of dishwasher, refrigerator, stove and home heating A/C system.

[Ticket: # 731024 - ISP Price Gouging](#)

Date: 12/30/2015 3:30:33 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

Internet provider duopoly isn't real competition. Stop allowing mergers! This isn't capitalism, it's our government being manipulated by corporations for the good of corporations and politicians. How is this setup the FCC has allowed beneficial to consumers and quality of service?

Also, half the time I check my service, it's not living up to the commitments Comcast has promised. I have to check over and over and call, wasting my time to get what I'm already paying for!

Please, do something for the betterment of the United States of America. Fix this system!

Ticket: # 731108 - Price Gouging**Date:** 12/30/2015 3:59:31 PM**City/State/Zip:** Moselle, Mississippi 39459**Company Complaining About:** Tec - Baysprings Mississippi

Description

TEC in Baysprings Ms is forcing customers who want DSL to carry an active phone service. Also I have requested the router they supplied to be put into bridge mode and they are charging me 9.99 a month now for that. I need it in bridge mode so I can do port forwarding. They have told me that because I want ports open this is what they charge. Other ISP's don't charge anything for this service. There is no need for a static IP what so ever. But since this is the only ISP available, they are over charging because they can. There is no reason I have to carry a basic phone service when I don't even have a house phone and it's not needed for DLS service. Also, I am paying 70.00 a month for 10 Mbps and normally only get between 4Mbps -7Mbps. They tell me that's part of the service and they state its speeds up to. This company is taking advantage of the fact that they are the only ones that can provide service and are making the customers pay excessive amounts for it. My home phone charge is 14.00 and it never gets used. I pay over 100.00 a month for internet service including taxes. All I want is my rourter put in bridge mode and not be charged for a service that costs nothing, its a checkbox setting.

[Ticket: # 731481 - Net Neutrality](#)

Date: 12/30/2015 5:58:51 PM

City/State/Zip: Philadelphia, Pennsylvania 19130

Company Complaining About: Verizon

Description

Please please please keep the internet open. It should be regulated like water and gas. Please foster competition in the ISP market. Don't let it become a price gouging content controlled system. We are coming to a turning point for internet. Keep it open, neutral, free, and private. Should USPS be able to decide which mail you get? Freedom on information please. Thanks for your hard work in protecting the rights of Americans and the openness of the internet.

[Ticket: # 731644 - You guys really suck at regulating ISPs who abuse their customer base for profit](#)

Date: 12/30/2015 7:24:02 PM

City/State/Zip:

https://www.reddit.com/r/technology/comments/3yserm/the_cable_industrys_response_to_a_banner_year_for/, California 92673

Company Complaining About: AT&T

Description

The world has evolved around internet connectivity. It is a necessity for many, and yet ISPs are monopolizing so hard while essentially using some of the excess profit to pay off the government officials responsible for protecting us from this abuse. If you (YOU PERSONALLY) are not getting paid off, "lobbied," or receiving some form of benefit from these ████████s, then your boss is, or your boss' boss. The farther up it goes, the worse it gets for those of us at the bottom, just trying to make a living, and having more and more of our money forcibly funneled into shitty companies that so many of us rely on to keep up with the rest of the world. Assuming these ISPs aren't already up your ████████, having their way with you and your obligations to your fellow countrymen, then do SOMETHING ABOUT IT. MAKE SOME NOISE.

Our basic freedoms are no longer free when they become locked behind a paywall, and any idiot who argues that the internet isn't necessary for social advancement is seriously delusional and should not hold a government job.

[Ticket: # 731945 - Data cap from comcast](#)

Date: 12/30/2015 11:06:28 PM

City/State/Zip: Decatur, Georgia 30030

Company Complaining About: Comcast

Description

My router data usage meter does not register the same total data usage as comcast's meter yet they are threatening to charge me extra for going over 300GB per month, that cap itself should be illegal for them to impose IMO. It also seems to me to be a violation of net neutrality that they don't count their services against the cap but do count Netflix etc.

[Ticket: # 732095 - FCC and FTC](#)

Date: 12/31/2015 2:44:10 AM

City/State/Zip: Oakland, Tennessee 38060

Company Complaining About: Comcast

Description

These commissions are a joke. We are tired of you being in bed with these communication corporations and letting them monopolize this industry. It is time for a change and a change is going to come.

[Ticket: # 732133 - loud equipment on telephone pole](#)

Date: 12/31/2015 6:48:51 AM

City/State/Zip: Champaign, Illinois 61820

Company Complaining About: Comcast

Description

The Comcast equipment installed on the telephone pole outside of my house is the loudest equipment in the entire neighbourhood. The nuisance humming sound can be heard nearly a half block away at night. The box number is cu41.

Ticket: # 732647 - company will not honor request to unsubscribe from marketing mail

Date: 12/31/2015 3:20:47 PM

City/State/Zip: Springfield, Massachusetts 01108

Company Complaining About: Comcast

Description

I keep receiving marketing emails from a web company (b) (6)

The last 4 marketing emails I have being responding as advised in the email to unsubscribe, which involves sending an email back to the company. Today 31-Dec-2015, I get another marketing email. I respond with unsubscribe, and this is there response.

Autumn LeFleur 14:02 (9 minutes ago)

to me

Cant be done...(b) (6) You

Going on the above email, it is very clear that the company has no intention of honoring the Opt-Out process for their commercial emails.

[Ticket: # 732868 - Facebook shut down my game monster busters so they can make money on these free games if they don't shut down everyone that's the problem](#)

Date: 12/31/2015 5:53:21 PM

City/State/Zip: Westboro, Massachusetts 01581

Company Complaining About: AT&T

Description

This is not rite to shut the monster busters games down so they can make money I won't this turned back on by Facebook what they are doing is the law their not doing it to everyone?!

[Ticket: # 732781 - Xfinity data usage cap](#)

Date: 12/31/2015 4:51:35 PM

City/State/Zip: Brunswick, Maine 04011

Company Complaining About: Comcast

Description

Our household has apparently exceed the arbitrary "data usage cap" for this billing month. We already pay a lot of money for internet, it's insane to get charged an overage fee, especially when Comcast is unable to provide an itemized list of how our data is used. They apparently can only access the last 3 months of data usage, and in that one graph it suggests that their measurement of data usage isn't accurate, as it jumped by over 100GB in a single month even though our daily schedules (and data usage) went unchanged. Unless Comcast can provide an itemized list of data usage to prove that their data usage measurement is correct, they should not be allowed to charge overage fees.

[Ticket: # 732839 - Internet never works](#)

Date: 12/31/2015 5:39:08 PM

City/State/Zip: Redwood City, California 94063

Company Complaining About: Comcast

Description

I have had Comcast for a little over a year now. My cable works but my internet never works. In the last year, I have had a technician come to my house at least 7 times and it still never works. They won't credit me anything because they say my internet doesn't work. Their customer service is a joke and anyone who asks me, I tell them Comcast is the worst company out there. Direct tv is the way to go even though it's more money, it's worth it for a service that actually works

Ticket: # 732836 - Data Caps

Date: 12/31/2015 5:38:57 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Centurylink

Description

Hi There,

I've finally got options in my neighborhood in Seattle for broadband. Previously, I only had Comcast, but now I have the option of CenturyLink Fiber. The problem is that they have a very restrictive datacap of 250G. If I were to stream Netflix, I'd burn through my entire datacap in ~53 hours, and that's without doing ANYTHING else. It's anti-competitive, and frankly, a money grab by a duopoly (Comcast and Centurylink are my only options.)

Ticket: # 335921 -

Date:

Ticket: # 335936 -

Date:

Ticket: # 336161 - headsets and prngs and pornography and tags and weblinks that people talk over and connective taps etc.

Date: 6/12/2015 12:52:24 AM

City/State/Zip: Fort Myers, Florida 33908

Company Complaining About: Walmart

Description

NFL: People connect with codes and false documents and seals and connected to Proscout Inc and model and talent corp or INc. and talked connected to that tap or against it, and then tried to commit sins, adulteries, or murder like Miami CIA and even vulgar and slander and misrepresentation and accusation and harassment at night especially, but then stopping security or connected to Mall security or the electrical feed used to do this, and even the Lee county Sheriff bounty hunters or even online Websites with (b) (6) the NBA Rutgers Football and Rutgers Newark online, or even the NBA Facebook or Facebook connected to any (b) (6) Or any (b) (6) or disconnecting too slow with anything unlawful or slanderous others putting up your or my Facebook while on some open wire where i could hear yet they are not in my home or gated community, are they using my phone the house phone, (b) (6) or the other golf gated comm phone or the sheriffs offices phone or the reception phone or website or the CC real-estate homes and connecting them?

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(b) (6)

[Ticket: # 336209 - Net Neutrality](#)

Date: 6/12/2015 6:22:51 AM

City/State/Zip: Whiting, New Jersey 08759

Company Complaining About: Verizon

Description

I understand rules on Net Neutrality begin today 6/12/15. My ISP, Verizon charges me a premium for a higher than normal internet speed. Is this still allowed under the new rules?

[Ticket: # 336401 - AT&T Mobile Hotspot \(tethering\)](#)

Date: 6/12/2015 10:25:44 AM

City/State/Zip: Poughkeepsie, New York 12603

Company Complaining About: AT&T

Description

AT&T is refusing to unlock the tethering feature on my iPhone 6 Plus unless I give up my unlimited data plan and move into a 5 gigabyte a month tiered plan. Under the new net neutrality rules this kind of blockage is restricted.

[Ticket: # 336449 - AT&T Unlimited Data Throttling](#)

Date: 6/12/2015 10:54:35 AM

City/State/Zip: Rockville, Maryland 20852

Company Complaining About: AT&T

Description

I have AT&T's unlimited data plan and they sent me a message noting that since I have gone over 5gb of data this month they will be slowing data speeds. Since my contract is unlimited data I should be receiving unlimited data with normal speeds no matter how much data I use per month.

[Ticket: # 336484 - AT&T capping unlimited data](#)

Date: 6/12/2015 11:04:23 AM

City/State/Zip: Farmingdale, New York 11735

Company Complaining About: AT&T

Description

I got a text message from AT&T today that said that my unlimited data connection will be slowed after 5 gigabytes of usage.

Ticket: # 336496 - Importance of net neutrality

Date: 6/12/2015 11:07:06 AM

City/State/Zip: Milwaukee, Wisconsin 53214

Company Complaining About: Time Warner

Description

As a graphic designer, my ability to create, educate, and market myself is crucial my livelihood.

My process includes finding education on the latest and greatest methods and, often times, this information is found on smaller websites. Without net neutrality, ISPs would be able to enforce "fast track" pricing on certain websites. We know ISPs are not good at showing restraint, so while they may target the higher bandwidth sites at first (Netflix, Google, Hulu), there is nothing protecting the little guy from the extra fees- fees they could not afford. Not only would the websites I learn from be more difficult to access, but my ability to market myself and sell my product would be hindered.

I have a couple of websites to sell my design work. As I've already experienced through Time Warner Cable, hidden fees, un-announced raised subscriptions, and refusing to advance technologies are all too common. With this track record, and without Net Neutrality, there is nothing protecting me from being a victim of "slow track obsolescence." That is- our internet habits show that faster loading times and convenience always perform better than slower. If my website is left in the now "slow track," I lose sales. No question.

Not only me, but schools, churches, and other non-profits will not have the money to play, and cannot count on customer bases to make up the overhead. Their websites would be affected, and thus every one of their users. Users like students looking for affordable education, or entrepreneurs looking for non-profits to guide them through the process. Killing net neutrality kills education, socio-economic advancement, and small business.

Speaking of customer base- this just doesn't make sense for the consumer. If ISPs raise costs on the websites, it's the consumer that will pay. Killing Net Neutrality, like most every move ISPs make, is simply a cash and power grab that hurts the consumer.

A free and neutral internet raises all ships. It's what we have now.

Ticket: # 336501 - Comcast Prevents HBO Go on PlayStation devices

Date: 6/12/2015 11:07:59 AM

City/State/Zip: San Francisco, California 94133

Company Complaining About: Comcast

Description

I have to use Comcast for Internet and TV (with an HBO package) at home. I've been a customer for about two years. I also have a Sony PlayStation 4 that I use as my media device.

HBO Go has been available for a long time now, but Comcast has refused to allow HBO Go signals through its network. This has been documented and widely known:

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This is a clear business-related net neutrality issue, not a technical case as Comcast noted. Comcast is unfairly using its position as an ISP to filter specific traffic through specific devices.

Thank you.

[Ticket: # 336556 - the Internet is still on the monthly speed](#)

Date: 6/12/2015 11:21:51 AM

City/State/Zip: Chattanooga, Tennessee 37407

Company Complaining About: Cricket

Description

I thought it was running faster but it was actually going slower So I notice it needs to be solved

Ticket: # 336565 - fewgbe.net SPAM

Date: 6/12/2015 11:24:48 AM

City/State/Zip: Bridgeville, Pennsylvania 15017

Company Complaining About: Verizon Wireless

Description

I have been getting spam emails in the amount of 80 plus a day. I have been opting out for almost a month now but am still receiving the SPAM. All opt-out links send me to (b) (6) it has become increasingly difficult to receive important emails for my business.

[Ticket: # 336650 - Verizon Wireless Tethering](#)

Date: 6/12/2015 11:45:07 AM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Verizon Wireless

Description

Instead of explicitly charging consumers extra in order to enable tethering (which the FCC ruled was illegal), Verizon Wireless wants to force me to upgrade to a more expensive data plan that "includes" tethering. The end result is the same: Verizon gets more money from me before they allow me to use the data service I am already paying for in any way I see fit.

[Ticket: # 336700 - Unlimited Data Plans and tethering](#)

Date: 6/12/2015 11:54:02 AM

City/State/Zip: Austin, Texas 78759

Company Complaining About: AT&T

Description

I have a grandfathered unlimited data plan with AT&T but in order to tether to share this data with other devices AT&T forces me to give up my unlimited data. Why do they offer tethering only with capped plans, this seems like they are not letting me use my device and its data plan as designed. My device has the function to tether but is limited to the function by my service provider as a consumer i find that unfair and a violation of net neutrality.

Ticket: # 336763 - AT&T Internet Preferences Privacy and Pricing Concerns**Date:** 6/12/2015 12:14:31 PM**City/State/Zip:** Leawood, Kansas 66209**Company Complaining About:** AT&T

Description

AT&T is not acting as a common carrier. As a common carrier, traffic from a customer should only ever be metered for quantity as is allowed with phone calls not monitored, recorded and used to market to customers.

AT&T's Internet Options service is invasive, has unknown levels of actual security, and is an example of AT&T not operating as a common carrier. For Gigapower service they are offering \$29 off of the monthly bill, \$7 of free equipment rental, and waiving the \$99 installation charge. The difference in cost for the first year is \$531 and each year after is \$432. A five year difference of \$2,259 to watch everything customers do online.

The service is priced specifically to make a large additional profit or to force this spying service onto customers. With the number of SSL encrypted websites, including search engines, there's very little chance spying on browsing data is worth \$2,259 to them over a 5 year period. Were they not allowed to offer this invasive Standard plan, they would very likely still price their plan at the Premium price as that's the price their competitors are selling in the same market (Consolidated Communications and Google Fiber) or they wouldn't enter the market. My particular area only has the option of AT&T.

Second, there's no guarantee they're not recording your browsing data if you opt-out to pay more, we're left at their word. There's also no proof that any of this data is truly protected. They are able to watch and analyze banking and medical information about customers, something that would never be allowed for a call from your doctor.

Ticket: # 336831 - Comcast Prevents HBO Go Streaming on PS4

Date: 6/12/2015 12:34:27 PM

City/State/Zip: Walnut Creek, California 94597

Company Complaining About: Comcast

Description

Hello,

Comcast prevents the streaming of HBO Go on PS4 and PS3 to customers who have purchased HBO and HBO go streaming services. This is in violation of Net Neutrality. Please file my complaint and take action.

Best Regards,

(b) (6)

Ticket: # 336893 - AT&T rate-limiting Google services**Date:** 6/12/2015 12:49:31 PM**City/State/Zip:** Frisco, Texas 75034-4814**Company Complaining About:** AT&T

Description

Since Dec 2014, AT&T has been restricting Google services (such as Google Mail, Youtube, Google Maps) from operating correctly over my AT&T UVerse service. AT&T are rate limiting any connection to Google services, which impacts massive parts of the internet, given how many web sites use Google APIs such as maps, Google adwords etc. The rate limiting is in force 24x7, irrespective of peak busy hour in my area, suggesting AT&T has specific policy that to limit Google, even if network capacity is available. All other competing services such as AT&T, Microsoft Bing work at full speed any time I measure and I generally receive my 18Mbps access bandwidth 99% of the time as determined by Speedtest & other sites. Thus, it is not an access speed issue, but a net neutrality issue. All of my web traffic to Google operates at full speed when any systems are connected via AT&T 4G LTE, eliminating this concern as a client side issue. This problem is limited to AT&T UVerse wireline services.

AT&T has refused to admit, investigate or resolve my issue over the last 6 months, even after multiple technical support calls.

[Ticket: # 336992 - Net Neutrality](#)

Date: 6/12/2015 1:23:15 PM

City/State/Zip: Ashland, Ohio 44805

Company Complaining About: Armstrong Onewire

Description

Please don't listen to Ted Cruz's opinions about the internet. Him and other policy makers get their ideas from lobbyists from cable companies like Comcast and Time Warner. Killing Net Neutrality would only be beneficial to large ISPs.

Ticket: # 337030 - The internet is a powerful tool!

Date: 6/12/2015 1:32:07 PM

City/State/Zip: Rochester, New York 14611

Company Complaining About: Time Warner

Description

As most would agree, the internet is a powerful tool and resource for humanity. Part of the reason it is so useful is that anyone can do extensive research, start a business, or speak their mind without having to answer to any regulating agency or business entity providing access. If the telecom companies, or anyone, private or government, is allowed to discriminate between traffic based on content or source, it would be a devastating blow to the future usefulness and development of the internet.

Please safeguard the principles of non-discrimination and freedom of content, and do not allow access providers to hinder certain web traffic based on their preferences or monetary agreements.

I support Net Neutrality, please do the same.

Thank you,

(b) (6)

Ticket: # 337143 - Comcast Data Caps

Date: 6/12/2015 2:04:46 PM

City/State/Zip: Mobile, Alabama 36693

Company Complaining About: Comcast

Description

We used to have unlimited data and the rules were changed. I know you've gotten literally thousands of these, but seriously, words have meaning. Unlimited means unlimited, and they arbitrarily changed that. This would not be an issue if they didn't have monopolies over many communities. As it stands, they can do whatever they want, and be as terrible a company as they want. The Federal government exists to stand on the side of consumers in situations just like this. I also believe that the FCC should insist on a minimum number of providers to insure a fair marketplace.

[Ticket: # 337870 - This Comcast monopoly must end](#)

Date: 6/12/2015 4:50:16 PM

City/State/Zip: Baltimore, Maryland 21209

Company Complaining About: Comcast

Description

Verizon fios and google fiber help please

[Ticket: # 337400 - Comcast blocking my ability to use HBO through PS4](#)

Date: 6/12/2015 3:28:23 PM

City/State/Zip: Westfield, Massachusetts 01085

Company Complaining About: Comcast

Description

I receive internet and Cable TV through Comcast/Xfinity, which is the only service provider in my region. My main tv watching device is a Playstation 4. Comcast blocks the use of the HBO Go application on PS4. I know the FCC is already aware of the issue, but I figured adding another complaint will only help the cause. Thank you for your time.

[Ticket: # 337423 - Non-competes in our area](#)

Date: 6/12/2015 3:35:42 PM

City/State/Zip: Weddington, North Carolina 28173

Company Complaining About: Time Warner

Description

Shouldn't it be illegal in america to hold a monopoly? In our area, no other cable companies are allowed to compete with Time Warner for internet. There is satellite and DSL, but the local cable internet providers are legally barred from competing with Time Warner, why is this allowed? This is America.

[Ticket: # 337574 - Charter St. Louis Throttling Steaming](#)

Date: 6/12/2015 4:15:26 PM

City/State/Zip: St. Louis, Missouri 63109

Company Complaining About: Charter

Description

I have what Charter refers to as a 100 megabit connection. I do obtain 100 megabits when connecting to sites such as speedtest.net.

But Netflix, Crunchyroll, Hulu, etc all still buffer. That sounds like Charter is specifically limiting their capacity in order to try and double dip for extra funds from the content providers, which is exactly what this whole net neutrality deal was about.

[Ticket: # 337693 - Net Neutrality](#)

Date: 6/12/2015 4:29:57 PM

City/State/Zip: Houston, Texas 77030

Company Complaining About: Comcast

Description

Some websites consistently load slower on my personal home Wi-Fi than on my university's Wi-Fi, which leads me to believe they are violating Net Neutrality.

[Ticket: # 337889 - Redbox.com](#)

Date: 6/12/2015 4:58:34 PM

City/State/Zip: Tehachapi, California 93561

Company Complaining About: Unknown

Description

redbox.com advertises graphic porn websites in between their movie listings. These images would be considered XXX Rated and there are no warnings for parents or under age children. I have a screen print attached. PLease note the Craigslist is Dead amd the strip above it. Its is actually an animated ad that shows intercourse and oral sex...Please reply.

Ticket: # 337906 - MetroPCS blocks Internet access for certain devices

Date: 6/12/2015 5:04:16 PM

City/State/Zip: San Francisco, California 94109

Company Complaining About: Metropcs

Description

I have a MetroPCS mobile account which includes 4G data. I believe that the plan allows up to 2 GB of 4G data and then it downgrades any additional traffic to 3G. However I never usually even come close to reaching the 4G limit.

My phone's operating system has a feature which enables the phone to act as a wireless access point so that, if I am on the road, I can connect to the Internet on my laptop via the phone.

However, when I enabled this feature I was presented with a screen on the phone saying that I must pay an additional fee to MetroPCS to use this "feature".

MetroPCS should only provide me with the bandwidth that I pay for. It should not care nor even know where a data packet comes from. It is attempting to restrict my access to my data and extorting a fee for me for a "service" which is really a restriction.

[Ticket: # 338032 - COX throttling](#)

Date: 6/12/2015 5:43:16 PM

City/State/Zip: Mesa, Arizona 85203

Company Complaining About: Cox

Description

I have never recorded download speeds at anything near what COX is selling me, I have done this on a wired connection and have never gotten close to the 100MBS I pay for. Not once did it get close. I think they are capping my rate or at least not being honest with the speed I will get.

Ticket: # 338068 - Restriction of Services (Throttling)

Date: 6/12/2015 5:53:57 PM

City/State/Zip: Suffern, New York 10901

Company Complaining About: AT&T

Description

I've been a paying wireless customer for AT&T for five years now. Since tethering was released as a service a few years back, AT&T has refused to allow me to even select it as an option, even though I pay for unlimited data access.

Ticket: # 338098 - Comcast Throttling

Date: 6/12/2015 6:02:47 PM

City/State/Zip: Oakland, California 94609

Company Complaining About: Comcast

Description

I've been a customer of Comcast for the last 7 years (since moving to my current city, Oakland, CA).

They have never delivered the speeds listed in my many contracts. I have brought this up a few times, only to be told those are the "maximum speeds" and there is no guarantee regarding how slow my connection can get.

In the last 2 years, Netflix has magically been slower, less reliable, and overall performs worse than any other site I visit.

There are no other major options in my area. I will likely be switching to a smaller provider in the future, but my past attempts at this have yielded slow, well-meaning connections.

PLEASE do not let Comcast merge with a competitor, further reducing what little free market competition they pretend to work around.

[Ticket: # 338121 - Windstream](#)

Date: 6/12/2015 6:08:56 PM

City/State/Zip: Augusta, Kentucky 41002

Company Complaining About: Windstream Communications

Description

I live in Augusta, Kentucky and pay more then \$70 for internet. I should be getting speeds up to 28mbps but i have NEVER got more then 1.2mbps even with a Ethernet cable. PLEASE HELP US OUT HERE IN KENTUCKY!

[Ticket: # 338185 - StraightTalk blocks tethering on iPhones](#)

Date: 6/12/2015 6:31:54 PM

City/State/Zip: Fayetteville, North Carolina 28311

Company Complaining About: Straight Talk

Description

From what I've read, the new net neutrality rules prohibit mobile internet providers from preventing the use of a cellular telephone as a mobile hotspot (tethering). However, StraightTalk does just that. When my StraightTalk SIM card is installed in my iPhone, it automatically disables tethering on the device. I would like to see this stopped. I'm paying for my data and I should be able to use it however I please.

Ticket: # 338157 - Sudden Link Communitcations

Date: 6/12/2015 6:24:26 PM

City/State/Zip: Lamar, Arkansas 72846

Company Complaining About: Sudden Link

Description

For the last few years Sudden Link has instituted bandwidth caps on internet usage. We had to purchase a faster tier of internet speed in order to get a slightly higher cap. Our current cap is 350GB which we go over about every month and have to pay a fee. I believe the institution of bandwidth usage caps is not fair. My families normal use of the internet for gaming, listening, watching steaming, online content seems very normal and we are not even using HD content.

[Ticket: # 338172 - Limited access to broadband](#)

Date: 6/12/2015 6:27:46 PM

City/State/Zip: Fishers, Indiana 46038

Company Complaining About: AT&T

Description

I am unable to get broadband access in my apartment complex because my landlord has an exclusivity agreement with AT&T for UVerse service. Comcast offers service all around my apartment complex and I believe at one point the Insight (now Comcast here) offered service here. I cannot get broadband level speeds because AT&T says I can only get 18Mbps at my address. I live in a developed area where Comcast offers up to 100Mbps in surrounding neighborhoods. The residents of my apartment complex should not be subject to an exclusivity agreement that our landlord and AT&T have especially when it prevents us from getting proper broadband access.

[Ticket: # 338193 - Data Caps](#)

Date: 6/12/2015 6:36:09 PM

City/State/Zip: Vine Grove, Kentucky 40175

Company Complaining About: Comcast

Description

I am a Comcast customer. Every month for the last four months, per Comcast, my data usage has gone up between 25 and 50 percent. After reaching 300GB per month, they will start to charge \$10 / 50GB. I have go so far as to turn off my internet devices, yet according to Comcast I am still using 5-10GB per day. They will not tell me how they measure this usage, but I am expected to pay regardless. I suspect they don't want us using Netflix or other streaming services, but want customers to use their extra fee cable video services. They have a monopoly in my area and this is not right for the consumer.

[Ticket: # 338199 - Youtube throttling](#)

Date: 6/12/2015 6:41:36 PM

City/State/Zip: Orlando, Florida 32817

Company Complaining About: Bright House

Description

Brighthouse networks florida screws all its customers on its speeds anytime it uses youtube.

[Ticket: # 338201 - Xfinity Data overage charges](#)

Date: 6/12/2015 6:43:45 PM

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

Originally was unlimited data then changed to 300gb data limit with fees for going over.

Ticket: # 338236 - Recent implementation of data caps.

Date: 6/12/2015 7:04:28 PM

City/State/Zip: Belle, West Virginia 25015

Company Complaining About: Sudden Link

Description

I have been a customer of suddenlink communications since they had struck a deal to take over charter in my area(West Virginia).

A few months ago they had stated that they were "Rolling out upgrades" in my area. This was partially true. They had bumped up basic 15Mbps plan to 50, and raised other plans to match as well for the same pricing. After the upgrade, which they had stated was automatic, it wasn't. I had to contact support.

A month later i had attempted to get online, i was abruptly stopped by a notification web page stating that i had exceeded my monthly allotment, which i had never seen before. I play alot of PC games, therefore i eat alot of bandwidth regularly. I know i've went far past what they had logged me for previously with no issue. They had issued 2 free "warnings". After that, they had begun billing me overages. \$10 Per 50GB. 50GB? I could easily go through that in less than a day.

I had inquired about it to confirm. It was real.

This is not cellular service, this is cable. You cannot justify capping users when you have new fiber lines all throughout kanawha county.

The only competition in the area is frontier communications, so it is no contest. Since they only use DSL based subscriptions.

I think this is unfair, unjust, and only for profits. It interferes with the service i've paid for, and i expected.

I would love to see this rectified.

Thanks.

[Ticket: # 338239 - Comcast blocking Netflix](#)

Date: 6/12/2015 7:05:11 PM

City/State/Zip: Wexford, Pennsylvania 15090

Company Complaining About: Comcast

Description

My internet provider, Comcast, has blocked the use of Netflix on my Playstation 3 even though I pay monthly for the services of both Netflix and an Internet connection.

[Ticket: # 338326 - Terrible service from Time Warner](#)

Date: 6/12/2015 7:53:08 PM

City/State/Zip: Boston, New York 14025

Company Complaining About: Time Warner

Description

Extremely slow internet, I never get the speeds I pay for. I get price gouged on a monthly basis. They even tried to block this FCC site, it took 10 minutes for this site to load.

[Ticket: # 338399 - Can't download and bill](#)

Date: 6/12/2015 8:35:37 PM

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: AT&T

Description

Our bill is ridiculously fluctuated and overpriced every month for the service that we pay for and when it's not slow it is blocked (stops midway through the download. Tried updating my Windows OS and it never finishes.

[Ticket: # 338435 - At&t](#)

Date: 6/12/2015 8:54:59 PM

City/State/Zip: Lexington, Kentucky 40514

Company Complaining About: AT&T

Description

Charges my account claiming I've used (x) amount of 4g data, when my data analyzer contradicts the data At&t claims I've used by almost always 18-25%.

Pretty much claims I've used more data to file my account an extra 10\$

[Ticket: # 338436 - At&t](#)

Date: 6/12/2015 8:55:01 PM

City/State/Zip: Lexington, Kentucky 40514

Company Complaining About: AT&T

Description

Charges my account claiming I've used (x) amount of 4g data, when my data analyzer contradicts the data At&t claims I've used by almost always 18-25%.

Pretty much claims I've used more data to file my account an extra 10\$

Ticket: # 338446 - Unfair pricing / Throttling our service

Date: 6/12/2015 9:03:49 PM

City/State/Zip: Dema, Kentucky 41859

Company Complaining About: Tvs Cable / Thacker And Grigsby

Description

This complaint is about TVS Cable and Thacker & Grigsby in Knott County, Kentucky. They're owned by the same family, so they're pretty much the same company. They're soon merging to one company and forcing everyone to switch to DSL. The highest package they offer is 10Megabits. It is over \$80 for that package, if you don't get their telephone service (\$30 per month) then internet is \$150 a month, no matter what package you get. I called and asked why it would be \$150 for 3Megabit internet, they said the FCC requires them to price it that high. I know that is not true. I'm currently on their 3Megabit package, I only receive 1.2 - 1.5Mb due to their throttling, which is illegal. I know they're throttling because when I turn on a VPN I get 2.8Mb consistently. I contacted the owner of the company, he told me that they're not throttling and called me uneducated. I was a network administrator for the school system for sometime, I know a lot about networking. My mother also went to the company to complain about her service and what they're charging. She asked why we pay double for their service compared to what surrounding counties have. He told her personally that it's because they have competition in those counties and there's none in our county. That is a monopoly, which is also illegal. I have a petition currently going that got over 600 signatures in one night, the people here are tired of their terrible and overpriced service. What they're doing is illegal and they're blaming the FCC for their pricing. Please, if there's anything you can do or if you have any questions you can contact me. I'm sure you will be getting more emails from people in my area about TVS and T&G.

[Ticket: # 338449 - Comcast is limiting speed and reliability in my connection to netflix and hulu](#)

Date: 6/12/2015 9:05:33 PM

City/State/Zip: Sheridan, California 94043

Company Complaining About: Comcast

Description

My ISP Comcast gives me a very low bandwidth when streaming netflix or hulu streaming services. These services compete with their companion TV offerings.

Ticket: # 338452 - Sudden Link vs. Viacom = No Daily Show or Comedy Central streaming online

Date: 6/12/2015 9:06:18 PM

City/State/Zip: Tyler, Texas 75703

Company Complaining About: Sudden Link

Description

Apparently Viacom and Sudden Link are in some kind of dispute which isn't allowing me to stream The Daily Show which I used to be able to stream when I used Charter. I really wanted to be able to see John Stewarts final episodes as I'm a huge fan of his and the show. To me this is a clear violation of Net Neutrality and I would really appreciate some help. Thank You.

[Ticket: # 338512 - AT&T Is Violating Their TOS](#)

Date: 6/12/2015 9:53:49 PM

City/State/Zip: Nashville, Tennessee 37205

Company Complaining About: AT&T

Description

AT&T has failed to provide broadband internet to my household as they had advertised. My connection routinely drops out, and is unusable between the hours of 2 and 5 AM, and 7 and 10 PM for no reason other than AT&T's insistence that cutting costs is more important than upholding contracts. Because of this horrible connection, I have had to forgo Netflix, and instead turn to BitTorrent to acquire movies, as it is the only way that I can do so whilst a family member does something else on the internet.

Ticket: # 338543 - Net Neutrality

Date: 6/12/2015 10:21:48 PM

City/State/Zip: Wilson, North Carolina 27896

Company Complaining About: Greenlight

Description

This complaint is against the State of NC filing a suit against the FCC over Net Neutrality! I live in Wilson, NC. I am retired. I was a (b) (6). Greenlight provides the finest internet I have ever experienced - BAR NONE - Yet the State of North Carolina wants to stop GreenLight - the Municipal ISP from expanding out of our county. When you consider that Pitt County & even the Research Triangle (Raleigh/Durham) don't have the fabulous broadband that Wilson has unless they pay some corporation a boodle of money & GreenLight is sitting right at their door step is SICK! Wilson County should be able to expand. The LAW against municipal broadband extending out of their regions was put in place AFTER GreenLight was implemented. The Fact that they are suing YOU - The FCC is like suing to bring back slavery! My Complaint is NOT against my ISP - believe me, the speed, reliability, Service & Support are Stellar! I am complaining over the fact that NC, that is increasing in poverty levels, decreasing in educational rankings and Wilson County has 1 out of every 5 children living in a state of "Food Insecurity" and ONE Hospital that I wouldn't enter if I was hit by a car in their parking lot & really could use the expansion to boost this City/County because the State of NC arbitrarily makes a decision to bring a suit against the FCC is what is prompting my Complaint. I have contacted (b) (6) repeated & asked for a reason, and explanation and I get IGNORED! Please, do something about this! For a state to attempt to interfere with a FEDERAL RULING without a referendum of the citizens should considered ILLEGAL!

If you have followed any of the news out of NC, please understand that the MAJORITY of our politicians are NOT Representing the people of this State. I am sure Pitt County, which is to the east of Wilson would love for GreenLight to be their ISP - most of them are on dial up or satellite. Please - use every legal method you can to stop the oppression in North Carolina of the availability of High Speed Internet for all it's people with some Great, Reasonably Price internet service. And if you find some time, please ask the Attorney General to EXPLAIN why he is doing this PUBLICALLY - on local TV Stations, Local Newspapers, etc. because MOST people in North Carolina have NO IDEA what is going on here! And IF NC should prevail, this could seriously impact the entire country!

[Ticket: # 338608 - Terrible internet](#)

Date: 6/12/2015 11:53:33 PM

City/State/Zip: Louisville, Kentucky 40222

Company Complaining About: Time Warner

Description

My internet operator (Time Warner)has terrible customer service, no shows on scheduled appointments, high rates and slow upload and download speeds

[Ticket: # 338662 - Business Internet is beyond slow](#)

Date: 6/13/2015 1:23:35 AM

City/State/Zip: Cleveland Heights, Ohio 44118

Company Complaining About: AT&T

Description

I have AT&T U-Verse for my business and it is so slow, that if a 2 phones were using the internet at the same time, it would be a stand still. It's under 1 mbps. I tried the speed test on the network with just 1 item and it's almost as slow as dial up. It's been like this for a while. We need the full speed we are paying for.

[Ticket: # 338663 - Very slow internet](#)

Date: 6/13/2015 1:25:25 AM

City/State/Zip: Kansas City, Missouri 64119

Company Complaining About: Time Warner

Description

I've spent a good chunk of the day trying to complete a download for a software title. This really wouldn't bother me if not for the fact that the speed test is showing 80mb+ and my steam download seems to bounce between double and single digit KB downloads. I also have another download going for Norton, which is ticking ever so slowly. Where the heck is my supposed bandwidth going? Please see attached image.

[Ticket: # 338744 - Please stop my cable company from screwing up my internet](#)

Date: 6/13/2015 8:42:09 AM

City/State/Zip: Columbus, Ohio 43214-7500

Company Complaining About: Verizon Wireless

Description

Please stop my cable company from screwing up my internet. It's bad enough that I have to pay them for my cable and ALSO... see too many commercials !

[Ticket: # 338766 - Comcast](#)

Date: 6/13/2015 9:10:06 AM

City/State/Zip: Loveland, Colorado 80539

Company Complaining About: Comcast

Description

I pay for HBO and Comcast blocks me from signing into my HBO GO from my Playstation 4

Ticket: # 338798 - Charges for Internet Connectivity**Date:** 6/13/2015 10:11:07 AM**City/State/Zip:** Clifton, New Jersey 07012-2439**Company Complaining About:** Cablevision

Description

Now that the FCC has the authority under the Net Neutrality rules to investigate consumer complaints about the costs of Internet Service, I am requesting that you investigate Cablevision AKA Optimum Online. They charge \$59.95 (regular price not counting discounts) for service that provides 20MB download and 5MB upload. Most Internet companies are charging half that price for 100MB up and down. At \$54.95 for 20MB speed, that's nearly \$2/MB which is an absurd cost and grossly unfair to consumers. Furthermore, Cablevision SHOULD NOT be limiting downloads to 5MB - that's clearly against the Net Neutrality rules which prohibits slowing down of connections. BTW, the 20MB rate is artificial and being done deliberately by the company - their network can clearly support higher speeds and they artificially slow the network to encourage people to buy higher cost packages for more bandwidth.

[Ticket: # 338813 - Sure, it might protect free commerce...](#)

Date: 6/13/2015 10:33:30 AM

City/State/Zip: Whoville, New York 69696

Company Complaining About: Sprint

Description

But what about general over all aspect that it also protects people from websites such as SomethingAwful, 4chan and others of that sort from legal culpability from cyberterrorism or harrassment?

Also, i look down on sites like BattleForTheNet and sorts as fronts for phishing scams perpetrated by trolls to criminally gather personal information (home addresses, emails, phone numbers) so please excuse the fact i'm seeking some form of inquest with a bit of trepidation. As a member of the anthropomorphic lifestyle community, we have been targeted and harrassed by these people for years now, and i honestly wish some form of legal and criminal enforcement could be enacted against those who perpetrate cyberterrorism or misdirective slander unto interest groups like ours.

[Ticket: # 338886 - Really?](#)

Date: 6/13/2015 11:32:25 AM

City/State/Zip: Pittsburgh, Pennsylvania 15217

Company Complaining About: Comcast

Description

How can you possibly believe that a Federal agency could act as an objective, unbiased third-party arbiter? Please respond. Now that you have my address, please don't drone strike me for speaking out against this waste of tax dollars.

[Ticket: # 338924 - Carrier lies about unlimited data](#)

Date: 6/13/2015 12:02:23 PM

City/State/Zip: Orlando, Florida 32819

Company Complaining About: MetroPCS

Description

MetroPCS is consistently deceiving its customers. They advertise "Unlimited Data", then place heavy restrictions on its use.

[Ticket: # 338980 - wireless hotspot blockage](#)

Date: 6/13/2015 12:50:11 PM

City/State/Zip: Homestead, Florida 33033

Company Complaining About: AT&T

Description

my cellular phone provider is not allowing me to tether my data/internet usage between devices I own because I PAY for an unlimited data plan. AT&T is my WSP

Ticket: # 339108 - Time Warner Cable**Date:** 6/13/2015 2:10:04 PM**City/State/Zip:** Manchester, New York 14504**Company Complaining About:** Time Warner

Description

I received a flyer in the mail today (6/13/15) offering \$35.99 for cable through Windstream. Since I was paying \$57.99 for "standard" + another \$10 for "turbo" through TWC, I decided it was time to make the switch. I called 800-TWCABLE and was connected with Dayrle in SC. He told me that the competitor's \$35.99 was for a much slower speed (maybe 6mbps) than what I was currently receiving (20mbps). I told him I was not happy with my rate and was looking to switch. He stressed the difference in speed but told me he would see what he could do. He placed me on hold and came back and offered \$49.99 for "standard only" internet (basic speed). He slipped and mentioned a \$39.99 offer for new customers only. I told him it was ridiculous that loyal customers (10 years) have been penalized and cannot be offered the lower rate allowed to new customers only. He told me he could see what he could do. After being on hold for awhile, he came back and told me that he could offer \$44.99 for "standard only". He could not include the turbo speed at this rate. I had been receiving "retail rates" for both services and according to him, he was giving me a good rate. He told me he could not offer the \$34.99 rate because that was handled by the sales dept and I was not qualified to receive the rate because I was an existing customer. He stressed that I would be getting a decent speed (15mbps) for this new rate but that I had to drop "turbo" (which had been at 20 mbps) to get this rate. My 15 yo son overheard and mentioned that the internet neutrality ruling went into effect yesterday and speed should not be a marketing tool. When I mentioned this to the rep, he said that he had "no knowledge of this what so ever". I think TW needs to inform its employees that they're lying to their customers about internet speed rates. The rep assured me that if TW was aware of the ruling, they would have informed their employees - obviously the customer is not the only one TWC is attempting to keep in the dark.

Ticket: # 339169 - Data Usage Cap Trials in Comcast markets including Atlanta

Date: 6/13/2015 2:43:14 PM

City/State/Zip: Bethlehem, Georgia 30620

Company Complaining About: Comcast

Description

Comcast is planning to launch gigabit internet in our (Atlanta) market in the coming months yet we still have this "trial" 300 GB usage cap. This cap applies to select markets particularly in the Southern US which is highly unnecessary and also negates itself when the cap is placed on 25 Mbps service while 100 times that speed will soon be offered with no usage caps whatsoever. I subscribe to Comcast's Extreme 105 service and have the blanket trial usage amount of 300 GB placed on me every month. The biggest thing that irks me about this practice is that other Comcast markets that are not capped or charged for usage, enable users to use upwards of several thousand GBs each month with no consequence while users and subscribers in Atlanta and other markets would be overcharged upwards of \$1000 for the absurd usage rates. My monthly bill is at least \$260 a month and we try to stay under the 300 GB to avoid the extra charge. Just because these usage caps are not applied in every market gives the FCC all the more reason to look into this unfair treatment of customers. The fact that I, in the Atlanta market, get charged for how much data I use and then go to another market like Denver, there are no restrictions. This is unfair treatment.

[Ticket: # 339461 - AT&T blocking Netflix](#)

Date: 6/13/2015 6:40:57 PM

City/State/Zip: San Jose, California 95125

Company Complaining About: AT&T

Description

AT&T is my ISP. I was trying to watch a movie on Netflix today, and about every 30-60 seconds, I would get a "Whoops, something happened. Please reload" error from NetFlix. This happened 5 times before I connected with a VPN to my work network and tunneled the NetFlix traffic over the VPN. After implementing the VPN, there were no NetFlix problems.

Comcast is my only other possible ISP, as AT&T has blocked my preferred ISP, Sonic.Net, from providing service in my area.

Please help maintain network neutrality.

Ticket: # 339551 - Please censor pictures that contain the words autism and autistic

Date: 6/13/2015 9:30:26 PM

City/State/Zip: Redondo Beach, California 90277

Company Complaining About: Verizon

Description

I just hated those words that hurt our feelings. I'm still afraid of those words.

Ticket: # 339560 - Frustration with Comcast**Date:** 6/13/2015 9:36:14 PM**City/State/Zip:** Nashville, Tennessee 37209**Company Complaining About:** Comcast

Description

My roommates and I pay for the lowest tier of Comcast Internet service. While I don't manage the account, there are several issues that affect us regularly and that are frustrating for all of us involved. First and foremost, the service is unreliable. I understand that we pay for the lowest tier of service, but I never know when I'm going to be able to use the Internet at the speed we pay for, or when it's going to be much slower. This is consistent throughout the websites that I visit. I am also constantly having to refresh my modem due to loss of service. I admit part of this could be due to my hardware, but I don't think that is the entire problem. The last issue I'll mention is Comcast follow through with their customer support. The only way to be sure that a problem is going to be fixed is to stay on the line with them until it is fixed. If I pay a fee to have my service turned back on and they say that service will be restored within two hours, there have been 3 occasions where I had to call back the next day and stay on the line to get my service back. I recognize that many people have probably had more significant issues with Comcast, but the fact that there are so many issues with reliability and that it is difficult to feel assured that they are going to fix problems that I am having tells me that they don't have to value me as a customer because of the lack of options I have for Internet service in my area. I think the only way to ensure that individuals aren't taken advantage of and receive the attention that they deserve as costumers is to open up the market to other providers and create legislation that ensures it will remain that way. If our country is going to honestly encourage entrepreneurship, and provide opportunity for its citizens, then we cannot allow companies to corner markets. Especially something as fundamental in this Era as Internet access.

[Ticket: # 339570 - AT&T U-Verse to Playstation Network](#)

Date: 6/13/2015 9:45:31 PM

City/State/Zip: Owasso, Oklahoma 74055

Company Complaining About: AT&T

Description

My bandwidth directly from my U-Verse VDSL connection while downloading content from the Sony Playstation Network is around 250KB/s. I then connected to a VPN, and my ingress bandwidth from the PSN increased significantly over the VPN.

[Ticket: # 339589 - Comcast Unreasonable Bandwith Cap](#)

Date: 6/13/2015 10:08:01 PM

City/State/Zip: Pottstown, Pennsylvania 19464

Company Complaining About: Comcast

Description

The comcast bandwidth cap of 250GB is not enough...! At least 2 terabytes would be more reasonable. My speed is 100/10... you can easily reach that limit within a few days. I'm paying about 80\$ a month and this is a blatant ripoff.

[Ticket: # 339592 - ATT blocking some services unlimited data customers](#)

Date: 6/13/2015 10:12:41 PM

City/State/Zip: Farmers Branch, Texas 75234

Company Complaining About: AT&T

Description

Noting the news regarding the implementation of net neutrality, I attempted to enable tethering with my phone (an ATT unlimited plan smartphone). I immediately ran into a wall on the phone notifying me that I had to contact ATT to enable tethering. I did so and was informed that the unlimited plan was restricted from using tethering. Since this appears to violate the spirit of the first point of the Bright Line Rules in the Open Internet order, it seemed appropriate to file a complaint.

[Ticket: # 339687 - Throttling Youtube](#)

Date: 6/14/2015 12:50:20 AM

City/State/Zip: Tacoma, Washington 98444

Company Complaining About: Comcast

Description

I am attempting to watch a video on Youtube in 1080p but unfortunately I am getting degraded to 144p and continuous buffering.

[Ticket: # 339727 - Data Limits](#)

Date: 6/14/2015 6:42:07 AM

City/State/Zip: Brunswick, Maine 04011

Company Complaining About: Comcast

Description

Comcast enacted a "limit" that added an additional fee for internet usage over 300/Gb a month.

[Ticket: # 340152 - AT&T Tethering Net Neutrality](#)

Date: 6/14/2015 7:30:08 PM

City/State/Zip: Oak Park, California 91377

Company Complaining About: AT&T

Description

Hello,

Base don what I understand from Net Neutrality is that AT&T cannot limit tethering (or charge extra for tethering). I am on the AT&T unlimited iPhone plan and they will not let me tether unless I change my plan, and all of my family member plans. How is that allowed?

Ticket: # 339956 - HBO Go on PS4

Date: 6/14/2015 2:14:32 PM

City/State/Zip: Midvale, Utah 84047

Company Complaining About: Comcast

Description

I am a Comcast Xfinity Subscriber and I also subscribe to HBO. I have access to HBO go on my PC my tablet my phone but not on my PS4. When I go to activate my PS4 Comcast isnt even listed! I pay them an outrageous amount a month or their triple play and I cant even watch what I want to watch and on whatever device I want to watch! The PS4 offers the HBOGo app and with being a Comcast subscriber who also pays for HBO I should be able to watch it on the PS as well.

Ticket: # 339986 - Interconnection Congestion

Date: 6/14/2015 3:25:50 PM

City/State/Zip: Glendale, California 91202

Company Complaining About: AT&T

Description

I've had roughly double or triple ping to almost every server in the united states with at&t for the past year. I've called att customer support multiple times and they keep saying there is nothing they can do. I made an FCC complaint and they called me and they said the same thing again. It's clearly something that they can fix but don't. Any help?

[Ticket: # 340095 - Blocked Ports](#)

Date: 6/14/2015 5:52:25 PM

City/State/Zip: Yukon, Oklahoma 73099

Company Complaining About: Cox

Description

I cannot use several port on my router to host some services from my home for non business use. Ports like port 80, and port 25 are blocked. I have attached a screen shot of all blocked ports. I called COX and they said that they will not open the ports. Is this against net neutrality?

[Ticket: # 340100 - Internet Data throttling](#)

Date: 6/14/2015 5:57:54 PM

City/State/Zip: Vacaville, California 95688

Company Complaining About: AT&T

Description

Although I have an unlimited data/internet usage plan, AT&T has threatened to reduce my download speeds if I use 5 gb of data a month. This is a clear written threat and violation of Internet rules

[Ticket: # 340103 - Native Hot Spot with iPhone 6](#)

Date: 6/14/2015 6:00:51 PM

City/State/Zip: Penn Valley, California 95946

Company Complaining About: Sprint

Description

I have a Sprint iPhone 6 and the hot spot function doesn't work that is built in as an app from Apple. Does it only apply to aftermarket apps they can't block? I have heard conflicting reports. I would like for my hot spot to work that is already part of the phone.

[Ticket: # 340135 - mobile app to watch network tv shows](#)

Date: 6/14/2015 6:54:11 PM

City/State/Zip: N. Hollywood, California 91606

Company Complaining About: Comcast

Description

NBC.com has a mobile app that you can download to a mobile device to watch TV shows that you have missed. These shows are available over-the-air for FREE. To use this app, one MUST HAVE A PAID SUBSCRIPTION FOR TV VIEWING! Something is wrong here. Why should the network be demanding you to subscribe to a service that you do not want in order to watch for free? This needs to be changed!

Ticket: # 340159 - Counterfeit Cashier's Check

Date: 6/14/2015 7:35:19 PM

City/State/Zip: Jersey City, New Jersey 07306-2407

Company Complaining About: Earthlink 4g

Description

A Counterfeit Cashier's Check from drawer Bank, bancfirst was mailed to me by (b) (6) [REDACTED], San Diego, California, 92101 on March 28, 2014.

Ticket: # 340179 - exede isp blocking services

Date: 6/14/2015 8:05:17 PM

City/State/Zip: Baldwin, Iowa 62207

Company Complaining About: Exede

Description

I've had exede as my isp for about 3 years. For the first 2years or so it was great I have a 10 gb pre month plan if I go over my speeds are reduced and I get free time from 12am to 5am even if I'm over my last data limit now the problem is for the first 2years if I was over my data limit and its pretty much unavoidable i have a large family and my kifs do online k 12 school anyway all my services worked fine just a bit slower but as of about a year ago I woke up and tried to use Facebook and it didn't work my kids school didn't work Xbox live didn't work and psn didn't work. So I called them they said with my data being over the limit my internet wasn't fast enough to access those services I didn't buy it and they wouldn't budge so I tried running those services and sites through a proxy and sure enough it worked great so i was lied too my kids ended up doing school at midnight and that's unacceptable. I found a site with others having the exact same problemhttp:(b) (6) I want my services and websites that I use unblocked what can I do?

[Ticket: # 340238 - ISP blocking access to sites](#)

Date: 6/14/2015 9:12:05 PM

City/State/Zip: Marshall, Virginia 20115

Company Complaining About: Wildblue

Description

I'm using WildBlue service and can't access a couple URLs at all, getting a connection reset error:

(b) (6)




Checked other parts of network connection chain and seems to be isolated to ISP. I'm over data quota but that shouldn't affect which sites I have access to.

Ticket: # 340241 - Verizon Fios Throttling

Date: 6/14/2015 9:13:46 PM

City/State/Zip: Brightwaters, New York 11718

Company Complaining About: Verizon

Description

I have a 75 mbit connection with Fios on long island New York, even though I have such a high bandwidth cap I constantly buffer HD netflix and YouTube but when I use a VPN which lowers my speed the buffering goes away. Verizon is slowing my connection. I have a screen shot below of my speed, how am I buffering all the time with these speeds?

Ticket: # 340286 - High millisecond node owned by xo communications slowing down browsing

Date: 6/14/2015 10:36:42 PM

City/State/Zip: Livonia, Michigan 48154

Company Complaining About: Time Warner

Description

Slow node is slowing down my internet browsing. Here is the results from that node

(b) (6)

(b) (6)

[Ticket: # 340316 - comcast blocking HBO Go on PS3 and 4](#)

Date: 6/14/2015 11:34:09 PM

City/State/Zip: Fall River, Massachusetts 02720

Company Complaining About: Comcast

Description

Comcast prevents access to HBO Go on PS3 and PS4 on their network to force use of their TV service instead.

[Ticket: # 340444 - Limited internet access](#)

Date: 6/15/2015 8:58:33 AM

City/State/Zip: Paw Paw, Michigan 49079

Company Complaining About: Hughes Net

Description

We recently sign up with Hughes net for Internet service. In doing so we were required to sign a yearly contract. We were reluctant to do so because we didn't know anything about the company. This company has the monopoly on Internet service in our area due to where we are located. Well the service is the slowest out there and they say it's satellite. They kept blaming it on our phones and computers being out of date. However we have the newest smart phones on the market. At this point we are paying for a service that we don't use because we had to sign a contract. This company is total rip off.

[Ticket: # 340448 - Internet speeds have slowed to a snail's pace in my area. \(Charter \)](#)

Date: 6/15/2015 9:00:38 AM

City/State/Zip: Belton, South Carolina 29627

Company Complaining About: Charter

Description

Over the last few weeks our Comcast cable internet, of which we pay \$60 monthly for only 50 mb/s down, has routinely been between only 1.0 - 2.0 mb/s down. It has become difficult to even simultaneously watch a video on youtube and download a program at the same time. Something that should be trivial with a cable internet connection.

Ticket: # 340490 - Internet Speeds

Date: 6/15/2015 9:35:14 AM

City/State/Zip: New York, New Jersey 10002

Company Complaining About: Verizon

Description

Tried to go on Google and was redirected to Verizon's website for copy right & infringement agreements. He was sent email: Dear valued custom we are sending email notification because you or someone asked that we provide online acknowledgment of copyright alert. Consumer was then given options to choose from. He choose to take option to reduce speeds from June 11 for two days and have them restored back. Service would be restored June 13 at 1:28PM. It is now June 15 and service have not been restored. He called and was told to call Monday morning. He did so and was told by that department that they have to way to change speeds that there must have been a glitch in the system. They were only there to notify of the occurrence. CTR98-phone

Ticket: # 340543 - RACIST AT&T

Date: 6/15/2015 10:06:30 AM

City/State/Zip: Washington, District Of Columbia 20017

Company Complaining About: Verizon Wireless

Description

I am appalled that you are considering approving a RACIST-run company like AT&T get approval for having so much control over a media source whereby they would be able to spread their racist rants.

We are NOT (b) (6), sir!

[Ticket: # 340689 - Data Caps](#)

Date: 6/15/2015 11:14:44 AM

City/State/Zip: Cypress, Texas 77429

Company Complaining About: Comcast

Description

Please stop allowing the practice of capping data of customers outside of real and temporary network management practices. These providers have monopolies or oligarchies on Internet access and limit data as a means to charge more in a deceptive manner. The nominal cost of a unit of extra data is trivial, but is charged as if it is extremely high.

If Comcast is allowed to keep doing this, it will spread to other ISPs.

[Ticket: # 340885 - Comcast data caps](#)

Date: 6/15/2015 12:24:18 PM

City/State/Zip: Louisville, Tennessee 37777

Company Complaining About: Comcast

Description

Comcast has issued a "test" bracket of charging consumers with going over the 300gb a month "limit" limit being a 10 dollar charge each 50gb you use during the payable period. I am a moderate Internet gamer and I go over this cap at least 3 times a month, its un acceptable for a service i should be paying 55 dollars a moth for i am now paying 170 and upwards. This is a blatant spit in my face as the in user. I pay for cable Internet I should be able to use as much as I want

Ticket: # 340897 - FCC Ruling - Net Neutrality - Sprint not complying

Date: 6/15/2015 12:28:31 PM

City/State/Zip: New York, New York 10031

Company Complaining About: Sprint

Description

Greetings,

Please let me know if I am understanding this correctly;

According to this new FCC Law - Your phone carrier can't block tethering apps, which turn your phone into an Internet hotspot for your laptop or tablet. AT&T (T, Tech30), Sprint (S), T-Mobile (TMUS) and Verizon (VZ, Tech30) -- they've all done it.

Until the FCC stopped it in 2012, Verizon blocked tethering and charged an extra \$20 per month. That was deemed unfair, because you already pay for data, and tethering is something your phone is already built to do for free.

AT&T still restricts it (unless you're on a special plan). But the new FCC rules would let you download tethering software anyway.

This includes the Samsung pre installed Hot Spot app on my device.

Also according to a statement to the FCC - Sprint, however, struck a hopeful tone and said it will be complying with the new rules. "Sprint has always supported an open Internet for its customers and believes that competition provides the best protection to consumers," Sprint said in a statement. "Accordingly, very few changes were necessary for Sprint to come into compliance with the new rules. Sprint plans to continue investing in its network and competing vigorously regardless of the FCC's new rules."

However, upon contacting Sprint, I was told that while I could be given a code to "unlock" the Hot Spot feature on my line, I would still be charged an additional \$0.15 / MB for data used with this feature even though I am already on an Unlimited Data plan.

This does not sound like how Net Neutrality is described in fact it sounds more like a way for Sprint to play with the language of the law so that they may seem like they are in compliance with it.

How can I be charged an additional \$0.15 / MB for data I already pay for? Doesn't this defeat the purpose of this law?

Please let me know what can be done about this & if Sprint is indeed complying with the law by doing this.

I will attach a recent chat with Sprint & below is a copy of the email received from Sprint. And for the record there are 2 calls from Customer Service which I am sure they recorded.

Dear (b) (6)

Thank you for your contact the Executive Response Team.

I appreciate you taking the time out of your busy day to write the Executive Response Team. Please accept my sincerest apology for any inconvenience that you have experience.

Thank for the opportunity to address your concerns regarding with tethering and new FCC law. As discussed, at this time you can add the service to your account with no additional monthly recurring charge. However, there is a usage charge of \$0.015. Any change to the usage out Sprint customer will be notified of all changes.

If you have any other questions or concerns that we can address, please reply to this email.

Thank you for being our valued Sprint customer.

Sincerely,

Sprint Executive Response Team

(b) (6)

Original Message Follows:

From: (b) (6)

Subject: Chat Executive Escalation Referral - Chat Session ID

(b) (6)

Date: June 12, 2015 11:28:09 PM CDT

BAN : 612712310

Account Holder/Complainant Name : (b) (6)

PTNs : (b) (6)

Contact Number and/or Email : (b) (6)

Issue Referral Reason: Customer threatened to contact FCC and claimed that as per Net Neutrality Law by FCC tethering feature should be free of charge.

Resolution Offered: Educated that we can enable tethering feature free of charge, however you will incur \$0.015/MB in usage as customers engage in tethering.

Resolution Desired: Customer wants tethering usage to be free.

Regards,

(b) (6)

Ticket: # 340905 - Website is not resolving on CenturyLink internet connections

Date: 6/15/2015 12:30:13 PM

City/State/Zip: Seattle, Washington 98101

Company Complaining About: Centurylink

Description

It has come to our attention that CenturyLink it is not resolving our website to our clients(the general public), we have reached out to CenturyLink and they have not responded to our request to correct this problem. We feel that we are being filtered by CenturyLink either intentionally or by technical issue, but are unable to have them correct this issue.

[Ticket: # 341085 - Comcast blocking Port 25](#)

Date: 6/15/2015 1:21:39 PM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Comcast blocks outbound Port 25 connections to any hosts besides their SMTP relay.

[Ticket: # 341163 - Blocked apps](#)

Date: 6/15/2015 1:52:17 PM

City/State/Zip: Rochester, New York 14610

Company Complaining About: AT&T

Description

AT&T Mobile does not permit me to use Facetime or tethering on my LTE iPhone.

Ticket: # 341312 - Oceanic Time Warner Cable broadband operations prohibit competitive alternatives to TWC CableTV

Date: 6/15/2015 2:35:41 PM

City/State/Zip: Hana, Hawaii 96713

Company Complaining About: Time Warner

Description

In the town of Hana, on the island of Maui, Hawaii, there are 450+ residents who subscribe to Oceanic Time Warner Cable's High Speed Internet services. However, for the past four years, OTWC's operations are such that it is impossible to reliably stream competitive alternatives to TWC CableTV. When the Hana Business Council asked OTWC last year in a meeting in Hana as to how to solve the issue, rather than proving they have reliable demand models so as to provision their infrastructure at the correct scale to meet demand, OTWC's response was that consumers need to setup buffers to store up content for reliable delivery at a later time. OTWC continues to insist that broadband services for residents of Hana, HI are not intended to support competitive alternatives to TWC CableTV

[Ticket: # 341395 - Cannot connect to port 25](#)

Date: 6/15/2015 3:00:44 PM

City/State/Zip: Paulsboro, New Jersey 08066

Company Complaining About: Comcast

Description

ISP does not allow outgoing connections to port 25.

[Ticket: # 341480 - Net Neutrality - CenturyLink](#)

Date: 6/15/2015 3:24:56 PM

City/State/Zip: Seattle, Washington 98136

Company Complaining About: Centurylink

Description

The website of a business I need to interact with on a daily basis as part of my work recently switched servers, and since that time, I have been unable to access their website. Apparently this only affects those who, like myself, use CenturyLink as their internet provider. I've been told that CenturyLink has admitted they're having issues with any websites that make modifications to their servers. This falls under Net Neutrality in that CenturyLink is not providing their client base access to the entire web.

Ticket: # 341611 - Charter Communications and Time Warner cable merger concerns

Date: 6/15/2015 4:04:58 PM

City/State/Zip: Mansfield, Texas 76063

Company Complaining About: Charter

Description

I am very concerned that the proposed Charter Communications Merger with Time Warner will not be in the best interest of the consumer clients who use one of these two companies for their home services.

Over the past year we have seen our monthly rates for Charter services (TV and Internet) jump from \$40 TV and \$52 Internet before taxes and fees, to \$64 TV and \$52 Internet. With taxes and fees this is a \$288 annual increase or 26%. This is unprecedented increase and Charter say this is the only rate they are now offering. It is quite possible they had anticipated a merger might be in the offing and a rate increase could be a means to support the high costs involved.

This merger, while not creating the behemoth of the failed Comcast-Time Warner merger, will nevertheless create a very large corporate entity that can now monopolize the market with the consumer suffering. It appears that these mega-mergers may only in the interest of the acquiring corporation by increasing revenue with little or no new product development, while the consumer's interest is not a consideration. In all likelihood, rates for services will be subject to further increases along with the strong possibility that service quality will suffer. Additionally, Charter will be under little incentive to improve Internet performance, i.e., by offering high data rate uploads which are currently limited to less than 5 Mbps, which effectively eliminates on-line cloud storage as a practical backup alternative.

I urge that the FCC examine these issues carefully casting a critical eye on the damage to consumer services and service costs that may be created by allowing this merger between Charter and Time Warner to take place.

(b) (6)

[Ticket: # 341652 - mobile app to watch network tv shows](#)

Date: 6/15/2015 4:13:51 PM

City/State/Zip: N. Hollywood, California 91606

Description

ABC.com has a mobile app that you can download to a mobile device to watch TV shows that you have missed. These shows are available over-the-air for FREE. To use this app, one MUST HAVE A PAID SUBSCRIPTION FOR TV VIEWING! Something is wrong here. Why should the network be demanding you to subscribe to a service that you do not want in order to watch for free? This needs to be changed!

Ticket: # 341698 - Exede Satellite Internet

Date: 6/15/2015 4:24:46 PM

City/State/Zip: Pomeroy, Washington 99347

Company Complaining About: Exede Satellite Internet (exede.com)

Description

In my opinion, Exede is in direct violation of the open internet order and I do not believe that there is anything reasonable about their "network management" policies.

There are many examples; as one example, Skype calling is outright blocked in certain circumstances while having enough bandwidth to be able to make the call. This is particularly convenient for Exede because they have a voice service that is in direct competition with Skype.

In this formal complaint, I am not going to discuss the technical details, but am more than willing to discuss the technical details in a phone call or another document.

The proof is reproducible and I can demonstrate or help demonstrate it with the network engineers at the FCC.

[Please note, I can only be contacted via email or if you leave your phone number I can call you]

[Ticket: # 341815 - mobile app to watch network tv shows](#)

Date: 6/15/2015 4:55:43 PM

City/State/Zip: N. Hollywood, California 91606

Description

CBS.com has a mobile app that you can download to a mobile device to watch TV shows that you have missed. These shows are available over-the-air for FREE. To use this app, you have to pay a monthly fee. Something is wrong here. Why should the network be demanding you to subscribe to a service in order to watch for free? This needs to be changed!

[Ticket: # 341906 - Restricting the speed of my unlimited mobile data plan](#)

Date: 6/15/2015 5:20:00 PM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: AT&T

Description

I have an unlimited data plan from AT&T and when I use more than 5GB in a given billing cycle, the bandwidth is cut. This massive reduction in bandwidth severely limits the usefulness of my mobile phone and renders moot the usefulness of an unlimited data plan

[Ticket: # 342181 - Being throttled by my ISP](#)

Date: 6/15/2015 7:25:41 PM

City/State/Zip: Glendale, California 91206

Company Complaining About: Earthlink

Description

Whenever I have to download files from the internet or from my cloud service Earthlink slows my internet speeds so that the internet becomes unusable until the download is stopped. All other household members are unable to access the internet on other computers while the download is in progress. As soon as the download is manually stopped the internet immediately becomes available.

Ticket: # 342356 - CableOne Internet

Date: 6/15/2015 9:02:14 PM

City/State/Zip: Show Low, Arizona 85902

Company Complaining About: Cable One

Description

My internet provider, Cable One has blocked my ability to play videos from any Viacom website, including Comedy Central and Nickelodeon. I know they dropped those channels from their TV programming but isn't it illegal to block Internet content? They block it for everyone of their subscribers.

[Ticket: # 342377 - Open Internet being violated](#)

Date: 6/15/2015 9:14:58 PM

City/State/Zip: Fort Ashby, West Virginia 26719

Company Complaining About: Atlantic Broadband

Description

I have tested my Internet using Glasnost, to test using different traffic types. Flash Video is severely downgraded (5mbps/s) versus to the 75mbps/s that I pay for, and that I get while testing POP Email on the site. I feel that my traffic is being shaped to meet different services and I don't think it's right.

[Ticket: # 342445 - Comcast data usage cap](#)

Date: 6/15/2015 10:45:47 PM

City/State/Zip: Dacula, Georgia 30019

Company Complaining About: Comcast

Description

Data usage cap on select markets resulting in additional fees for overages. Additionally, there is currently no option to buy a higher cap upfront. When I inquired, Comcast told me my only options were to buy a tv package, increase internet speed, or talk to technical support on ways to reduce usage. Conveniently I was disconnected when I declined the first options and pursued with the tech team.

Ticket: # 342503 - Comcast Internet Overage Extortion

Date: 6/16/2015 12:00:30 AM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

My family and I live in Knoxville, TN and are currently within a monopolized area for internet usage. We technically have two other options, but they are a max of 2-4 mbps. Since we are not allowed to have WoW or given any competitive option, we must pay Comcast for our internet service. Besides the under-delivery of speed (we pay for 50 mbps and are lucky to get 10-20 mbps) and outages, we are given a data limit, while charged for speed of access.

My wife and I are gamers and love movies, television, and music. My 3 children are the same. We have 10-15 devices connected to the internet, from our home security and our DVR to game consoles and mobile devices.

With game downloads averaging 10 gb (some are 20-40) and 5 computers or 2 consoles to download to (so we can play together) we have no chance to stay under the limit. With streaming of YouTube averaging well over 2 gb per hour when our family does it, we are quickly over the limit. Netflix, Amazon, and other misc data usage just push us even further over our limit.

For a service that is clearly a utility (I do not access their internet for its own sake, but to utilize it for work, play, and socialization), the data limit which begins to sound smaller as you realize 300 gb is merely 10-30 games or 1-2 normal weeks of hd television streaming. These are clearly monopolistic and anti-competition maneuvers.

I would appreciate the FCC doing what they can to remove Comcast's ability to impose a monopoly and these data limits that are out of date as soon as they're imposed.

It was once said that 640k should be enough for anybody and when 1 gb hard drives came out, nobody thought they'd fill them, now 100 gb is practically nothing for any technophile and 300 gb is less than that for a family of 5.

When my bill would be cheaper to pay for two services within one house, there is something wrong.

Ticket: # 342542 - Slowlaning

Date: 6/16/2015 2:01:38 AM

City/State/Zip: Green Bay, Wisconsin 54311

Company Complaining About: AT&T

Description

AT&T consistently slowlanes my connection regularly when using video services, including Youtube, Screenwave, Blip and Twitch.

Video will constantly stop to buffer on live streams, while pre-recorded content on Blip will play for ten seconds before stopping and taking an absurd amount of time to buffer. Screenwave content will play in extremely low quality with lag causing seemingly random skips and severe dips in audio and video quality.

Today and yesterday, due to the Electronic Entertainment Expo, I have been streaming video from Twitch, Youtube and Xbox Live more or less all day. My connection would suddenly slow to a crawl about halfway through the streams until I moved my computer to about 15 feet away from my router, which did vastly improve things, but I still experienced occasional moments of video stopping to buffer.

According to AT&T's speed gauge, as well as speedtest.net, I was receiving around 6 megabytes per second of data, despite my connection supposedly being 18MBpS. I tested my connection just before filing this complaint and it is at about 12MBpS, according to Speedtest.net. Even with the grace offered for the wireless connection and the range away from the router, this is still too slow.

[Ticket: # 342571 - open/slow internet](#)

Date: 6/16/2015 7:26:45 AM

City/State/Zip: Evensville, Tennessee 37332

Company Complaining About: Hughes Net

Description

Hughes Net will not abide by the open internet agreement. They offer a cap on what you can use and that is used up very quickly and hereafter they slow you down to dial up speed. They are very expensive for what they are offering. Action is needed against this company immediately.

[Ticket: # 342607 - Hotspot personal internet feature of iPhone blocked by carrier](#)

Date: 6/16/2015 8:59:17 AM

City/State/Zip: Decatur, Georgia 30033

Company Complaining About: Cricket

Description

iPhone has Personal Hotspot (a.k.a. tethering) built into it, to allow internet access to other mobile devices. I pay for a data allotment, but Cricket blocks how I am able to use the data I pay for.

Their terms of service specifically notes that the tethering function of handsets are a prohibited use.

(b) (6)

Ticket: # 342807 - Time Warner Redirecting DNS Inquiries

Date: 6/16/2015 10:41:17 AM

City/State/Zip: Prospect, Kentucky 40059

Company Complaining About: Time Warner

Description

Since last week, it appears that Time Warner Internet is redirecting DNS inquiries from services such as Google DNS and Open DNS to their own DNS servers despite settings in my modem and devices to the contrary. This results in slowdowns and in many cases "server not responding" messages. This situation is confirmed by running Google Namebench on my system. If I remove the alternative DNS servers and only use Time Warner's server the immediate problems are alleviated, but I lose the speed, accuracy and additional services available from Google and Open DNS

Ticket: # 342813 - Blocking of content

Date: 6/16/2015 10:42:36 AM

City/State/Zip: Eureka, California 95501

Company Complaining About: Bayshoremall.com, 1114 Avenue Of The Americas, Suite 2800 New York, Ny 10036-7703 212.608.5108 Info@rouseproperties.com

Description

Bayshoremall.com provides what they call 'free wifi' access while shopping at the mall. To gain access to the 'free' wifi, one must be subjected to advertising first.

Then bayshoremall.com blocks access to hostgator sites that store cloud based documents.

Bayshoremall.com then blocks access to various web sites that aren't what they approve of.

[Ticket: # 343002 - sent for a loop](#)

Date: 6/16/2015 11:40:10 AM

City/State/Zip: New Bedford, Massachusetts 02746

Company Complaining About: AT&T

Description

I was looking to purchase a car back in February on Craigslist I found a car I was interested in I sent an email the person or person sent a different email he or she was the rightful owner when I sent an email to the "right ful owner" she or he stated they wanted to go thru something called eBay vehicle protection program ok sounds right we spoke back an fourth a few times he or she stated that this program is to protect us both .. Before this I have never made any purchase online I wasn't sure but it sounded legit I have all the emails an lots of paperwork an the receipt of the 2000.00\$ that was sent over via money gram I mean this is awful I have tried to contact a few people over this situation no one has helped or spoke back

Ticket: # 343222 - Unwanted emails from sex solicitors

Date: 6/16/2015 1:04:39 PM

City/State/Zip: Houston, Texas 77056

Company Complaining About: AT&T

Description

Continuously receive emails from HOT MILF. I have tried everything to get these people to stop sending these emails to me. I even blocked the address, however they change the email and continue to send. I have subscribed to a site that will unsubscribe this for me. However they continue to send this to me. Can you please help me?

Here is a copy of the email:

.

.

Hot MILFs

To

(b) (6)

and 2 more...

Today at 10:18 AM

We would like to offer you a trial membership to a brand new dating site.

The women here REALLY want to meet new men that they can have fun with in = the bedroom!

Press here to get your trial membership:

(b) (6)

If you would like to not be contacted from us again please visit the page = below:

(b) (6)

Reply, Reply All or Forward | More

Ticket: # 343228 - Throttling/Disrupting VOIP Calls

Date: 6/16/2015 1:06:36 PM

City/State/Zip: Pasadena, Texas 77089

Company Complaining About: Comcast

Description

My provider, Comcast, has over the past 3 months apparently has been disrupting all VOIP calls other than their own Comcast Voice calls. We switched to Ooma over a year ago and it worked flawlessly for almost that entire time. We also switched to TMobile wireless phones as well and both make use of VOIP in our home. Approximately 3 months ago, the outgoing quality of our voice has been garbled. Comcast states there is no problem. We have replaced the modem, technicians have been sent to check and they still say there is no problem. I have even had to drive about 5 minutes from my house to place a call to complain about service. I took my Ooma internet phone device to my place of business and it works fine there with the internet service from a different provider. I believe Comcast is intentionally disrupting my calls to force me to move my phone service to them.

Ticket: # 343719 - Comcast blocking HBO Go content on Sony and Roku Mediums

Date: 6/16/2015 3:34:18 PM

City/State/Zip: Hayward, California 94545

Company Complaining About: Comcast

Description

Comcast has blocked my ability to receive HBO Go content on my Sony Playstation 3 device as well as my Roku3 device. These are fully functional internet devices on which HBO Go is supported, however comcast blocks me from receiving this lawful service.

Ticket: # 343765 - Verizon throttling internet from specific addresses

Date: 6/16/2015 3:49:03 PM

City/State/Zip: Tiffin, Ohio 44883

Company Complaining About: Verizon

Description

We have a customer who is a customer of Verizon FIOS. They were complaining to us that our website was slow and unusable at times. I connected into their local network and ran some network tests. Everything looked good as far as signaling, packet loss, etc... When I tried to download any data from Amazon's S3 storage service it would take 1,000's of times longer than it should. For example a 3MB file would take 10 minutes to download. I connected them to a VPN I have and then the problem went away. They could download files at the full internet speed they were paying for. Turn the VPN off and the speed slowed to a crawl again. We tested this several time always with the same outcome.

Please assist us in fixing this issue as it affects my company who utilizes Amazon's services and also our customers who utilize our site.

[Ticket: # 343904 - Verizon FIOS/DSL blocks ports 554, 7070](#)

Date: 6/16/2015 4:26:30 PM

City/State/Zip: Hanover, Maryland 21076

Company Complaining About: Verizon

Description

I manage three sites over Verizon. None (currently) have tcp ports 554 and 7070 open, yet nmap diagnoses both ports open when establishing inter-site connections. I wish to use port 554 and VZ won't allow it. The site reported in the attachment below is terminated by a linux server so there's no verizon router involved. Thanks.

[Ticket: # 344687 - Net neutrality](#)

Date: 6/16/2015 10:55:29 PM

City/State/Zip: Heartland, Texas 75126

Company Complaining About: AT&T

Description

I have AT&T uverse. I have a download speed of 45 mps. There are certain web pages I can not view because the pages never load. I believe this is AT&T not remaining neutral as an ISP and I have no other choice for Internet in my area.

[Ticket: # 344723 - Wired Connection Data Cap](#)

Date: 6/17/2015 12:17:19 AM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

I don't understand why Comcast or other internet providers are able to instill caps on data usage for wired connections. Before moving to Atlanta, I had never heard or experienced anything like this. As a graduate student, I need to use my internet for communicating to my professors and for downloading information to work on my projects, as well as usage for entertainment. I had already used up 90% of my data usage before I was informed I was at that point. This is ridiculous and needs to be addressed as soon as possible.

[Ticket: # 344846 - T-Mobile](#)

Date: 6/17/2015 9:23:34 AM

City/State/Zip: Highland, Indiana 46322

Company Complaining About: T Mobile

Description

Advertisement of unlimited data, but really they are re-prioritizing consumer data. They also advertise LTE when I am not even getting 56K.

[Ticket: # 344928 - 2 minors posting lewd comments and pictures on Facebook](#)

Date: 6/17/2015 10:18:30 AM

City/State/Zip: Houston, Texas 77063

Company Complaining About: Comcast

Description

I have reported this to Facebook also but this is getting ridiculous. These boys got caught cheating on an internet game. They were banned from the game and went to a page on Facebook and started calling everyone names. They have called me a cunt several times. This word is supposed to be against the law to be used in public communications. Please do something about this. These boys are acting like animals and I'm really tired of it.

Ticket: # 345542 - AT&T Fine of \$100M, slowing speeds for unlimited data customers

Date: 6/17/2015 12:59:54 PM

City/State/Zip: Metairie, Louisiana 70001

Company Complaining About: AT&T

Description

This is more of an question relating to the fine.

I have felt that AT&T has breached its contract for many years now.

Will AT&T consumers who were affected be compensated from the fine? If not, why not?

Thank you.

[Ticket: # 345652 - Nexflix on Verizon](#)

Date: 6/17/2015 1:25:28 PM

City/State/Zip: Richmond, Virginia 23235

Company Complaining About: Verizon

Description

I experience slower than normal Netflix streaming speeds making shows virtually unviewable on Verizon Fios during certain times of the day. I'm assuming they would be considered peak internet usage times. This occurs typically around 5-10 pm in the evenings every day of the week. My plan includes download speeds that are more than capable of handling Netflix streaming.

[Ticket: # 345765 - net neutrality](#)

Date: 6/17/2015 1:49:55 PM

City/State/Zip: Bronx, New York 10453

Company Complaining About: Go Smart

Description

I contacted my cell phone provider (gosmart) and asked them to apply the FCC's open internet ruling to my plan. He said my plan comes with 2 GB and when they run out my web would run slow. He also said that I signed a contract with them. And I told him the law is changed and that I wanted him to apply that law to my Case. And he said he wouldn't do it. That's my complaint being told my Internet would slow up and if I didn't want a slow web? That I needed to pay more money.

[Ticket: # 345776 - Services being blocked by internet provider.](#)

Date: 6/17/2015 1:52:18 PM

City/State/Zip: Pompano Beach, Florida 33064

Company Complaining About: Comcast

Description

Services not working on the internet provided from Comcast. Services such as Steam, Battle.net, EA , an certain EA web plugins. All services from these applications including 3rd part applications steaming from these should be allowed on the internet connection.

Ticket: # 345979 - Comcast is blocking me from signing into HBOGO for my PS4

Date: 6/17/2015 2:41:50 PM

City/State/Zip: Royal Oak, Michigan 48073

Company Complaining About: Comcast

Description

The HBOGO app is available to download on my PlayStation 4, but when I try to register my device on HBO's site, Xfinity/Comcast is not available to choose from. It is available to choose from my computer, just not when I try to activate for my PS4. I did some reasearch and it appears everyone else is having the same problem. Please administer a federal bitchslap, I want to watch HBO through my PS4!

Ticket: # 346340 - AT&T Throttling Unlimited Data Plan

Date: 6/17/2015 3:58:31 PM

City/State/Zip: Springdale, Arkansas 72762

Company Complaining About: AT&T

Description

Today I received a text message from AT&T that reads "ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times in areas that are experiencing network congestion..."

I have an unlimited data plan, and have for many years. I know there is currently a case open against AT&T for this very reason. (FCC 15-63)

[Ticket: # 346579 - phone company slows my internet connection](#)

Date: 6/17/2015 4:55:30 PM

City/State/Zip: Kihei, Hawaii 96753

Company Complaining About: Virgin Mobile

Description

I have an unlimited voice and data plan with Virgin Mobile, operated by Spring. Every month, I get a text telling me they are going to slow down my internet access. And they do. It becomes almost impossible to access unless I fork out more money. These texts always come from Sprint on my Virgin phone

Ticket: # 346528 - ISP shutting down access

Date: 6/17/2015 4:41:42 PM

City/State/Zip: Cary, North Carolina 27519

Company Complaining About: Clear

Description

I currently have Clearwire Wi-Max Internet Broadband Service. It is the only option in my rural location in Wake County, NC. Sprint recently purchased Clear and has sent notice that they are shuttering operations effective November of 2015. Sprint wants the Clear bandwidth for their 4G network. This effectively removes all options for Broadband Internet at my location. I have contacted two supplier of T1 lines but this will cost \$300/Month with a 3 year contract. Can this be what was envisioned for providing Broadband to rural customers? I think not.

I'm (b) (6) Cary, NC 27519 - not part of (b) (6) proper, we're in the county with a Cary address. Broadband is all around us but not available on our block.

[Ticket: # 346682 - internet speed](#)

Date: 6/17/2015 5:20:09 PM

City/State/Zip: Wister, Oklahoma 74966

Company Complaining About: Windstream Communications

Description

for 3 years windstream has refused to fix the internet. they keep saying not this year.

Ticket: # 346704 - Net Neutrality Possible Violation**Date:** 6/17/2015 5:29:27 PM**City/State/Zip:** North Canton, Ohio 44720**Company Complaining About:** Time Warner

Description

I have been experiencing severe packet loss on only our SIP traffic for our 3CX PBX at Sunpro Services on Time Warner Cable to Zayo Enterprise Networks. I have no issue on other providers that we use in our redundant setup. On Time Warner however I suspect that they are manipulating SIP traffic over their own SIP Trunk services causing the severe packet loss. I have not been able to determine beyond a shadow of a doubt that this is the case and not an equipment issue because their support is so lacking. I have even gone as far as to contact their NOC who have yet to respond to my emails and will not take my calls. I have attached an email that I sent to them stating the issues.

[Ticket: # 347030 - internet](#)

Date: 6/17/2015 6:55:20 PM

City/State/Zip: Chula Vista, California 91911

Company Complaining About: Boost Mobile

Description

My phone service provider sent me a warning stating, if i go over a certain my internet data they will slow down my internet speed. note: i have unlimited internet data.

[Ticket: # 347384 - Rightway Marketing Center 848 N Rainbow Blvd. #5477 Las Vegas NV 89107](#)

Date: 6/17/2015 8:46:57 PM

City/State/Zip: Felton, Delaware 19943

Company Complaining About: Verizon Wireless

Description

I keep getting 3rd party advertising emails. Dozens every day. I click unsubscribe and block sender, but they just keep on coming.

I emailed the company. Junk emails keep coming.

I wrote to the company. No reply.

[Ticket: # 347573 - Comcast data caps](#)

Date: 6/17/2015 10:18:58 PM

City/State/Zip: Marietta, Georgia 30068

Company Complaining About: Comcast

Description

Please force the telcos to remove the data/bandwidth caps on home Internet service. I'm a Comcast customer in Atlanta and I find their 300GB limit to be restrictive. I sometime work from home and as someone in the IT field, I sometimes have high data usage requirements. My family likes to view shows on Netflix and Amazon Video and now I have to monitor how much data my family is using for fear of exceeding the cap.

[Ticket: # 347619 - Data overages](#)

Date: 6/17/2015 10:48:39 PM

City/State/Zip: Oak Ridge, Tennessee 37830

Company Complaining About: Comcast

Description

Being charged for data overages

Ticket: # 347858 - Xfinity Data Cap

Date: 6/18/2015 8:01:48 AM

City/State/Zip: Canton, Georgia 30114

Company Complaining About: Comcast

Description

I am being charge for going over 300GB a month with Xfinity. I have asked them a number of time to please give me details about my usage as I am not seeing how I am using that much data. They can not offer me a daily usage only a whole month. I have no way of knowing that there measurement is real. If you going to charge me by usage I should get detailed usage information by the hour.

Ticket: # 347955 - Open Internet - Data Throttling

Date: 6/18/2015 9:28:08 AM

City/State/Zip: Lansdowne, Pennsylvania 19050

Company Complaining About: AT&T

Description

I am currently paying for an unlimited data plan with At&t under their family share talk & text plan. I received the following message from At&t: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-fi helps you avoid reduced speed. When I originally signed a contract with this plan over 5 years ago there were no restrictions on data usage.

[Ticket: # 347986 - data usage caps](#)

Date: 6/18/2015 9:43:40 AM

City/State/Zip: Murfreesboro, Tennessee 37129

Company Complaining About: Comcast

Description

I cancelled my tv service because of misleading advertisements of the services provided and hidden charges that increased every month. Suddenly, my data usage went up over 400% on average. I haven't really increased my usage for streaming, downloading or uploading. According to their usage calculator, I should be well under the cap limit.

Ticket: # 348070 - ATT Deceptive Practice

Date: 6/18/2015 10:08:25 AM

City/State/Zip: Destin, Florida 32541

Company Complaining About: AT&T

Description

ATT my cellular sold me an "unlimited" data usage plan. Recently I sought an upgrade because my service was henderously slow. I was told from the salesperson that my unlimited service was being slowed after I had used 5 Gigs of data. It occurs to me that I was not told that my "unlimited" data plan would be slowed after a usage point. If I knew this, I would not have purchased a limited - Unlimited Plan??

After learning from the ATT representative during my consultation that my usage over the past 5 years never exceeded 7.3 Gigs of data, I reluctantly let her talk me into a plan that waived my unlimited and put me inot 10 Gigs of data. She assured me that my usage HISTORY clearly iterated I had 3 Gigs extra data for "safety" witht the new plan. I gave up my "unlimited" limited plan to get the benefit of faster service. What I got is multiple charges over the 10 Gig usage plan. \$15.00 auto purchases 3 X for \$45.00. My personal usage has not changed!!

This exact auto purchase has driven my wife and son's plan from 20 Gigs to 40 Gigs of usage and a bill that has topped \$400.00/month. Seem that everyone I speak with has the same story. There is a misleading practice happening with this carrier.

Please look closely into this complaint.

Sincerely,

(b) (6)




[Ticket: # 348185 - John Oliver Request](#)

Date: 6/18/2015 10:24:59 AM

City/State/Zip: Enschede, Alaska 20850

Company Complaining About: Comcast

Description

(b) (6) Requested his viewers to file a complaint here.
Net Neutrality +1

Ticket: # 348405 - Verizon Wireless Unlimited Data Plan

Date: 6/18/2015 11:37:01 AM

City/State/Zip: Evans, Georgia 30809

Company Complaining About: Verizon Wireless

Description

Just seen a article on Yahoo news that states: FCC seeks \$100 mn AT&T fine over 'unlimited' data plans. The US telecommunications regulator said Wednesday it plans to fine AT&T \$100 million after the company sharply slowed down data speeds to customers of its unlimited mobile data plans.

Well Verizon does the EXACT same thing. I strongly think that the fine should be more substantial than that as most plans are marketed and sold as "Unlimited Data" and the 4G LTE data rate is the same as 3G. Good job for going after ATT but do not stop with them as ALL Mobile carriers does the exact same thing.

R/

(b)

[Ticket: # 348554 - ATnT internet service](#)

Date: 6/18/2015 12:13:25 PM

City/State/Zip: Wolverine Lake, Michigan 48390

Company Complaining About: AT&T

Description

Highest speed available kicks me off almost every time, even in middle of night A lot of the time I can't even get on Just argued with them about service and the amount I spend for it not to work

Ticket: # 348786 - ATT Uverse

Date: 6/18/2015 1:14:41 PM

City/State/Zip: Norman, Oklahoma 73069

Company Complaining About: AT&T

Description

I have purchased the 28Mbps internet service through ATT for the past 7 years....this is the fastest service available in my neighborhood even though ATT advertises the fact that a 45Mbps is available. After you have been online for a considerable amount of time, everyone in my family notices that the speed slows considerably (especially late at night). We have checked the speed which normally runs from 21 to 24Mbps (never have reached the 28Mbps speed that they advertise)...after an extended amount of use, the speed drops to as low as 6Mbps which caused an inability to connect. I have complained to ATT constantly, they say that there is nothing that they can do and suggest that we stay off the network late at night (a unworkable solution). I just want to get the services that I am paying for

Ticket: # 348895 - Usage Overage Charges**Date:** 6/18/2015 1:40:08 PM**City/State/Zip:** Atlanta, Georgia 30324**Company Complaining About:** Comcast

Description

Comcast / XFINITY has started capping my usage. Based on the bulk of my usage patterns this leaves me little to no options when viewing video content providers like HULU, Netflix and other channels available on AppleTV. To avoid these overages I must use only content provided by XFINITY. This scheme circumvents Title II and allows XFINITY to pass what they would have charged content providers to the consumer. This will prove to be an even larger market opportunity for XFINITY then the "Fast Lanes" concept could ever provide. I upgraded my speed to 50mbps and was given 450GB monthly cap. That lasted for 2 months. Now, I am charged for usage that exceeds 300GB even with the same throughput of 50mps. XFINITY lowers the cap in order to cast a wider net in fees. These overage charges will prohibit my purchase of technologies taking advantage of higher broadband such as 4k. Usage overages will stunt innovation.

Ticket: # 348908 - Sprint tethering costs extra even when Data Plan is already purchased

Date: 6/18/2015 1:44:47 PM

City/State/Zip: Overland Park, Kansas 66213

Company Complaining About: Sprint

Description

I currently subscribe to an unlimited data plan through Sprint with an Apple iPhone. However, in order to use a device such as the iPhone as a wireless hotspot for other devices, one must pay either \$20 for 2GB or \$50 for 6GB. This means that in order to use the hotspot, I would have to pay extra for data that I already pay for as part of my plan.

The iPhone has built-in capability to allow tethering (wireless hotspot) and currently Apple does not provide or allow any third-party app to implement the same capability. Sprint provisions the phone to disable this tethering option unless one pays for the 2GB or 6GB plan add-on. However, if one does pay for this feature, when they turn it on, all data, regardless if it is used by the phone itself or a device connected to the phone, counts toward the 2GB/6GB limit. This shows that Sprint treats data here as the same because they have no way of distinguishing what traffic is mobile and what is from a device connected to the phone.

If the data is indistinguishable, then I believe that Sprint is arbitrarily creating an artificial distinction between mobile data and tethered data. Perhaps they believe that a computer connected to a phone would use more data and thus, tethered data is different because it has the potential to strain network resources. This would be like the power company charging you extra to power your air conditioner because it has the potential to use more power during the summer, which would be quite ridiculous. Therefore, Sprint really shouldn't be in the business of charging more for a different device using the same data connection through a Wireless hotspot feature on a phone.

I have attached marketing materials showing the mobile hotspot pricing. I am using what Sprint calls an "SWAC" plan. This is a plan for friends/family of Sprint employees. However, the pricing also applies to a regular unlimited data plan as well as shown in this FAQ:

(b) (6)



Ticket: # 348939 - Comcast Data Caps

Date: 6/18/2015 1:53:56 PM

City/State/Zip: Carrollton, Georgia 30116

Company Complaining About: Comcast

Description

Comcast places a 300GB data allotment cap on residential Internet access. If you go over this 300GB data limit you are charged \$10 for each additional 50GB.

If you call them they advise you that if you switch to a business plan the cap will be removed. This is not fair to consumers as a business plan has a much higher price plan.

There is also the argument that bandwidth is not a finite resource and they are the ones creating this limit simply to generate more revenue.

Ticket: # 348957 - Blocking internet service

Date: 6/18/2015 1:59:40 PM

City/State/Zip: Redwood Valley, California 95470

Company Complaining About: Dish Network

Description

While dish network does slow a persons usage when a customer exceeds their data limit, they also BLOCK many different website pages. I have included 2 attachments to this complaint. The first one is when I exceeded my data limit and the second one is when my data limit has been reset a week later. Bad enough to have to pay for a 5gb limit, but them they want you to pay more to just get the websites UN-blocked. I have several more examples of sites they blocked me from. I can supply them if you want them.

[Ticket: # 349370 - Comcast/Time Warner merger](#)

Date: 6/18/2015 3:14:52 PM

City/State/Zip: North Barrington, Illinois 60010

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 349659 - ATT throttling issue on smartphone](#)

Date: 6/18/2015 3:46:04 PM

City/State/Zip: New Milford, Connecticut 06776

Company Complaining About: AT&T

Description

I'm supposed to get 128kbps and every speed test shows that I'm getting 56k speed. I tweeted them on twitter several times and they are ignoring me. It has been 24 hours since I contacted their customer support on twitter.

[Ticket: # 349771 - AT&T refuses to enable tethering on unlimited plans](#)

Date: 6/18/2015 3:58:23 PM

City/State/Zip: Mercerville, New Jersey 08619

Company Complaining About: AT&T

Description

I have asked AT&T numerous times to allow tethering (hotspot functionality) on my device, which has been enrolled in the unlimited data plan for several years. Most recently three days ago, AT&T claims they have every right to refuse it, so I can't use the data I'm paying for. AT&T says they will only enable it if I give up my unlimited data plan in favor of a more expensive one.

[Ticket: # 349943 - paid priority for internet access](#)

Date: 6/18/2015 4:26:06 PM

City/State/Zip: Mill Creek, Indiana 46365

Company Complaining About: Csinet.net

Description

Can my wireless internet provider still charge more for faster internet service?

[Ticket: # 349996 - Net Nutrality](#)

Date: 6/18/2015 4:39:26 PM

City/State/Zip: Chicago, Illinois 60637

Company Complaining About: Comcast

Description

I noticed that comcast services slows down at which time I'm told that I don't have the max data plan. I have to pay now for the max data plan that cost more than because it includes a package for tv and internet. I am not interested in cable tv but have to pay for it in order to get the highest speed in the lease expensive package even though I don't have cable tv.

[Ticket: # 350163 - FRAUD - Tries to get personal info and password](#)

Date: 6/18/2015 5:30:04 PM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Fraud From Email - X3safe-imessage.com

Description

They email me pretending to be "Apple". They say that my phone has been activated by someone else and then tell you to log on to fix it. The link that they provide and the email itself looks exactly like Apple. It's very deceiving. I usually don't fall for this stuff but it was very real to me so I wanted to report it.

Ticket: # 350239 - open internet

Date: 6/18/2015 6:02:26 PM

City/State/Zip: Spruce Pine, North Carolina 28777

Company Complaining About: Carolina West Wireless

Description

I have a I-Phone 4s with unlimited internet. there charging me \$15.00 extra a month just to have my wireless hot spot activated. (and yes I'm paying for unlimited wireless internet through the carrier.) that puts my phone bill near \$150 a month. This was as of yesterday. i was told by Carolina West wireless I could only use the wireless hot spot ONLY with in the company cell area, that's about 10 counties. When i hooked up my laptop or tablet to the I-Phone all i can do is load pages if I'm lucky to get that far. I cant even download a 2mg game on my tablet.. I can see the cell tower from my property and my signal goes from no service to 3 bars and no internet. Does this mean the new law allows the companies to cut back on their signal now that's its agents the law to cut back on the internet. I would go with cable internet but they said it will NEVER be offered on my road so I checked on Dish Net (Hughes Net) and that's out of the question because their prices are too high and I would haft to but the receiver dish on my neighbors property and that would go over well anyway. I checked on other cell carriers and their signals are not reliable. Verizon is available but it does me no good because I'm a Firefighter, First Responder, EMT-B because when i need to call the hospital or communications i can't because there is no signals available or reliable. theirs just Carolina West Wireless. The story with Verizon wireless is another story. there a joke. what can i do because the new Open Internet/Net Neutrality does me and almost half of Avery County North Carolina no good.

[Ticket: # 350258 - Brighthouse Networks Throttling My Internet Connection or Interfering with it.](#)

Date: 6/18/2015 6:09:37 PM

City/State/Zip: Saint Petersburg, Florida 33710

Company Complaining About: Bright House

Description

Bright house Networks seem to be purposely and consistently slowing my internet service down while my family attempts to use Roku/Netflix/Amazon. They miraculously fix the problem IF I call and wait for customer service. This is extremely annoying and inconvenient. We pay for their premium high speed service and we're not getting. They also give my wife and I the run-around when we call for service by routing us to wrong departments, seemingly by "mistake".

Thanks for your help,

(b) (6)

Ticket: # 350816 - Spotify Can Spam Violations

Date: 6/18/2015 11:03:31 PM

City/State/Zip: Bowling Green, Kentucky 42101

Company Complaining About: Spotify

Description

Spotify creates duplicate accounts with the same email address in an attempt to leverage social media logins. However, their unsubscribe process does not take this into account and going through the unsubscribe process will only unsubscribe one of the multiple accounts leaving the others in place. This is clearly a known issue to Spotify based off the information on their forums but they have taken no action to address the issue, instead suggesting that you contact their tech support group.

Ticket: # 350974 - Comcast Internet Cap

Date: 6/19/2015 3:23:52 AM

City/State/Zip: Brentwood, Tennessee 37027

Company Complaining About: Comcast

Description

Dear FCC,

Our family has just become aware of Comcast's data usage caps. This seems contrary to the concept of net neutrality. To foster a competitive environment, such caps should be eliminated.

We've reached our cap the previous two months. When I called to inquire about this cap, I was told by a Comcast representative that this was due to Tennessee law. This does not appear to be accurate, but rather a Comcast policy. As a customer, this seems to me to be an underhanded way to force me to use Comcast's other services - cable TV. This is a serious issue that merits attention by the FCC.

Respectfully,

(b) (6)

[Ticket: # 351091 - ATT 100million dollar fund](#)

Date: 6/19/2015 9:33:36 AM

City/State/Zip: Miami, Florida 33176

Company Complaining About: AT&T

Description

We have an unlimited data plan and have been highly affected by the slowing down of my internet service while surfing the web on my cellular plan.

We would like to be part of the fund that is fining ATT for this unacceptable practice. Thank you so much for addressing this problem!

Ticket: # 351184 - Slow Internet and Over Billing

Date: 6/19/2015 10:17:37 AM

City/State/Zip: Omaha, Nebraska 68107

Company Complaining About: AT&T

Description

Consumer states that AT&T told consumer that his internet was unlimited and they lie to consumer. Consumer states that when he signed his contract it was supposed to be unlimited data and then they change his data to 5 megabits. Consumer states that he finds out that his data was change because he was supposed to get unlimited data and suddenly his internet data was slow and that is when he found out that the his internet was 5 megabits. Consumer states this issue has been going on for about 2 years and then his bill increase and they promise consumer 3 times that they will lower his bill, however they never did. Consumer states that he has 2 cell phones in his account.

CTR376

[Ticket: # 351529 - No internet](#)

Date: 6/19/2015 11:51:42 AM

City/State/Zip: Newark, Delaware 19711

Company Complaining About: Verizon

Description

I have been in contact with verizon fits for 4 days now and they are no close to fixing my internet problems. They keep telling me that there is an open ticket but no help insight. I keep getting the run around.

[Ticket: # 351905 - Violation of can spam act](#)

Date: 6/19/2015 1:36:13 PM

City/State/Zip: Urbana, Illinois 61801

Company Complaining About: Comcast

Description

spotify.com keeps sending me emails despite me hitting 'unsubscribe' in the bottom of the email numerous times.

Ticket: # 352123 - Data usage caps and fees

Date: 6/19/2015 2:42:01 PM

City/State/Zip: Lakeland, Tennessee 38002

Company Complaining About: Comcast

Description

According to my Comcast rep, I have used 300gb in 19 days so far this month and am now subject to additional fees due to data usage. I, like many other customers in the Memphis market, believe that this data usage cap and the fees that are incurred as a result, is unethical and unjust. I have the top tier internet offered through Comcast of 101mb/sec. I usually don't even reach anything close to that speed when it comes downloads but I still pay the premium associated with the service. I don't understand why I have to pay more money just to use the service that I already pay for when I don't even get the full quality of the service I purchased. If Comcast believes that they are in the right to charge me \$10 per 50gb that exceeds the 300gb limit, then am I not within my rights to only pay for the internet speeds that I am actually receiving? If they don't fulfill their promise of supplying the download speeds that I purchased then why should I pay them for the extra data that they say I use each month?

I've listed this complaint as a net neutrality issues as I believe that this is Comcast's way of controlling the market. My household is being punished for using Netflix more than watching my limited cable selection which costs more than the Netflix subscription. If they wanted me to not watch Netflix as much, maybe they should provide quality television without all of the ads.

[Ticket: # 352353 - Forced to enter Data Cap trial, unable to opt out](#)

Date: 6/19/2015 3:43:37 PM

City/State/Zip: Olive Branch, Mississippi 38654

Company Complaining About: Comcast

Description

As a user in the Memphis, TN Comcast market, we have been forcibly enrolled in their Data Usage caps. We are not allowed to opt out. Our data usage for the past several months has been less than half of the 300GB cap. For some unknown reason, we are already up to 330GB halfway through the month. I called Comcast to ask about it, but the lady on the phone would refuse to speak for 20-30 seconds at a time when I was asking for help.

Ticket: # 352619 - Internet Connection**Date:** 6/19/2015 5:00:18 PM**City/State/Zip:** Johnson City, Texas 78636**Company Complaining About:** Verizon

Description

Consumer states that she doesn't have no option to transfer to another internet carrier. Consumer states that her internet provider is Verizon. Consumer states that she is having late payments on her bills because when she set up her payments online and her payments go through and she gets a confirmation stating that her payment went through but when her bank is trying to process her payment their internet drops and doesn't finish the transaction because the internet it is not good in her area and everybody have the same issue with internet. Consumer states that her internet is very slow. Consumer states that she called Verizon and they tell her to fix her internet over the phone to plug and unplug the computer and the internet modem and that doesn't help at all. As a resolution consumer want Verizon to fix the program so the internet doesn't drop and her internet to be reliable or to let other companies get into her area and offer internet so people can be satisfied with their service.

CTR376

[Ticket: # 353198 - AT&T might be throttling](#)

Date: 6/19/2015 9:28:51 PM

City/State/Zip: Ballwin, Missouri 63021

Company Complaining About: AT&T

Description

I honestly am not sure if this is true, but seems a little suspicious. from June 17th until June 19th I had issues with Youtube.com. I'm honestly not sure if they were having such high traffic. When I contacted AT&T (whom we have our internet through) via their chat tech support about my issues with connecting and playing videos, or doing anything on Youtube.com, after I was done, no later than 30 mins. later everything was fine.

Ticket: # 353315 - New Copyright Counter-Notification

Date: 6/19/2015 10:59:43 PM

City/State/Zip: Omaha, Nebraska 68164

Company Complaining About: Youtube

Description

Hello,

Thank you for your counter-notification. The complainant has reaffirmed the information in its DMCA notification. YouTube has a contractual obligation to this specific copyright owner that prevents us from reinstating videos in such circumstances. Therefore, we regretfully cannot honor this counter-notification. Your account will not be penalized at this time.

We unfortunately are unable to assist further in this matter. You may wish to contact the complainant directly at youtube@umusic.com.

Regards,

The YouTube Legal Support Team

Ticket: # 353477 - AT&T

Date: 6/20/2015 5:32:05 AM

City/State/Zip: Cataula, Georgia 31804

Company Complaining About: AT&T

Description

AT&T included "Offer Code: AF17-2902" in my most recent printed bill. This "We're here for you" request consumers to "...call 800.297.9954 or visit us at att.com/maxbenefits1 if there is anything we can do..." I called the 866 number and after 159 seconds worth of voice data was told "We are closed . . . ". I attempted to access the website at att.com/maxbenefits1 and was routed to a bundle pricing page within AT&T's graphic intensive web site. This is two more examples of the horrible consumer experience that AT&T forces on those of us who have NO other choice for internet access. In addition to the fact that neither of these services were available as advertised, (no available only during business hours message is mentioned.) I will be charged data usage for attempting to contact this seller to discuss their inadequate service offerings at (b) (6), as well as being charged data usage for this complaint against said inadequate seller of internet service.

[Ticket: # 353486 - ATT harassing text messages regarding bottle necking](#)

Date: 6/20/2015 7:11:37 AM

City/State/Zip: San Jose, California 95123

Company Complaining About: AT&T

Description

I continue to receive harassing text messages stating if I go over 5GB month allowance will be bottle necked. Which doesn't make sense since i have unlimited internet.

[Ticket: # 353566 - Timewarner is slowing World of Warcraft down](#)

Date: 6/20/2015 10:19:38 AM

City/State/Zip: Lancaster, California 93535

Company Complaining About: Time Warner

Description

In my experience Time Warner seems to be slowing transmissions to/from World of Warcraft servers down. I had a lot of lag issues and tried to track them down with the help of the Blizzard technicians and it always resulted in issues with the ISP. When I tried to contact Time Warner I received little or no help and a complete denial of their company slowing any traffic down.

I have in the meantime stopped playing the game, so the issue isn't that 'hot' for me anymore but I still find it wrong that Time Warner does such things and I hope you will investigate.

Ticket: # 353773 - AT&T throttling unlimited data

Date: 6/20/2015 1:02:58 PM

City/State/Zip: Farmington, Missouri 63640

Company Complaining About: AT&T

Description

I received this text today from AT&T saying they were slowing the speed of my "unlimited" data.

ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit att.com/datainfo or att.com/broadbandinfo

Ticket: # 353824 - Net Neutrality - Comcast home Internet

Date: 6/20/2015 1:40:27 PM

City/State/Zip: Lakewood, Colorado 80227

Company Complaining About: Comcast

Description

Dear Chairman Wheeler:

On Saturday, June 20, 2015, I was watching the live stream of the 2015 US Conference of Mayors "Opening Plenary Session." At about 11:30am MT, the video stopped. I am writing to you on the same home network, so I know that I can get Internet access.

My provider is Comcast, who incidentally, is a sponsor of the 2015 US Conference of Mayors.

This is an important event to hear from leaders across the country who are talking about important city issues. I would hope that Comcast is not concerned about using my bandwidth to watch this content.

Thank you very much.

Sincerely,

(b) (6)

Lakewood, CO 80227

[Ticket: # 353937 - Verizon Wireless Blocking Data Services](#)

Date: 6/20/2015 2:57:22 PM

City/State/Zip: Ellensburg, Washington 98926

Company Complaining About: Verizon Wireless

Description

I have an account with Verizon Wireless. I have a smartphone with the ability to hotspot other devices that are made by the same company, but this service is being blocked by Verizon.

Ticket: # 354312 - Usage Limits**Date:** 6/20/2015 9:05:47 PM**City/State/Zip:** Goose Creek, South Carolina 29445**Company Complaining About:** Comcast

Description

Now with net neutrality passed it would be a great time to put a policy out about usage limits for the internet. Comcast has been using a trial (several years) of charging people for internet usage. Currently in the Charleston SC area you limit is 300GB of data. After that you are fined \$10 for every 50 GB used. I say it is a fine because any of the unused data of the 50Gb block at the end of the month is lost and not carried over. In today's world everyone offers some sort of cloud service or a digital service for everyone. This all adds up and 300Gb is not enough and Comcast is just taking advantage of it's customers in areas where they are a monopoly. The American people need protection. If a buy something online and download it not only am I buying it from the digital service but than Comcast charges me to download it also.

[Ticket: # 354338 - Comcast](#)

Date: 6/20/2015 9:34:24 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

Comcast is the only carrier that will not allow users to stream HBOGo on their PS4 gaming console. I pay for HBO and can not access the content unless I watch online via computer or via set top box.

Ticket: # 354428 - Open Internet**Date:** 6/21/2015 12:27:51 AM**City/State/Zip:** Clearwater, Florida 33755-2001**Company Complaining About:** Verizon

Description

Verizon requires a tax for internet in Florida. Internet is tax free. Verizon requires a phone line and refuses to just use phone line for internet so they are double billing. Phone service is not required for internet, just the telephone line, so why charge fees, taxes, and charges for a phone? The phone line is charged and the internet service is charged and then there is the enhanced internet fee because you cannot just have internet. The fees and taxes for just the request for internet use is 50% of the charge for the phone and the internet. This is not an "open internet." The FCC rules for the internet started decades ago and renewed in February. Verizon's advertising on the internet and on all documents state they cannot guarantee internet speeds and services and you must pay whether you get them or not. This is not an "open internet." The standards are not clear and very contradictory. I tried filing a complaint with Better Business Bureau for bait and switch and false pricing, not refunding services canceled, but BBB does not have a company in Florida to file for named Verizon. New York is the state to file complaint about Verizon, even though they have a Tampa, Florida address and help center and a Dallas, Texas billing address. There seems to be some issues with big named companies like Verizon. I also requested no telemarketing verbally and on-line and before my line was finalized, no outside line connected to the house, there were telemarketing calls, on-line advertisements sent to email and inaccurate names on account and internet address received had another name and access uses to the internet that included porn. I cannot have any thing illegal on my computers, but they have no record of such reports with my address. I tried to send them a screen shot but they refused and complaints and disputes are only on a phone. They refuse to call the cell phone I use and I have to unplug the phone line so I do not hear it ringing. If I were to check the messages it would be advertisers, telemarketers, or Verizon asking for a payment or a change in deals. What company provides internet service without extra fees and taxes for services I do not want?

[Ticket: # 354471 - Violation throttle speed](#)

Date: 6/21/2015 3:36:56 AM

City/State/Zip: Granbury, Texas 76048

Company Complaining About: Verizon Wireless

Description

For the last two weeks both of my cell phone lines have had speed issues and connection. I pay 200 a month and have been a customer for many years. I'm disgusted at this and the support was not helpful. This is clearly against the law now.

[Ticket: # 354648 - My ISP is altering webpages using browser injection](#)

Date: 6/21/2015 1:32:06 PM

City/State/Zip: Ames, Iowa 50010

Company Complaining About: Mediacom

Description

I believe my ISP, Mediacom, is not acting as a common carrier with regard to broadband. They routinely inject banners at the top of non-Mediacom web pages to announce usage limits, service interruptions, and the like. That they are able to inject these banners means they are interfering with the webpage in transit and modifying it before it reaches me. If the phone company cut in on my conversation to announce something, or if UPS opened my packages to insert a notice, it would be no different of a violation. I would like to see this practice stopped--all communication with customers should be over email or physical mail--and web traffic to arrive unmolested.

[Ticket: # 354824 - Comcast implementing datacap in city not advertised on FAQ](#)

Date: 6/21/2015 7:09:27 PM

City/State/Zip: Decatur, Georgia 30032

Company Complaining About: Comcast

Description

We live in Decatur, GA. Comcast advertises that their trial datacaps are in Atlanta, GA, but we do not live in this city, nor pay taxes to the Atlanta area. I would like Comcast to address this blatant lie on their FAQ. I have copied and pasted the exact words on their website. I do not believe we should have datacap on our services based on where we live since we do not live in Atlanta.

Important Update: These FAQs* describe our trial monthly data usage plan for XFINITY Internet service in the following areas: Huntsville and Mobile, Alabama; Atlanta, Augusta and Savannah, Georgia; Central Kentucky; Maine; Jackson, Mississippi; Knoxville, Nashville and Memphis, Tennessee; Charleston, South Carolina; Tucson, Arizona.

[Ticket: # 354966 - Throttling](#)

Date: 6/21/2015 11:12:02 PM

City/State/Zip: Coos Bay, Oregon 97420

Company Complaining About: AT&T

Description

Just received a text message from AT&T that I am reaching a gigabit level on my unlimited subscription that will require them to slow down my access speed. I thought that they had just been fined for illegally doing so.

[Ticket: # 354974 - throttle](#)

Date: 6/21/2015 11:36:25 PM

City/State/Zip: Colorado Springs, Colorado 80906

Company Complaining About: AT&T

Description

Att and slows my internet speed on my phone to what seems like dial up speeds even though I have been aging for and have an "unlimited data" plan. Unlimited should mean unlimited. They are trying to force me into another plan.

[Ticket: # 354993 - time warner internet](#)

Date: 6/22/2015 12:55:06 AM

City/State/Zip: Holly Springs, North Carolina 27540

Company Complaining About: Time Warner

Description

false advertising of 50 mbps, never got over 20. seems scamish as they hide the fact that the advertised speed is only for one device wired to the modem with nothing else running on the internet. who does that? it's a wireless world. also, the speeds are inconsistent on a daily basis, sometimes no better than 1 mbps. the speeds when paying for the faster option of 50mbps are not noticeably different than the lower price for 20 mbps.

- false advertising

-service delivered is not that which is paid for

-no noticeable performance difference in higher priced service

[Ticket: # 355022 - AT&T threat of reduced internet speed](#)

Date: 6/22/2015 2:55:24 AM

City/State/Zip: Wailuku, Hawaii 96793

Company Complaining About: AT&T

Description

Received a text message from AT&T stating reduced LTE speed if I exceed 5gb's of data while being on AT&T unlimited data plan.

[Ticket: # 355068 - 200-300mhz low frequency public airwaves](#)

Date: 6/22/2015 8:14:22 AM

City/State/Zip: Prairie Village, Kansas 66208

Company Complaining About: Sprint

Description

Understood low-frequency 200-300mhz is public unlicensed spectrum. Telecommunications providers equipment to exploit this space is being used to monopolize and deplete this bandwidth for profit. The public is at risk as 200-300mhz spectrum is commercialized and proselytized by large telecommunications providers directly, and indirectly through sale of equipment tuned to exploit low-frequency airwaves. Hoping to see policy that concisely defines public vs private interests access in public airspace to protect this public resource.

[Ticket: # 355216 - right way marketing spam](#)

Date: 6/22/2015 10:13:59 AM

City/State/Zip: Perry, Utah 84302

Company Complaining About: Right Way Marketing

Description

Right Way Marketing in Nevada is constantly spamming me with emails. I opt out on every one. This has now been going on for over a month.

[Ticket: # 355494 - Interconnection capacity issues between Verizon & Qwest in Washington, DC](#)

Date: 6/22/2015 12:00:36 PM

City/State/Zip: Leesburg, Virginia 20175

Company Complaining About: Verizon

Description

Routinely from our home FiOS Internet Service in Leesburg, VA trying to reach services provided by Amazon (in this case their Simple Storage Service also known as S3), it appears there is significant packet loss in the interconnection between Verizon's network and Qwest.

I do not experience this issue when trying to access resources by AT&T mobile network.

Searching on the Internet there are a number of people who have the same complaint, and it's been like this for a while.

Ticket: # 355640 - Comcast not supporting HBO go on Sony Playstation

Date: 6/22/2015 12:40:19 PM

City/State/Zip: Maple Grove, Minnesota 55311

Company Complaining About: Comcast

Description

I have noticed that Comcast will not support the HBOgo App on the playstation. I have HBO for comcast on one of my TV's but only have the playstation in the family room in ther basement. I can stream everything from the sony playstation except HBO becasue comcast will not authenticate for sony products. This means I will eaiter go without one of the items I have paid for, or have to buy a competeing product wof the Sony playstation that comcast will let me stream HBO. Please keep in mind that comcast will allow the x-box and other products to stream, just not the sony playstation. I have a hard time believeing that they can not do it, they just choose not to do it.

[Ticket: # 355651 - mobile phone tethering blocked](#)

Date: 6/22/2015 12:43:14 PM

City/State/Zip: Springfield, Vermont 05156

Company Complaining About: Us Cellular

Description

US Cellular wants to charge extra money to tether my computer to my mobile phone to use the data that I have already paid for.

[Ticket: # 355692 - Data Cap](#)

Date: 6/22/2015 12:54:27 PM

City/State/Zip: Port Murray, New Jersey 07865

Company Complaining About: Comcast

Description

This is a problem that Comcast has had for a while, They cap the data usage in some areas and not others when the user pays the SAME exact price as the non-capped user. It is absurd that Comcast is allowed to monopolize the internet service in one area then cap off the amount of data the consumer is allowed to use.

Ticket: # 355770 - Computer

Date: 6/22/2015 1:16:58 PM

City/State/Zip: Chatsworth, California 91331

Company Complaining About: Time Warner

Description

I am a mentally recovering patient and deal with voices and sights, and other areas. I have a behavior problem with the integrity of downloads and other sites. My computer says Its configured properly, and that its the site, such as Microsoft and Google.

So there is a hacking or someone phishing trying to do something to my browser and trying to do something to me.

Whoever it is may be close. I don't affiliate with officers and others who stand fallen.

Possibly, there's a big problem with me having a Computer or some criminal retaliating or some political power being assailant to doing wrong.

Send me any complaint forms and other documents to handle this matter.



[Ticket: # 356066 - Internet Access](#)

Date: 6/22/2015 2:27:51 PM

City/State/Zip: Little Compton, Rhode Island 02837

Company Complaining About: Cox

Description

Cox has has intentionally slowed down service or not provided internet service than charged ridiculously high rates .

In addition, Cox threatened me with shot off for over 6 months with harrassing robo calls and would not stop

Ticket: # 356068 - Over inflated data usage of customers with the data usage meter

Date: 6/22/2015 2:28:19 PM

City/State/Zip: Mabelton, Georgia 30126

Company Complaining About: Comcast

Description

For the first time in 8 years, 8 days ago, I received a pop up window from Comcast tell me that I was nearing my limit on data usage and that in three months they were going to start charging me \$10.00 for every 50GB i was over. At that point my usage for previous months was 112 GB & 53 GB, on this day they say we were at 272 GB and 300 GB was the limit. So I turned of all my devices and started to record my usage myself from my one computer. In 8 days I measured 50 MB of data on my end and the data meter from comcast says I'm at 400 GB. I know thats a crock and I've called 5 times to dispute the meter data usage to no avail. You can't even dispute the meter that is designed by comcast to over inflate the data usage. I'ce gone to not broadcasting my SSID, changing my routers passwords and settings to become invisible to the outside world. I've had to limit my usage to see if comcast was inflating the data meter to make us pay more money. That have literally destroyed the ability to use the service we now pay for and have made arrangements to drop them before they can start making us pay for inflated data usage #'s

[Ticket: # 356171 - Comcast keeps internet speeds down](#)

Date: 6/22/2015 2:52:30 PM

City/State/Zip: Blackwood, New Jersey 08012

Company Complaining About: Comcast

Description

I never have a constant internet connection in my house. At least once a week I am on the phone with Comcast b/c the internet suddenly stops working for no good reason. When it does work, the speed is never consistent, so trying to stream something over Netflix or YouTube becomes hard, or worse trying to keep a connection while on a game online. I'm tired of paying for a service that is advertised as a constant connection with high speed transfer rates (My package from them states I should be receiving 50 Mbps D/L, but I'm lucky I'm getting 1 Mbps.) I can't even go to a new provider, Verizon isn't even offered in my area. Comcast is literally my only choice for ISP. I feel like they watch what I'm doing online as well, because my speeds become the worse when I go to try and stream something. With Net Neutrality now in place, is there something you can do about this? If not force Comcast to up hold there end of a contract, then do something about the ISP market so I can have the ability to switch to a new provider.

[Ticket: # 356289 - Comcast internet usage cap](#)

Date: 6/22/2015 3:29:04 PM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

I have just recently subscribed to Comcast xfinity broadband service. Comcast bundled in the basic cable package even though I told them I was not interested in cable TV service. Myself and my family prefer to use Netflix and Hulu or purchase movies through iTunes. It seems that with their cap of 300gb/month they are forcing consumers to use only their proprietary products or forcing us to pay more if we choose to use other sources. I would love the option of using another cable service for our broadband needs but I was informed Comcast has the distribution rights in my territory , Knoxville TN. How is this not creating a monopoly and allowing Comcast to completely control the consumer ?

[Ticket: # 358723 - Comcast Throttling](#)

Date: 6/23/2015 2:42:11 PM

City/State/Zip: Andover, Minnesota 55304

Company Complaining About: Comcast

Description

Using various internet apps and websites I have noticed my internet internet speed always seems to be reduced when streaming Netflix, HBO Go, and Showtime apps.

Ticket: # 356684 - Neutrality Complaint (peering) Commercial Network Services vs. Time Warner Cable

Date: 6/22/2015 5:27:00 PM

City/State/Zip: San Diego, California 92107

Company Complaining About: Time Warner

Description

Hello,

Please find attached a net neutrality complaint against Time Warner Cable. They can be contacted via:

Jeff Zimmerman
Senior Vice President and Deputy General Counsel
Chief Counsel, Litigation | Chief Ethics Officer
Time Warner Cable | 60 Columbus Circle
New York, NY 10023
Tel 212.364.8536 | Mobile 646.734.7720

(b) (6)

thank you

Ticket: # 356822 - Comcast Usage Based Caps**Date:** 6/22/2015 6:13:06 PM**City/State/Zip:** Franklin, Tennessee 37069**Company Complaining About:** Comcast

Description

I pay for Comcast's most premium tier of internet service in a suburb of Nashville TN. I pay over \$100 per month for UP TO 105Mbps. In my market without any option to opt out Comcast in 2012 put 250GB caps in place. After some FCC scrutiny they abandoned bringing this nationwide and moved my market to 300GB caps regardless of the tier of service I am paying for. Not only has my internet gone up in price, I have alternative in my market for broadband. AT&T my local telco, only operates UP TO 18Mbps (which I did trial and the cable that was buried in 2002 is old and not 100% functional after 7 technicians visited over 6 months AT&T promptly told us they would no longer offer Uverse at our home). Other than Comcast I am limited to very pricy cellular options and Satellite. I live in the 14th richest county and am not complaining that my provider refuses to offer me service, but enough is enough I have NO choice for providers, I have NO choice to opt out of predatory pricing for internet. Not to mention my parents new home is covered my Comcast's franchise but they refuse to build out service to that area due to lack of customers, their are easily over 100 homes that COULD be connected and many would LOVE to have Comcast, but after a half dozen attempts to reach Comcast have ended with them telling me no. I even contacted Charter Cable, who said they would LOVE to offer service but could not because Comcast owned the franchises that they refuse to build out to. This is very un-American. I don't want internet for free, but I do want a fair deal, and clearly Comcast is not interested in giving me that. Thank you for your time. I am free to explain any of this so feel free to contact me if you would like. Thank you so much for protecting us under net-neutrality rules!

Ticket: # 357110 - Comcast 300gb data cap

Date: 6/22/2015 8:26:45 PM

City/State/Zip: Memphis, Tennessee 38125

Company Complaining About: Comcast

Description

Basically I use the internet on a daily basis for upload content to Youtube, stream live content to Twitch, upload data to my websites, download games, and more. I always come close to hitting this limit especially since I game on PC where most games are digital copies rather than physical. Thus, this makes me reach my limit very fast depending on how many games I download in a particular month via Steam, Valve company, which sometimes ranges in 60gb. Also, some game have large patches to fix issues a particular game such as Mortal Kombat X was released with a broken patch that was at least 15gb. The patch was released and automatically installed via Steam. However, the company distributing the patch found several bugs and reverted the game back to it's original state thus making users re-download another additional 15gb. Also, the game is at least 40gb total so the total went up to 70gb from one game.

If you take this into account you can see that 300gb seems less relevant due to the fact that most digital copies of games can range between 30gb and 60gb. The other issues lies within people such as myself how stream content via Twitch for new game play, upload videos to Youtube to showcase games and mods, or watch movies on Netflix. I risk running into this 300gb cap almost every month if not exceeding the capacity all the time. I already pay 50 a month for internet why should I be limited on what I do? Comcast also enforce customers that go over that limit to pay an additional \$10.00 for 10gb to 50gb depending on where you stay.

Ticket: # 357200 - Throttled

Date: 6/22/2015 9:14:59 PM

City/State/Zip: Elk Grove, California 95624

Company Complaining About: Comcast

Description

Every evening our internet speed slows down to the point where my husband and I are unable to access our work and personal email accounts, our banking accounts, news, etc. The speed is slow that we've waited as long as 20-40 minutes for one page to load. The internet is connected with full bars and yet every evening, we find ourselves virtually locked out of the service we pay for (which includes the upgraded download/upload speeds). This has been going on since comcast mandated users change out their modem. We did as instructed, and our internet speed/service has been untenable. You may ask, why don't you call and talk to them? The answer is clear, our past customer service contact/results with comcast have been poor, at best.

[Ticket: # 360474 - AT&T Throttling](#)

Date: 6/23/2015 11:07:32 PM

City/State/Zip: Urbana, Illinois 61801

Company Complaining About: AT&T

Description

My U-Verse Internet service is constantly slowing down and gets suspiciously slow when I try watching certain streamed television services (such as HBOGO and youtube).

[Ticket: # 357425 - Comcast data usage limit](#)

Date: 6/23/2015 1:09:21 AM

City/State/Zip: West Paducah, Kentucky 42086

Company Complaining About: Comcast

Description

I was notified that I reached my data limit within the first month of service. This was not disclosed to me at the time of the service agreement. I did receive a confirmation email that stated I "may" have my data usage limited. The link to the website states that central Kentucky is in their "trial market for usage limits. I live 30 miles from the western border of the state, not in central Kentucky. Comcast had not visibly disclosed data limits when services is being ordered for obvious reasons. I would have never agreed to their service had I known there was a data limit. I was falsely lured into a service that is data limited due to a trial in the central part of my state.

[Ticket: # 357492 - open Internet, Blocking app install over 100MB](#)

Date: 6/23/2015 8:14:43 AM

City/State/Zip: Vienna, Virginia 22182

Company Complaining About: AT&T

Description

We have 30GB plan with AT&T wireless and they are not letting me update iPhone applications over 100MB, I'm getting system message saying 'This item is over 100MB Microsoft word will not download until you connect to Wi-Fi'

Ticket: # 357725 - Scammers using Craigslist

Date: 6/23/2015 10:45:55 AM

City/State/Zip: Salt Lake City, Utah 84121

Company Complaining About: The Right Method

Description

Answered an ad on Craigslist "looking for people to return phone calls " in Salt Lake City. Turns out it was a Gifting Scam known as a Pyramid scam. paid 1180.00 thought I was getting my own business and training. never heard from her until she called and asked for more money, when I declined I never heard from her until I asked for my money back, she texted "sorry money only flows forward." (b) (6) also advertises using the phone.

Ticket: # 357752 - comcast

Date: 6/23/2015 11:00:42 AM

City/State/Zip: Cordova, Tennessee 38016

Company Complaining About: Comcast

Description

tired of metered data. NO data is metered anymore. tired of being capped on speed for things like netflix, etc. tired of when i call in or chat for a problem im having they do nothing to fix the issue but try and sell me something else.

[Ticket: # 357800 - Comcast charging more for "unlimited" internet.](#)

Date: 6/23/2015 11:20:31 AM

City/State/Zip: Conyers, Georgia 30013

Company Complaining About: Comcast

Description

Received a automated "Courtesy" message saying I was nearing a superimposed limit on my "UNLIMITED" internet service. The message said I would be charged more if I exceeded that limit. I would be charged \$10 more per month IF or WHEN I exceed 300 GB per month. Comcast has willingly violated the FCC ruling of Net/Neutrality by not only limiting the amount of internet usage an individual can use in a month, but also setting limits on how fast a connection can be based on price through its different tiers of pricing options. In addition, I have been charged a monthly fee for equipment fee on a modem I already owned. When I informed Comcast of the error, I was only offered one-HALF of the amount wrongfully charged to my account. in April 2014 Comcast announced the following:

In April it announced:

This information applies only to XFINITY Internet customers in Huntsville and Mobile, AL; Atlanta, Augusta and Savannah, GA; Central Kentucky; Maine; Jackson, MS; Knoxville and Memphis, TN; and Charleston, SC.

In these markets, the data amount included with all XFINITY Internet tiers will be 300 GB per month. We will offer additional gigabytes in increments/blocks of 50 GB for \$10 each."

Ticket: # 357826 - Overpricing

Date: 6/23/2015 11:26:25 AM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

I was recently forced into having Comcast/Xfinity in my new apartment. (They have some kind of contract on this small area of land). To begin with, I told them I did not need their phone service because we use cell phones since we are always working or at school. However, I was told I HAD to have the phone service to receive the price of what I was getting. Otherwise, the bill would be too expensive. I was told I didn't have to use the phone service so I let it go. What they didn't tell me was that the phone line was the ONLY way other than mail (which in 3 weeks I've still yet to receive) to get my PIN number to be able to view my charges online. Now, after waiting for 3 weeks, I can still not see why my bill online keeps going up and up. When I signed up I got the Blast package that has 50mbps internet. However, I've been unable to get above 2.0mbps and have placed numerous unresolved calls or adjustments to my account for the lack of service. Just 4 days ago they upgraded me to the Extreme package that has 105mbps and still I am only getting 12-30mbps. I don't understand how they can be allowed to constantly keep raising my bill and charging me for the services that won't even give me what I'm supposed to be getting. I don't know what else to do because with 2 college students in the house who need the internet I have no other options.

Ticket: # 357871 - Slow internet

Date: 6/23/2015 11:40:19 AM

City/State/Zip: Tehachapi, California 93561

Company Complaining About: Bright House

Description

My home internet speed becomes a disaster during daytime/work hours.

I don't know if the cable company is just overselling, or if it is prioritizing business customers over residential customers.

Either way, one is false advertising / not providing the service offered, the other is net neutrality.

This is not new. But now that net neutrality is the law, I can now complain.

NB: It does not seem to be specific to any site or set of sites. It is all traffic. The effect is strongest during business hours. Hence my thinking that it is preferential treatment for business customers.

[Ticket: # 358031 - ATnT internet service](#)

Date: 6/23/2015 12:14:39 PM

City/State/Zip: Wolverine Lake, Michigan 48390

Company Complaining About: AT&T

Description

Daily bases does not respond and/or kicks me off Suppose to be best internet fastest but even when I'm alone does this Than they can't even call back the correct number I can't handle stuck on stupid HELP

Ticket: # 358002 - Comcast Broadband

Date: 6/23/2015 12:09:12 PM

City/State/Zip: Gadsden, Alabama 35904

Company Complaining About: Comcast

Description

I've had to complain numerous times to Comcast regarding the poor performance of the broadband connection I pay for. They tell me to reboot my rented modem, and it will work for a day per our agreement. I recently purchased my own modem, and the performance is far worse, even though the modem is top of the line. So after my complaints, Comcast calls to offer me a "deal", Cable and 20Mb/sec internet for \$59.00 / month for 12 months, even though I currently pay \$89.00/month for their broadband alone. Christopher Ferguson of Massachusetts complaint is spot on: If any other company marketed their products that way, our economy would be upside down in a hurry. Please help the taxpayer; we cannot afford to allow monopolies such as Comcast to be our only choice.

Ticket: # 358300 - Comcast data overages

Date: 6/23/2015 1:19:04 PM

City/State/Zip: Atlanta, Georgia 30309

Company Complaining About: Comcast

Description

I believe comcast is violating net neutrality in a very roundabout way. I have their Blast 50/10 internet service, which comes with a 300gb 'allowance' per month. This change was made after I already had my service and without offering me a choice, or even a discount.

Seeing as I don't have cable TV service, I watch a lot of Netflix and Amazon Prime Video, and regularly go over my allowance and am charged extra. After a few months of going over, I started getting calls from Comcast asking me to add their internet VOD service. During these calls, they asked if I watched a lot of Netflix, and then advised me that by buying their VOD service, I would go over my allowance less.

None of this would happen if there was real competition in my area, but the only other option is 3mb DSL (and that's not available in my building) in the area. There isn't a single customer that has benefitted from their addition of 'data allowances', despite all their media describing the change as a benefit to consumers.

I'm not even that heavy of an internet user - I don't download torrents or anything. All I do is watch Netflix/Amazon and work from home very occasionally doing IT work.

Please either bring some competition, or prevent Comcast contracts from allowing these unilateral changes. Their contract should be unconscionable given that they can change the terms at any time, there is no effective competition, and they force you into binding arbitration. All of these are things that I would NEVER agree to if given the chance. It's solely due to the fact that there is no effective competition available in my area.

Thanks,

(b) (6)

Ticket: # 358376 - Comcast monopoly and net neutrality

Date: 6/23/2015 1:34:02 PM

City/State/Zip: Cumming, Georgia 30041-5725

Company Complaining About: Comcast

Description

Comcast has a monopoly in the area which I live for High-speed internet. The packages which they offer increase in price every two years and the actual prices are not easy to find nor advertised online and are highly unreasonable. There are no other available options where I live. They block access to HBO-Go and have been reported to interrupt interrupt legitimate file-sharing online which use peer-2-peer communications. If I watch TV shows online via Netflix I am often charged for data use overages, despite having no other choice, which is an anti-competitive strategy that is employed by Comcast to mitigate their loss TV-subscriber losses due to Netflix and online TV-streamers. It took several months to get my online access working and I was repeatedly lied to about the arrival time of the cable tech visit dates and times by telephone customer support representatives who are located outside the US. I feel as though I am a hostage to Comcast for my internet access, which the UN has ruled is a human right, which I also require to perform the responsibilities of my job and to my family to pay our bills. I am left with no choice but to pay whatever they ask and to live with the non-neutral internet that they provide. I was also provided with a list of supported Cable modems from their own online site, from which I purchased brand new from my local Fryes Electronics. The box even listed Comcast Xfinity's logo as a supported cable provider. When I tried to use the box at home, not only was it not supported, but it had to be replaced with a modem which I have to rent from Comcast, increasing my monthly bill. Please save me.

Ticket: # 358378 - Billing

Date: 6/23/2015 1:34:23 PM

City/State/Zip: Rex, Georgia 30273

Company Complaining About: Comcast

Description

Since I've had my service, my bill has increased every month since I started it this year. It went from \$99 to \$170 a month. I have even removed services and it's still extremely high.

Ticket: # 358381 - Verizon

Date: 6/23/2015 1:34:38 PM

City/State/Zip: Tonawanda, New York 14223

Company Complaining About: Verizon

Description

I was a customer with Verizon. I was paying \$79.99 for cable, internet and phone during a contract. Once my contract ended, my price went up to \$139.99. I searched online for Fios prices because we only want the internet at this point. The price I found was \$34.99 for a new customer, which was confirmed on the phone with (b) (6) at Verizon later that for a new customer they charge \$34.99 for their 25/25 level of internet (I am not even sure what that means). I told her that is what I was looking to do and she said as a returning customer, for "stand alone internet" at 25/25 level the best she could do is \$69.99. Then she advised that if I would sign up for cable as well, they can get me down to \$52.99. I have refused this offer as being a seasoned customer I believe I deserve \$34.99 pricing. I have no other options. I work from home and need high speed internet and my only other option is Time Warner Cable whose internet is not nearly as fast or dependable. Essentially, Verizon is trying to bully me into keeping cable, which I do not want.

Ticket: # 358440 - Comcast Billing

Date: 6/23/2015 1:46:46 PM

City/State/Zip: Jersey City, New Jersey 07305

Company Complaining About: Comcast

Description

I am a new Comcast customer. I am currently signed up for their Blast Plus which includes 40+ channels, which for the most part include basic channels that can be obtained via a digital tuner as well as Showtime and HBO. We also bundled this package with 150Mbps internet.

The only reason we decided to sign up with Comcast is they are the only provider in the area which has Cable or Fiber Optic Internet in the area.

My current bundled rate is \$64.99 per month with the rebates for showtime. I realized that maybe I should get more tv channels and attempted to add the sports package for \$5 (listing price on the site). Rather than being able to add these channels, comcast forces you to purchase a \$123 bundle that includes TV, Phone and their 105Mbps internet. They do not offer a bundled package of the 150Mbps internet on their site or do they offer the 105Mbps at reasonable prices, in fact I am paying less money for my 150Mbps internet than I would for the 105Mbps internet.

Ticket: # 358476 - Comcast Services**Date:** 6/23/2015 1:53:48 PM**City/State/Zip:** Belleville, Michigan 48111**Company Complaining About:** Comcast

Description

My only available broadband ISP (Comcast) refuses to lower my overall price of service when I remove cable television from my service package. I was "forced" into taking a package initially when I signed up for internet service that included a cable subscription despite expressing that I only wanted Internet service. The price for this package was 35 dollars a month. Internet service on its own without cable was 65 dollars a month. Due to the obvious price difference, I took the cable package reluctantly and have just never watched cable television. For the past 3 years my bill has been slowly creeping upwards until it has now reached over 80 dollars a month for the same service level. I tried to reduce my monthly payments by simply removing cable service, but that would actually INCREASE my bill. In what world does reducing services provided increase the overall cost of something? In a normal, non-monopolistic world, a lunch combo of a sandwich (\$6 individually) and drink (\$5 individually) would be offered for \$10 as an incentive to get both and save a bit of money. In Comcast's world, if you were buying lunch you'd pay 10 dollars for a sandwich, and a drink, but 20 dollars for just the sandwich or just the drink in order to force you in a financial sense into choosing the combo even if you weren't thirsty for the drink and wanted to save money by not buying one.

Why does Comcast do this? My belief is that it is to continue to make money from advertisers. In order to keep advertising dollars high, cable subscriber numbers need to remain high. At this point "cord cutters" are so abundant, that if they didn't INCREASE your price for not getting cable and just getting internet, their cable subscriber numbers would take a dive along with their advertising revenue.

They Should have more simplified plans. Double play and Triple play packages are forcing customer what they don't want.

Ticket: # 360082 - Comcast blocks all incoming and outgoing traffic on port 25 for consumer-grade connections

Date: 6/23/2015 8:25:44 PM

City/State/Zip: Philadelphia, Pennsylvania 19139

Company Complaining About: Comcast

Description

I maintain an email backup system for myself and my family which requires me to be able to receive incoming connections on port 25. While many ISPs block outgoing connections from this port to reduce spam, I have never before had any problems receiving incoming connections on port 25. But on my new Comcast connection, I am completely prohibited from making any use at all of port 25, despite the fact that it is a very standard and important port that is used by a wide range of consumer applications.

I recently moved to Philadelphia, and to my great dismay discovered that there was only one local ISP capable of providing connectivity that meets the FCC standards for broadband: Comcast. Accordingly, I signed up for a broadband account, and configured the hardware that Comcast sent to accept connections on port 25. Nevertheless, after extensive troubleshooting, I remained unable to connect to my email backup system from any external location. After calling Comcast technical support and explicitly asking them to remove the block on port 25, I was told that this block was an "official policy", and that the only way to get the block removed would be to upgrade to a much more expensive business-class account.

It is completely unacceptable that consumers should have to pay extra for the "privilege" of avoiding protocol and port-based discrimination on their residential Internet connections. Comcast's policy of restricting access to standard, widely-used ports appears to have little purpose except to force consumers who want to make full and unfettered use of their connections to pay even more usurious rates than the already excessively-high prices they must pay for even the most basic connectivity. Such behavior would seem to be a clear-cut violation of net neutrality, and I request that the FCC consider opening an investigation into this kind of practice, wherever it appears.

Many thanks,

(b) (6)

[Ticket: # 358712 - Help](#)

Date: 6/23/2015 2:40:43 PM

City/State/Zip: Atlanta, Georgia 30317

Company Complaining About: Comcast

Description

Inconsistent internet of less than 1 megabyte to the described 25 megabytes we are meant to receive has left a lack of satisfaction and loss of business revenue due to the incapability of being able to stream. I cannot take this anymore as this has been ongoing also in at&t in my apartment complex for 9 months and after moving and switching to comcast, it is just as bad. This is unacceptable for the 21st century that I am unable to receive more than 1 megabytes of down speed, and highly inconveniencing considering the amount of money I have to pay for this service.

Ticket: # 358825 - Internet Speeds / Availability / HBO Go

Date: 6/23/2015 3:05:35 PM

City/State/Zip: Kalamazoo, Michigan 49009

Company Complaining About: Comcast

Description

I have been paying Comcast (my only service provider option, unless I want ~6 Mbps DSL) for 50 Mbps service for 6 months. At no time during those 6 months have I received anywhere near 50 Mbps; in fact, I normally get ~25-29 Mbps.

I have complained to Comcast, but they do nothing except try to sell me more TV service, phone service, and their alarm service.

I also pay for HBO GO, but I am unable to use it because Comcast blocks access to HBO GO on PS3 and PS4 game systems - every other cable provider allows access.

I would switch from Comcast to another provider, but AT&T is the only other option, and it is not even considered broadband internet (6 Mbps or less in my area).

For one of the most advanced countries in the world, we have pretty terrible companies running our services.

Ticket: # 358969 - Business Class

Date: 6/23/2015 3:32:07 PM

City/State/Zip: Sacramento, California 95822

Company Complaining About: Comcast

Description

The limit on internet data every month has forced me as a residential user over to business class. Now I have paying way more for less internet but its unlimited data. I can eat through the 250 gig limit because of the work I do (IT). However now I am under the broadband allowance. they offer a 16mbps plan that's lower than the 24. also they charge me 110\$ a month for it. I feel like pushing heavy users over to business class because if they don't they will have their internet turned off or proxied over to a different state is a violation of net neutrality.

[Ticket: # 359151 - net neutrality](#)

Date: 6/23/2015 4:05:50 PM

City/State/Zip: Shakopee, Minnesota 55379

Company Complaining About: Comcast

Description

This is wrong

Ticket: # 359223 - suspicious streaming media performance on Comcast broadband

Date: 6/23/2015 4:22:06 PM

City/State/Zip: Portland, Oregon 97201

Company Complaining About: Comcast

Description

I have a business class Comcast internet service plan, which is supposedly subject to less traffic shaping than their residential plans...yet I still consistently experience very slow performance when trying to watch Netflix, HBO Now, or any other streaming media service which delivers content directly competing with Comcast cable television (which I do not have, and am not interested in subscribing to for a number of reasons). I understand how content delivery networks and edge serving work, but I find it highly unlikely (bordering on impossible) that every single media service I try to use is experiencing debilitatingly high volumes of traffic every single time I try to watch something at any time of day. My other types of Internet traffic all move at much greater speeds all the time, and when I connect to a VPN (during which time Comcast can't inspect my traffic as easily) the delays I experience suddenly cease and all my traffic experiences roughly the same performance. It is my considered opinion that there is reason to investigate whether Comcast is deliberately slowing down (degrading the quality of) services which traverse their networks in order to deliver an experience to consumers which competes with what they perceive their cable television offering to be. The thing is, it doesn't work with me anyway, because I do NOT want cable television. I would rather have no media content than resort to that. Also, thanks to other related anti-competitive practices, I have no other options for ISP service to my street address. I have no recourse with Comcast, so I ask that the FCC look into the matter. Many peers of mine in the greater Portland area experience similar issues. Thank you for considering these comments, and for everyone at the FCC's efforts with regard to net neutrality.

Ticket: # 359231 - Comcast possibly throttling

Date: 6/23/2015 4:23:18 PM

City/State/Zip: North Port, Florida 34287

Company Complaining About: Comcast

Description

Hello,

I currently am subscribed to Comcast's Blast Internet, they are advertising speeds of 50mbps. I do not have normal cable TV, I am 100% online streaming via Hulu Plus and Netflix mainly on my 2015 Smart TV. I have buffering issues constantly with a high end router, which I should not on a 50mbps plan..I also experience freezing issues around 9:30PM - 10PM while watching Netflix.

I have done separate tests on my laptop, which I rarely watch Netflix on, and through an anonymous VPN Port, I never have streaming issues. This seems like a clear violation of Net Neutrality.

I have also attached 3 pictures to associate to my file. The first is from internethealthtest.org. It shows my fastest test out of 5 steps was 4.55 Mbps, slowest test 2.87 Mbps. The second picture shows an Ookla Speedtest Data set, 3 sepearte tests, none showing over 8.75 Mbps at different times through the day. I also ran a test from work on our Verizon Fios stream, just to make sure it wasn't the speed test servers, showing speeds of 40.75 Mbps. The 3rd picture is my internet plan.

I don't understand how I can being paying for 50 Mbps, and only receive 4 - 8 Mbps download speeds. Comcast refuses to acknowledge anything on the account, saying I should use less devices, even though I live alone and use 1 device at a time for streaming. They have also tried to charge me for service visits to get them to come out and analyze my owned router.

I hope this complaint reaches you.

(b) (6)

Ticket: # 359298 - SLOW TO NO INTERNET

Date: 6/23/2015 4:41:27 PM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: Comcast

Description

SLOW TO NO INTERNET IT IS ALWAYS SLOW IN THE EVENING EVERY NIGHT OF THE WEEK I FEEL I AM BEING OVER CHARGED FOR SUBSTANDARD SERVICE I PAY OVER 240 DOLLARS A MONTH FOR THIS TERRIBLE SERVICE ONLY ONE PERSON IN THE HOUSE CAN BE ON THE NET AT ANY GIVEN TIME

Ticket: # 359316 - Suddenlink taking abuse of their customers**Date:** 6/23/2015 4:44:22 PM**City/State/Zip:** Kingman, Arizona 86401**Company Complaining About:** Suddenlink

Description

So I have been with my isp since about October and had no choice but to choose them since there is only two isps in my city. For months I had slow speeds with them, I am suppose to get 50 when I get around 12 megabytes. Apparently they didn't tell anyone but they had a huge saturation issue for 6 months and everyone didn't know and all they told them were things like " It may be your wiring and if it is we will have to charge you 45\$ to fix" which my mom had happen twice within two months even though they said everything was fine the first time. I keep having this weird chase with them to get at least 2 or more techs out a month for them to come into my house got to speedtest.net and leave without knowing what is wrong. There was an advanced tech who came out saying "Who reimburses us when you guys try to get credits." I got annoyed with that and dealing with having .65 megabytes later that day and got a manager on hold, we talked for awhile and as soon as I was done with talking to her my speeds shot to 50 megabytes. I honestly feel they are taking advantage of their customers and are trying to take our money and don't care about having a decent business.

Ticket: # 359559 - Verizon FIOS Peering Complaint

Date: 6/23/2015 5:45:03 PM

City/State/Zip: Virginia Beach, Virginia 23452

Company Complaining About: Verizon

Description

Verizon's fiber service has significant latency when connecting to hosts within Level 3's network. I believe this to be a deliberate degradation of service to encourage more favorable peering terms with Level 3. I've contacted Verizon support a number of times and in each instance they've tried to pass the blame to the receiving network.

During peak hours (6pm-11pm) the connection is practically unusable for streaming video or gaming, both of which are heavily advertised use cases in the FIOS sales material.

When connecting to these same destinations from the same location through a VPN tunnel, there is no degradation of service. This implies that the fault lay with Verizon's poor routing and inadequate peering infrastructure.

[Ticket: # 359677 - internet connectivity issues](#)

Date: 6/23/2015 6:15:02 PM

City/State/Zip: Des Moines, Iowa 50311

Company Complaining About: Mediacom

Description

Everyday from about 10:30am CST to 5:00pm CST my mediacom internet goes down and will not connect. If I call them and they refresh their systems it will work for 10-20 minutes before going down again.

[Ticket: # 359674 - att unlimited](#)

Date: 6/23/2015 6:14:27 PM

City/State/Zip: Springfield, Illinois 62704

Company Complaining About: AT&T

Description

i get txt messages stating that i have used 5 gigs of data and i could be reduced to lower speeds. If i am unlimited data, y should it matter?

[Ticket: # 359693 - Will not unsubscribe me no matter what](#)

Date: 6/23/2015 6:20:35 PM

City/State/Zip: Mansfield, Texas 76063

Company Complaining About: Buffett Senior Healthcare Corp.

Description

In 2013 I applied for a job with Buffett Senior Healthcare but took a job elsewhere. Since then I have unsubscribed to their emails numerous times but continue to receive them. The most recent is attached (6/21/15). I have also emailed them and asked to be removed from their list and they refuse to do so (also attached) and have attached proof of continued emails after that.

Ticket: # 359724 - State Farm agent never provides opt out in any emails!!!!

Date: 6/23/2015 6:29:54 PM

City/State/Zip: Mansfield, Texas 76063

Company Complaining About: Rick Hittle State Farm Agency

Description

I have been receiving spam for insurance quotes from State Farm agent (b) (6) since February 2014. They never provide an opt out in any email and I have attached a screenshot to prove this. Emails and phone calls to them are never returned.

[Ticket: # 359877 - Not getting speeds paid for, Netflix extremely slow](#)

Date: 6/23/2015 7:22:29 PM

City/State/Zip: Birmingham, Alabama 35205

Company Complaining About: Bright House

Description

Over the past few months, our speeds with Netflix have been getting slower and slower. In addition to this, we have been having consistent speed tests of less than half of the speed we pay for. The speeds I pay for are 75mbps, and we get speed test results of around 30.

Ticket: # 359864 - Time Warner Cable Price Gouging**Date:** 6/23/2015 7:18:03 PM**City/State/Zip:** New York, New York 10003**Company Complaining About:** Time Warner

Description

I am in the unfortunate situation of owning a media business in the middle of New York City but only have access to one "high speed" internet service provider - Time Warner Cable. Their top business class service offers me 50mbps/5mbps for a whopping \$300/month which is an insanely high price for paltry speeds in this day and age in one of the world's most advanced cities. We have been trying 2 years (to no avail) to get Verizon Fios installed, and I just talked to a Verizon tech who told me that they are doing no more commercial installations this year. So, alas, we are stuck with Time Warner. Now, here is the issue with TWC that we have and the reason for the complaint... When we called to try and get our bill lowered to be more in-line with the times, we were told there was no way of lowering it UNLESS our building had access to Fios. Only if a high-speed competition was available, would they then consider lowering our bill. Ideally, we would have Fios installed with higher speeds and lower pricing (and never have to deal with TWC), but they won't set up service in our building. So, we are stuck with a company who determines pricing based on competition (which doesn't exist!). The lack of real speed at reasonable costs is crippling my business and bottom line - we pay \$500/month for paltry internet and 3 phone lines. Without regulation on internet providers in the city, we are stuck with a building-by-building monopoly like Time Warner who seems to be engaged in the textbook definition of price gouging. Certainly, this shouldn't be a condoned practice. It limits not only our profit, but what we can afford to pay our employees. We are held hostage to \$6,000/year for an outdated service. Please, if there is anything to do, I am open to suggestions. But I feel stuck and at the mercy of a price-gouging company in an anti-competitive field. Thanks for your time,

(b) (6)

[Ticket: # 360023 - ATT uverse service](#)

Date: 6/23/2015 8:10:49 PM

City/State/Zip: El Paso, Texas 79928

Company Complaining About: AT&T

Description

Refusal to address service issues and poor customer service. DNS server issues reported to AT&T. Attempted to provide the proof for AT&T to realize what the actual issue is but have been refused multiple times.

Ticket: # 360208 - Verizon Fios Blocking traffic on GTT CDN

Date: 6/23/2015 9:31:05 PM

City/State/Zip: Woodbridge, Virginia 22193

Company Complaining About: Verizon

Description

I ran a test tonight noticing that specifically google video site (a.k.a. youtube broadcasts) were only transmitting at 0.12 mbps. Tracert showed 100% dropped packets at the interchange. All other sites were working properly and youtube's main site was working properly.

[Ticket: # 360265 - Slowing down after 10 gigabytes of data a month.](#)

Date: 6/23/2015 9:54:32 PM

City/State/Zip: Deville, Louisiana 71328

Company Complaining About: Exede

Description

I can stream videos for a little while, and then I cannot unless I pay \$10 for another gigabyte of data. After this cap is reached it also makes it harder to research candidates and political issues and decide who/what to vote for.

Ticket: # 360295 - Improper Pricing Practices in Convention Venues

Date: 6/23/2015 10:10:17 PM

City/State/Zip: Indianapolis, Indiana 46202

Company Complaining About: Smartcity

Description

SmartCity provides internet services to large convention centers and, subsequently, to conventions such as ours. Unfortunately, SmartCity has built a monopoly as the sole internet service provider and has thus established a pricing model that is inconsistent with availability of publicly available services and pricing found outside the walls of most major convention centers in the United States.

Their pricing has strained relationships with potential internet partners and outright forced the cancellation of several events that relied on dedicated internet pricing. For a base level connection, a vendor such as an independent game developer must pay \$695 for a shared internet connection for the entire weekend for Basic Internet Service. A company requiring a basic Dedicated 3Mbps line must pay \$3,495. There are considerations they are due for the installation of lines, but these costs are excessive and inappropriate especially considering the convention center was upgraded to fiber level service connectivity using public funds and subsidies.

This is their publicly available pricing schedule. They are the sole internet provider for several convention centers around the U.S., including but not limited to St. Louis, Las Vegas, and Cleveland.

(b) (6)

We were also informed that we could not establish an external wireless connection to use that for our internet services, as creating such would "interfere" with their available frequencies. They are disallowing competing services, and it will restrict our ability to grow the internet dependent aspects of our shows and our business.

Ticket: # 360355 - Bandwidth Caps

Date: 6/23/2015 10:27:15 PM

City/State/Zip: Powell, Tennessee 37849

Company Complaining About: Comcast

Description

I live in Powell, Tn and over a year ago Comcast said Knoxville, TN was in a bandwidth cap. I do not live in Knoxville but yet I was forced into the cap. I was forced to upgrade to business class service to get rid of the cap. I would like to pay residential fees which are half the cost exactly and my address is a residential address.

[Ticket: # 360369 - Comcast disconnecting internet](#)

Date: 6/23/2015 10:34:52 PM

City/State/Zip: Chico, California 95928

Company Complaining About: Comcast

Description

This is a problem I had many years ago which was the reason we switched to AT&T. Recently, We switched back to Comcast with an upgraded plan, and a completely new modem / router. When downloading or uploading within the limits of our cable plan, our router 'loses' connection with the ISP, disconnecting all transfers taking place

Ticket: # 360433 - Time Warner Cable Throttling Speeds

Date: 6/23/2015 11:00:47 PM

City/State/Zip: Appleton, Wisconsin 54915

Company Complaining About: Time Warner

Description

I have had super slow speeds on TWC service for the past week. Im supposed to be at 35Mb/s Down and 5Mb/s up. But im only getting 2.8 down and .8 up. Im tired of this i cant do anything on my days of because of it.

Ticket: # 360484 - Cable bill increase but no other options

Date: 6/23/2015 11:11:39 PM

City/State/Zip: Roswell, Georgia 30076

Company Complaining About: Comcast

Description

Comcast recently send me a letter saying that my bill would increase because they are "committed to constantly improving your entertainment and communications experience." However, nothing has improved and in fact I just had to renew my contract which increased my bill yet again. But like I said, there are NO other options for this speed in my area. Let's not forget that in order to get this current rate I had to have TV service added. Which, by the way, never gets used. I haven't even hooked up the receiver that I received over a year ago. I believe this to be a HIGHLY unfair practice and hope for it to be corrected. However, I do not foresee anything being done by EITHER Comcast or the FCC (my past complaint didn't do a thing about being overcharged).

Ticket: # 360539 - Exorbitant Cost of Internet+Cable

Date: 6/23/2015 11:32:10 PM

City/State/Zip: Tumwater, Washington 98501

Company Complaining About: Comcast

Description

To whom it may concern,

The cost of my Internet and Cable package is excessively exorbitant. I pay almost \$100 for Internet and Cable, when I'm not getting anywhere near the speeds they claim I'm supposed to be having. How could this cost more than my electric and water bill combined. Not only is this an issue, they keep changing the due dates without notifying me prior to the date. When I call to complain and get the run around, they tell me that "the computer does not allow me to change it". How is this possible? Lastly, service in the extended Seattle area has been "down" five times this month and they haven't had the service back up until over 8 hours later.

Please help,

(b) (6)

Ticket: # 360614 - Time Warner Throttling Speed.

Date: 6/24/2015 12:14:52 AM

City/State/Zip: San Diego, California 92109

Company Complaining About: Time Warner

Description

I've had a Time Warner Internet for the last 3 years (only high-speed option available to me). I use to have 15 Mbps plan and almost never got speeds of 15 Mbps during 6PM-11PM, and on top of that the network was constantly slow and certain applications (video, some gaming) were specifically always slow despite higher speeds in tests. I called and they insisted i upgrade, so I upgraded to 50 Mbps. Since I've upgraded, I still never get the speeds I've been told, and, more importantly still never have any constancy in speed and usage. It's extremely difficult to call and complain and get any result. The customer service intentionally avoids any solution and even the process of lodging a complaint is a series of confusing processes and catch-22s to make the customer give up. I've unfortunately had to settle for inconsistent speeds even though I a very high amount for the highest speed offered. I can provide general speed tests, speed tests by application, and my router logs for any additional information on how consistent and often this has been happening if necessary.

Ticket: # 360744 - CenturyLink Creating Walled Garden in Justin TX

Date: 6/24/2015 2:05:31 AM

City/State/Zip: Justin, Texas 76247

Company Complaining About: Centurylink

Description

Ladies and Gentlemen,

I recently moved (b) (6), Justin, TX. This area is actually along a large highway and not as remote as some would think. In fact, just a few miles down the road Verizon Fios is serving up 100mbps internet. However, I recently started doing some calls around to find a new broadband provider. I came to find, (and was later told by an ATT Rep) that there is no "broadband" competition in my area due to a lockout agreement with the city. This service doesn't even qualify as broadband under new regulations, it's a 10 down and 1 up service that runs for a little over 30 bucks a month. They also refuse to offer business or expanded services in the area.

At this point it's pretty logical to conclude that CenturyLink is attempting to over charge customers and force them to use their service without option. As I've interpreted these contracts that TelCo's have with municipalities should be illegal and have no effect. How soon can we see relief in our area? I know a lot of folks around here that would love fiber service.

[Ticket: # 360777 - FiOS speeds](#)

Date: 6/24/2015 2:41:12 AM

City/State/Zip: College Park, Maryland 20740

Company Complaining About: Verizon

Description

Whenever I use Netflix or Amazon Prime, my speed plummets. I don't have issues with anything else, just those two. The movies are constantly having to buffer. It makes the movies unwatchable. Verizon refuses to help.

Ticket: # 360836 - Comcast Refuses to Break Contract and charges are unacceptable.

Date: 6/24/2015 4:31:10 AM

City/State/Zip: Denver, Colorado 80220

Company Complaining About: Comcast

Description

In October of 2012, I made an investment into some computer hardware to learn to build and provide web related services as a hobby. I built a server and set it up with security and software necessary for hosting web related services. I then signed up for Comcast's "Business Class" internet service under a lengthy contract solely to obtain a static IP address.

Things started out wonderfully, the service was impeccable on all fronts and I was very pleased. I had a number of technical hurdles during the spring of 2013 but the service was so good in response to fixing these issues that I felt that any future problems could be swiftly dealt with. One of the largest draws to Comcast's business service initially was that they would provide swift, on-site, 24/7 technical support in the event that there was a problem with your service. ASAP. I felt secure in that they would provide a service catered to businesses with a more stable connection; less susceptible to outages with superior service. They said, "We guarantee you will be pleased with our reliable service and the fastest speeds in business." and "You'll get a dedicated account manager to make sure that you're getting the most out of your service."

A year went by, I've learned a great deal about servers and web services, and I decided to start my own company doing in-home IT support. And I wanted to expand my business model and use the server hardware I already owned to sell web services to customers.

Though, through the winter of 2013 into the summer of 2014, their service became so unreliable and required so many calls to diagnose service issues that it destroyed my online service business model and I have since been forced to discontinue providing certain web services and outsourced all others. During the month of June 2014, there was so much down time that I could not even stream a service like Netflix to my house at any time of the day without a break in the connection let alone serve a product to a customer using a simple web server.

I am getting half as fast of a connection speed and paying twice as much money for a service that is technically identical to residential service with the singular exception being a static IP address. My rates have increased: \$12.95 for equipment fee, up from \$9.95; \$19.95 for static IP, up from \$14.95. They have refused to allow me to cancel my contract despite their sub-par service without me paying every cent of the remaining duration of the contract. But most importantly, they want to charge me hundreds of dollars in extra fees simply for troubleshooting their own service at the behest of their own customer service department. And they do it by sending techs that directly insult and degrade me not only as a customer but as a professional in the field of IT, and then literally say to my face that that they are going to charge me for the visit and that I'm wasting their time.

Generally, when you have a customer with a service problem and they make a complaint, you help them understand what is wrong and provide a solution. Comcast does not do this. Comcast provides a typically uneducated representative that walks you through elementary procedures to resolve an extremely generalized number of issues, which often have absolutely nothing to do with the problem

at hand, and then they will either tell you "there is an outage" or "there is no known outage." That's it. There is no further inquiry to your problem except that they recommend a technician visit your home to investigate, and the phone representative will often strongly suggest this as a solution because they will say "there is clearly a problem on our end." Then when the technician arrives at your door he will say, "I don't know why the phone representatives sent me out here, I can't find anything wrong, it's probably your fault." You're then stuck with an extra \$99.95 fee onto your bill because they say "if the problem is inside of your network or there is no problem found with our equipment, we will charge you for the visit" and any "logical" deduction on their part is to point the finger of blame at you at that point.

I cannot put up with this any longer. I want this contract to end immediately; I want over-charges and fees to be refunded and then some; and because I pretty much have no choice but to remain a Comcast customer if I want internet, I would like to be reinstated as a residential account without a contract so that I can leave them immediately when a suitable competitor comes to the state.

Please help bring them to justice.

Ticket: # 360892 - Comcast Internet Issues

Date: 6/24/2015 7:44:46 AM

City/State/Zip: Loveland, Colorado 80538

Company Complaining About: Comcast

Description

Comcast cable broadband service is not reliable for VoIP phone calls for business. Upon contacting them to inquire about packet loss and jitter issues they state if we switch to their VoIP service they guarantee crystal clear calls, otherwise they "do not support" VoIP on their network. I own a VoIP phone business with a server located in a Tier 3 datacenter so our bandwidth at the receiving end isn't a problem. We run tests from all customers on comcast and they all have the same issue. If we run test from integra, century link, skybeam it is all nice and clean internet. But comcast has a lot of packet loss and won't help support/fix their problem.

[Ticket: # 360967 - Intentional throttling by Windstream ISP](#)

Date: 6/24/2015 8:56:12 AM

City/State/Zip: Trinity, Texas 75862

Company Complaining About: Windstream Communications

Description

Throughout hot points during the day, I get extremely slowed Internet. I pay for 12mbps and during those times I'm lucky to get 1mbps. This is recorded with various speed testing methods, latency tests, ping tests, etc. Ping can reach as high as 3000ms. When I call them, they make excuses and tell me everything is fine. Also they've said that there's been an outage in my area for 2 years. It doesn't make sense. I've been dealing with this issue for a long time and help is highly appreciated.

Ticket: # 361070 - unlimited data limited

Date: 6/24/2015 9:49:32 AM

City/State/Zip: Linden, New Jersey 07036

Company Complaining About: AT&T

Description

i received this auto generated sms message from AT&T today:

"ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit att.com/datainfo or att.com/broadbandinfo"

I pay good money for unlimited data and have never missed a payment. I believe this is blatant abuse of the recently adopted Open Internet/Net Neutrality act. Can someone please help me

[Ticket: # 361469 - Comcast data caps](#)

Date: 6/24/2015 11:40:36 AM

City/State/Zip: Savannah, Georgia 31411

Company Complaining About: Comcast

Description

Comcast has a monopoly as an internet service provider in the part of Savannah, GA, where I have recently moved. Using the internet for streaming video, including Comcast's on-demand video (Xfinity) quickly exceeds the 300GB cap per month. This is a ridiculous abuse of Comcast's monopoly power at the customer's expense. Please stop this abuse now.

[Ticket: # 361567 - comcast not allowing hbo go](#)

Date: 6/24/2015 12:09:34 PM

City/State/Zip: Tuscaloosa, Alabama 35405

Company Complaining About: Comcast

Description

Comcast is the only cable provider not listed for allowing hbo go on my playstation 4.

[Ticket: # 361654 - Internet](#)

Date: 6/24/2015 12:24:55 PM

City/State/Zip: Berwyn, Illinois 60402

Company Complaining About: Comcast

Description

Prices and Practices are unjust or unreasonable.

[Ticket: # 361680 - Comcast blocking common TCP/IP ports](#)

Date: 6/24/2015 12:30:02 PM

City/State/Zip: Dalton, Pennsylvania 18414

Company Complaining About: Comcast

Description

Comcast blocks several common TCP/IP ports. Most noticeably, they block port 80. This means that a customer can not use their own computer to host their own website without assigning a custom port. Custom ports are clunky to use and restrict access to a hosted website because of mistrust.

It can be argued that HTTP is the single most used protocol on the internet and Comcast blocks the default port that allows their customers to act as their own server for HTTP traffic.

[Ticket: # 361864 - Data usage is withheld from consumer](#)

Date: 6/24/2015 1:14:42 PM

City/State/Zip: Citrus Springs, Florida 34433

Company Complaining About: AT&T

Description

I'm trying to compare service plans between my current carrier (ATT) and others. However, ATT does not tell me how much data I use. They say they can show my usage, but when I get to the actual web site, they state they can't show past usage. When I ask for current period usage, they also don't show the information. Therefore, without knowing my usage rate I cannot compare versus Hughes or other carriers that have rates based on total data used.

This is restrictive to competition and keeps the customer blind to improving their own data usage resulting in paying for something you cannot measure or inspect.

Ticket: # 362113 - Cox communications

Date: 6/24/2015 2:20:44 PM

City/State/Zip: Lakewood, Ohio 44107-6222

Company Complaining About: Cox

Description

Cox is eliminating unlimited internet and instituting caps on their internet service. Customers who exceed the bandwidth cap will be charged \$10 per 50 GB downloaded beyond the network cap. The cap is exceedingly low for the download speeds they are advertising. I have calculated that the effective speed allowed by their download limit for their Preferred package (advertised download speeds of up to 60Mb/s, download limit of 350GB/month), is slower than a USB 1.1 device (1536 kb/s). In other words, if a Cox customer with a Preferred package downloads data constantly for a month at 1536 kbps, they will hit the 350 allocation for their monthly rate.

By contrast, if that same Cox customer used their internet connection 24/7 at the full 60Mb/s speed advertised, in a month they would download 19.44 terabytes of data. If a Cox customer were to download that much data in one month under their new billing, they would be charged \$3880 for that month's bill.

350GB is 1.8% of 19.44TB, so in effect Cox is limiting users to a TINY fraction of the network capacity they are being sold.

I have written up a detailed explanation of why this change in Cox's business model is unfair on my blog.

(b) (6)

[Ticket: # 362668 - Viacom blocking free web videos for Suddenlink Broadband customers](#)

Date: 6/24/2015 4:22:38 PM

City/State/Zip: Lubbock, Texas 79416

Company Complaining About: Sudden Link

Description

Due to a dispute between Sudden Link and Viacom regarding the dropping of channels by the cable/internet service provider, Viacom has blocked otherwise free content from some of its websites from Sudden Link customers. I believe this singling out is (or should be) against the law.

Net neutrality should be applicable not only to internet providers, but also to web site operators. Free websites that offer public content should not be allowed to pick and choose who can load their websites. In my opinion, this is a form of holding Sudden Link users hostage until Sudden Link gives in to Viacom's requests.

Sudden Link has approximately 1.4 million customers, many of which may be affected by Viacom's policy. I encourage the FCC to act against this policy that goes against Net Neutrality, and protect, not only Sudden Link's customers, but all other internet users from such practices.

Ticket: # 362808 - Regional Based Paid Priorization

Date: 6/24/2015 4:51:43 PM

City/State/Zip: Monrovia, Maryland 21770

Company Complaining About: Comcast

Description

I am a resident of Frederick County in Maryland. I would like to take issue with Comcast's monopolization of broadband internet service in my region. This monopolization allows Comcast the ability to not give price deals that they give in nearby counties (Montgomery County for example) where they face significant competition with other ISPs such as Verizon. There, they have numerous deals for new customers who can freely switch between a number of broadband ISPs. This is not possible in my region as Comcast is the only broadband ISP, effectively giving paid priority to those who live in counties where Comcast faces competition over those where they do not.

Ticket: # 362824 - Comcast doubling pricing without any change in service

Date: 6/24/2015 4:55:57 PM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

My only available broadband ISP (Comcast) refuses to lower my overall price of service when I remove cable television from my service package. I was "forced" into taking a package initially when I signed up for internet service that included a cable subscription despite expressing that I only wanted Internet service. The price for this package was 35 dollars a month. Internet service on its own without cable was 65 dollars a month. Due to the obvious price difference, I took the cable package reluctantly and have just never watched cable television. My bill has been creeping upwards until it has now reached over 70 dollars a month for the same service level. I tried to reduce my monthly payments by simply removing cable service, but that would actually INCREASE my bill. In what world does reducing services provided increase the overall cost of something?

Why does Comcast do this? My belief is that it is to continue to make money from advertisers. In order to keep advertising dollars high, cable subscriber numbers need to remain high. At this point "cord cutters" are so abundant, that if they didn't INCREASE your price for not getting cable and just getting internet, their cable subscriber numbers would take a dive along with their advertising revenue.

This practice to artificially keep cable subscriber numbers high is harming consumers and preventing them from purchasing what they want and only what they want in order to save money. Please put a stop to this practice by requiring Comcast to offer me a lower monthly rate if I cancel my cable service rather than increasing my rate if I cancel a service I don't want.

I would go elsewhere with my business, but there is no other broadband company to switch to that provides high speed service as defined by the FCC.

[Ticket: # 362826 - Net Neutrality and ISP costs](#)

Date: 6/24/2015 4:56:24 PM

City/State/Zip: Minneapolis, Minnesota 55409

Company Complaining About: Comcast

Description

Net neutrality is a critical to the access to internet. Comcast has a critical hand in ending net neutrality. Comcast's costs are extremely high, which they force to customers in my area because of lack of competition and the general agreement between ISPs to not compete in the same markets. Unfortunately, I am left to pay more than a reasonable cost for internet and I am also forced to use and ISP who is against net neutrality

Ticket: # 362861 - Slows down when viewing certain sites, like netflix and amazon prime, but fine on other sites and youtube, hulu, ect.

Date: 6/24/2015 5:05:04 PM

City/State/Zip: Denver, Colorado 80247

Company Complaining About: Comcast

Description

Unable to stay connected for more then 5 minutes, the connection either drops and I have to buffer or just dies all together, on any device I use. I've run a -t ping against 8.8.8.8 and it actually times out when im watching netflix, but stays fine when im streaming other HD content.

[Ticket: # 363144 - Selective Site Blocking](#)

Date: 6/24/2015 6:37:44 PM

City/State/Zip: Atlanta, Georgia 30346

Company Complaining About: Comcast

Description

Comcast is allowing me to connect to several sites with great ease and speed. But when I go to other sites, as common as the accessible sites, I seem to not be able to connect at all. The target site is not at fault here since a Comcast message showing up with an error to that site. My speeds are fine and reliable, but only to select sites it seems. This goes against any neutrality.

Ticket: # 362963 - Complaint against Comcast pricing and misleading marketing

Date: 6/24/2015 5:35:50 PM

City/State/Zip: Chicago, Illinois 60656

Company Complaining About: Comcast

Description

On 6/24/2015 I tried to upgrade my double play package through Comcast. There was a plan option available for me while logged into my account that would have ended up being \$10 cheaper than my current plan while offering the same service. I tried to upgrade to this plan, and the system forced an additional \$10 monthly charge for a modem. There was no option to remove the modem which I have no need as I own my own. I contacted Comcast and was told that plan was only available to new customers even though it was offered to me through their website. Furthermore, I am practically forced into a bundle (TV+Internet) at \$69.99. The closest internet-only offer would save me only \$3 monthly, but would cut my speed by 66%. The next internet only option costs \$399.95. This type of bundling forces me along with millions of other customers to subscribe to a TV subscription, which is probably done to inflate their TV subscriber numbers and mislead their advertisers. This also forces me to pay the broadcast TV fee as well as taxes for the TV service, inflating my actual bill even further.

Ticket: # 363018 - Comcast Data Caps**Date:** 6/24/2015 5:57:33 PM**City/State/Zip:** Clinton, Tennessee 37716**Company Complaining About:** Comcast

Description

Comcast has for the past two (or more) years in this area has a system whereby they charge us extra for using more than 300 GB of data. This system inherently limits the potential of the internet by limiting what one can do with their home connection. As media, gaming, scientific pursuits, and future endeavors grow in potential file sizes, the continuing progress of society will be limited by having home internet usage limited in this way. A video game on a PS4 system downloaded legally from their storefront can use 50 to 100 GB of data in a single day. On a system wherein you must pay higher than your agreed-upon bill when using over 300 GB this amount of data is crippling at best. As there are no other choices of provider in this area just switching to competition is not an option. You may also know that Comcast does this to extort its customers into paying for its cable service and to limit you from using streaming media services instead. In such they do NOT count their OWN on demand services towards your overages on your bill! This is a huge conflict of interest and must be researched and regulated! We demand action against these illegal and anti-consumer business practices, and I would like to see Comcast specifically address this on my bill by stopping this overage charging immediately! And no, three free months does not cut it. No one should ever be limited in their use of an unlimited resource just to extort money from them.

Ticket: # 363063 - Comcast - Chat Service, Old Equipment Charges & Recent Installation

Date: 6/24/2015 6:06:35 PM

City/State/Zip: Seattle, Washington 98133

Company Complaining About: Comcast

Description

First, I had Comcast come out and install my internet on 6/20/15. The tech person entered the home at 11:52am and left at 5:02pm. He left cables, his computer and an entire cable roll in my yard after finishing and even had the nerve to take a nap in his truck during the whole process. But I held my tongue as Comcast has a monopoly on the quality of internet service here.

Then a couple of days later, My broadband ISP (Comcast) openly lied about an offer over their online chat services. At first I entered the chat with the intentions of making my new account ID link to my old account, so I could use the established credit of \$45.49 left on my old account for the charges on my new account. Akul was the person I was chatting with and he agreed he could make this fix.

Then he went on to offer the Blast internet package to me at 150mbps at a price of \$59.99. I agreed with the understanding that I would receive that speed and only be paying \$5 more than my current plan. However he then started changing his tune, saying I needed to pay another \$39.99 for a self installation kit (entire chat attached). When I already have the modem installed?

After about 2 hours of this chat. The employee ended up lying on 3 separate occasions, once about the price and internet speed package he was going to provide me for my inconvenience with the installation employee. Another lie about how he could provide me with 105mbps and not 150mbps because I wasn't getting that speed currently. This part completely threw me off and at this point I wanted to no part in this misleading sales pitch. I asked for his employee ID# at which point he said he could provide it. Then went on to say he was not authorized to. All of this detail is within the attached conversation log.

All in all, the shady sales practice to artificially keep cable subscriber numbers high is harming consumers and preventing them from purchasing what they want and only what they want in order to save money. Please put a stop to this practice by requiring Comcast to offer me the internet speed of 150mbps or 105 mbps at the price they quoted me. In addition, my old account has un-returned equipment charges that should NOT be listed. I returned this equipment and they even agreed and accepted that I did so over the phone, but have not changed the account to reflect that. Therefore they show me as owing \$190. I will not pay for something I don't owe.

I would go elsewhere with my business, but there is no other broadband company to switch to that provides high speed service as defined by the FCC.

[Ticket: # 363252 - Comcast Monopoly](#)

Date: 6/24/2015 7:20:22 PM

City/State/Zip: Olympia, Washington 98516

Company Complaining About: Comcast

Description

Comcast is the only suitable internet provider in my area. The best speed I can get if I don't want Comcast is 1.5Mb/s, this is unacceptable alternative as an IT professional. In order to be competitive in my field I must have fast internet, Comcast barely delivers the speeds I pay for and is the only option that keeps me in the field.

Ticket: # 363837 - Internet Data Caps

Date: 6/25/2015 6:45:44 AM

City/State/Zip: Knoxville, Tennessee 37932

Company Complaining About: Comcast

Description

Here is a copy of Comcast email. This is unfair.

"This is a Courtesy Notice from Comcast to let you know that you have reached 100% of your 300 GB monthly data plan for your XFINITY Internet Service. Additional usage will incur overage charges."

300, even 500 GB is too little for a family of 5

[Ticket: # 363667 - Comcast service issues as I near their cap](#)

Date: 6/24/2015 11:23:56 PM

City/State/Zip: Duluth, Georgia 30097

Company Complaining About: Comcast

Description

I just spent 45 minutes on the phone with Comcast, and the conversation ended with them telling me there is nothing they can do about the intermittent errors I am getting with my internet connection.

Apparently the problem is that I am approaching their 300 GB data limit for this month. Apparently they have some logic somewhere that is trying to pop up a message warning me about this (in spite of the fact that I have already received two e-mails). But their pop-up logic is broken so I just get errors, intermittently. This prevents me from watching Netflix or using the internet consistently.

It is bad enough that they are imposing this data limit in the first place (a thinly-veiled attempt to get me to buy more content from them instead of their competitors). But for the service to actually stop functioning as I merely approach the limit (I'm currently at 287 GB out of 300 GB) is much worse.

Basically I'm being punished for using a video service other than Comcast.

[Ticket: # 363721 - Throttling of Streaming Video Sites](#)

Date: 6/25/2015 12:05:37 AM

City/State/Zip: China, Michigan 48054

Company Complaining About: Comcast

Description

While on default comcast connection, youtube and netflix both refuse to load any videos, however once connected to a VPN in the same region, streams work perfectly.

[Ticket: # 363762 - Comcast issues](#)

Date: 6/25/2015 1:20:50 AM

City/State/Zip: Littleton, Colorado 80124

Company Complaining About: Comcast

Description

I have difficulty in contacting comcast this evening in order to dispute charges and/or lower my bill. I was in queue for 125 minutes before I was disconnected from the queue. I also want to inquire as to why my internet slows when using certain applications.

Ticket: # 363915 - Internet Data Limits**Date:** 6/25/2015 8:40:41 AM**City/State/Zip:** Alpharetta, Georgia 30005**Company Complaining About:** Comcast

Description

Comcast's Xfinity Internet service currently limits its customers to 300 GB of data use per calendar month in many US markets including mine in Atlanta, GA. I feel the company does this to prevent its customers from cutting the cable TV cord in favor of using Netflix, Hulu, Amazon Instant video, or others. These terms were quietly changed after I had become a customer. And monitoring my usage to avoid being automatically billed \$10 per additional 50 GB is difficult. The meter is buried in Xfinity's support Web site. I believe this is an unfair use of Comcast's monopoly power in my region, and the policy financially punishes me for using a service offered by a Comcast competitor.

Ticket: # 363925 - AT&T Unlimited Data Throttling

Date: 6/25/2015 8:49:54 AM

City/State/Zip: Moline, Illinois 61265

Company Complaining About: AT&T

Description

I am still currently on an older, grandfathered, unlimited data plan from AT&T. I am now starting to receive notices that once I reach 5GB of data I am going to get reduced speeds. This is not unlimited, because the reduced speeds I get are virtually unusable.

I have complained about this to a rep in the local AT&T store, and their solution was for me to sign up for a new 8GB (because my average usage was around 5GB), which would effectively raise my monthly rate from \$85 w/taxes to \$115+taxes.

This would remove my account's unlimited data and that's not what I want. I want my unlimited data and I don't want a cap before my data speeds are reduced to unusable levels.

[Ticket: # 364020 - Internet](#)

Date: 6/25/2015 9:43:52 AM

City/State/Zip: Port Saint Lucie, Florida 34953

Company Complaining About: AT&T

Description

Since the net neutrality act was initiated, my internet as slowed down considerably.

[Ticket: # 364176 - Internet service over priced](#)

Date: 6/25/2015 10:50:42 AM

City/State/Zip: Dolton, Illinois 60419

Company Complaining About: Comcast

Description

I pay \$ 76.95 to comcast for the 25 mbs that i get .

[Ticket: # 364233 - Comcast Bandwidth Cap](#)

Date: 6/25/2015 11:14:25 AM

City/State/Zip: Bath, Maine 04530

Company Complaining About: Comcast

Description

Comcast currently has bandwidth caps on internet usage only in some areas they serve and not in all areas. I believe this is a violation of the spirit of the new Net Neutrality rules, not only are they not treating all customers the same, they are also by putting the caps in place forcing a decrease in the amount of video traffic by way of fear of overage charges.

Ticket: # 364311 - I think Comcast is disrupting my VOiP service

Date: 6/25/2015 11:35:21 AM

City/State/Zip: Salinas, California 93906-4043

Company Complaining About: Comcast

Description

I have Comcast high speed internet service, but have chosen to go with MagicJack as my VOiP provider. Recently, I have noticed a high amount of disruptive static on my phone line. My hunch is that Comcast is trying to disrupt this connection--not totally sever it, but make it difficult to use for clear reception of calls--in order to coax me to sign up for their phone service. I simply would like someone from the FCC to investigate the possibility that this is occurring.

Ticket: # 364366 - Comcast rigged data usage meter

Date: 6/25/2015 11:47:41 AM

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: Comcast

Description

Comcast has their Data Usage meter rigged in favor of Comcast or they are just unbelievably incompetent. In April and May my usage for data was 112Gb & 53GB. Since they have started the meter usage app my data usage has climbed to almost a half terra byte (453GB) in one month. I'm not even using the computer much since they started this 15 days ago. I'm paying for a service that I can't even use without fear of them overcharging me.

I've called 6 time to dispute the data usage and I get nowhere except for them to say someone is stealing my internet. I don't broadcast my network, I have changed all my passwords, I've made so only 5 devices that I know the mac address of can even use my internet, I've completely revamped my security on my router & I have no easy passwords.

I believe this is a lead up to increasing rates for usage which isn't even correct at this point. I've already switched services to a new provider and as long as they don't rig the usage to be inflated I'm sure I'll be much more satisfied.

But someone has to reign Comcast in. They are ripping off the customers.

Ticket: # 365591 - Overcharging

Date: 6/25/2015 2:43:15 PM

City/State/Zip: San Antonio, Texas 78209

Company Complaining About: AT&T

Description

AT&T/Uverse has been charging me \$100 for internet service for several months. This includes \$1.83 for tax, \$22.00 for various other charges including equipment rental and other charges I don't understand. My actual internet charge is \$76.21 even though I called to complain, and the operator granted me a lower bill for a few months although it was never lowered to what he promised. I was billed \$92 per month for a few months. It was not what I was promised. My bill is now \$100 per month just for internet service!

Instead of a lower bill now, my initial \$60 plus undetermined fees bill has increased to \$76 plus to a total of \$100 per month for internet. I am not wealthy. I am trying to lower my bills. I see this same service being offered by other companies for half this much. I really don't understand why my bill is so high! I thought our system was supposed to be fair and open now, but it is not fair when I have to pay twice what my neighbor pays for the same service. I also don't see what I'm getting that generates a mystery fee of \$15 per month for 'supports'.

Can you help this over-charged, mystified, and out-of-patience consumer with this problem? Thank you for your time.

Ticket: # 365620 - Comcast Cable Internet Complaint

Date: 6/25/2015 2:47:53 PM

City/State/Zip: Eldersburg, Maryland 21784

Company Complaining About: Comcast

Description

Hello, I would like to make a formal complaint about Comcast Cable and the Internet service that I am forced to use. I have no other options besides Comcast for high-speed internet in my area. I do not wish to purchase television or phone from them so I feel I am being punished with a high Internet price. I depend on high speed internet service not only for entertainment, but for my job as well (I regularly telework). I have asked several times for a lower permanent price, and I am still stuck with a rather high bill.

In addition, I choose to use my own Modem (off of their approved modem list) and I have constant problems. My median internet speed is HALF of what they advertise, and goes offline a dozen times a day. thank you.

[Ticket: # 366037 - Comcast throttling my speeds](#)

Date: 6/25/2015 3:47:13 PM

City/State/Zip: Chicago, Illinois 60614

Company Complaining About: Comcast

Description

Every time I stream TV online, my internet speed plummets. I have a strong feeling that Comcast is manipulating my upload speeds when I try to stream video online in order to get me to purchase cable TV from them. My internet works fine in general but gets slow when i stream, and it even disconnects and makes me re-connect sometimes. I am very frustrated and angry because I have no alternative ISPs that offer competitive speeds. I'm worried that if they can get away with these violations of Net Neutrality rules, than they will in time become unfettered gatekeepers of internet content. I think a firm line must be drawn and this type of behavior must not be allowed

[Ticket: # 366443 - very high internet cost](#)

Date: 6/25/2015 5:06:55 PM

City/State/Zip: Palatine, Illinois 60067

Company Complaining About: Comcast

Description

I have been with Comcast for Internet use. My charges have gone up every year for the last few years. When I called Comcast, they mentioned " take it or leave it". They have a monopoly . Please help to lower the price.

Ticket: # 366512 - ISP Possibly introducing latency to VoIP connections

Date: 6/25/2015 5:24:31 PM

City/State/Zip: Melrose, Massachusetts 02176

Company Complaining About: Verizon

Description

Called ISP (Verizon Business FiOS) to lodge complaint about high latency through ISP infrastructure causing degraded VoIP call quality and dropped calls. Tech support acknowledged higher latency at peak times, specifically lunch time (EST). I gave rep specific Verizon owned IP's as examples. (latency's at or above 1500ms) Appallingly, and probably illegally, the rep suggested that we wouldn't have such problems if we were to use Verizon's own VoIP services. I told them that introducing latency by not upgrading infrastructure or introducing latency deliberately was a convenient marketing tool for there own VoIP services, but probably illegal and hopefully frowned upon by the FCC.

Ticket: # 366518 - Comcast blocking HBO go on PlayStation 3 and 4

Date: 6/25/2015 5:26:44 PM

City/State/Zip: Albuquerque, Nebraska 87123

Company Complaining About: Comcast

Description

Comcast is not allowing access for PlayStation to be able to stream HBO on our systems. It is not an option to select Comcast as your provider when trying the app on PlayStation. This needs to get addressed.

Ticket: # 366841 - Open Internet

Date: 6/25/2015 7:12:26 PM

City/State/Zip: West Terre Haute, Indiana 47885

Company Complaining About: Straight Talk

Description

I am a Straight Talk customer and they advertised unlimited internet but now they have started putting in fine print that after 3GB they will dial you back to 64kbps. I have been dialed back within the first 10 days of my month in the past when I hadn't hardly used the internet and they said there was no way I could prove that I didn't. I think this violates the Open Internet Rule, but I am not sure?

Ticket: # 366914 - prepay phone loss of minutes

Date: 6/25/2015 7:40:01 PM

City/State/Zip: Rogersville, Tennessee 37857

Company Complaining About: Tracfone

Description

I have a Net 10 prepay phone that I buy a 300 minutes 60 day airtime, I had approximately 3000 rollover minutes I activated a new 60 day card June 11 2015, on June 18 2015 my service was terminated, I called service rep. that told me I had used all my minutes up & there was nothing they could do, I e-mailed Net 10 about my issue & requested a statement of my minutes used for the last 30 days. attached is my e-mail & response. Can you look into this? Thank you.

Ticket: # 366953 - Non-Triple play/Internet -Only access must pay rental fee

Date: 6/25/2015 7:58:51 PM

City/State/Zip: Martinez, California 94553

Company Complaining About: AT&T

Description

I want Internet-Only access. Not TV. Not Phone. Rich people can afford all three services. I cannot. Just the Internet access is all I want.

Well guess what? ATT says I have to rent a modem/gateway from ATT for an extra \$7 a month. I have my own modem/gateway. Same model as the ATT modem/gateway. Why should I have to pay an extra \$84 per year to ATT (FOREVER). In ten years that's \$840. Enough to buy dozens of modem/gateways!!

Access for Internet-Only is heavily penalized with this extra \$84 charge. Rich people can easily afford to get Internet, and TV, and Phone. So maybe the extra \$84 charge is not very much relative to the full cost of triple-play service. But for lower income people who want Internet-Only service the extra \$84 charge is a heavy penalty.

[Ticket: # 367098 - I believe my internet is being throttled](#)

Date: 6/25/2015 9:11:12 PM

City/State/Zip: New Orleans, Louisiana 70001

Company Complaining About: Cox

Description

my internet gets horribly slow once or twice a month for a few days. usually towards the end of the month.

[Ticket: # 367114 - Att throttling Facebook speeds](#)

Date: 6/25/2015 9:21:16 PM

City/State/Zip: Boca Raton, Florida 33486

Company Complaining About: AT&T

Description

I am unable to watch any videos on facebook while youtube loads fine and I am pulling 22mbs download. This is across all of the computers on the network and has been happening for over a month.

Ticket: # 367177 - Slow Speed, Sporadic Service, Poor Service & Tech Support, Unprofessional Installation



Date: 6/25/2015 10:04:23 PM

City/State/Zip: Devine, Texas 78016

Company Complaining About: Hughes Net

Description

Hughesnet sales/marketing reps did not disclose problems that could arise. I have had issues with both speed and sporadic interference since signing up. The installer that was sent out came at a different time than agreed upon and then was very unprofessional. He used the area where our cable t.v. service enters our home (in my living room). Our p.c. is in the office... I have explained this over and over to support personnel when they request that I plug the modem/router directly into my computer. Wasted hours have been spent on hold waiting for support. I have been dropped numerous times from Hughesnet online support and then have to start all over again with a new support complaint. I have multiple case#s and was allowed a discount due to my speed/sporadic drop issues. A discount is not sufficient when you simply cannot depend on the service. I have the router that Hughes suggested. I would like to be released from my contract without penalty. I have a second service with AT&T because Hughes service is so unreliable. I have kept copies of some of the online discussions with Hughes. (b) (6)



[Ticket: # 367268 - Amazon purchased videos](#)

Date: 6/25/2015 11:16:34 PM

City/State/Zip: Westlake, Ohio 44145

Company Complaining About: Time Warner

Description

How come when I buy a video (not rent) from Amazon, I can not download it to my computer? They said I need an IOS or Kindle to download. They don't say that when you BUY them. They give you the option to purchase or rent. Giving those options leads one to believe you can download them to your laptop.

[Ticket: # 367858 - Comcast disconnecting Streaming Videos](#)

Date: 6/26/2015 11:41:03 AM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: Comcast

Description

Netflix & YouTube work perfectly. As of 2 days ago, over a dozen smaller streaming sites no longer remain connected, with a disconnection every 20-90 seconds. I produce movies. I cannot have disconnections to my content.

Ticket: # 367866 - Comcast forces bundling of services because of their monopoly

Date: 6/26/2015 11:42:58 AM

City/State/Zip: Baltimore, Maryland 21237

Company Complaining About: Comcast

Description

I am a longtime customer of Comcast. They are the only cable TV and broadband internet service provider available at my address, so if I want these services I am required to use Comcast.

I currently subscribe to a TV / Phone / Internet service bundle from Comcast, which I signed up for only because it was cheaper than ordering the services I wanted (TV and Internet) a la carte. I do not and never have used the phone service.

I recently received a letter in the mail from Comcast stating that they had reviewed my account and were raising the prices on all of my services. When I originally signed up, I was paying about \$130 a month, and the pricing has crept up over the years to the point where it will now be over \$230 per month with the latest increase.

I contacted Comcast about dropping my services so I could keep only the Internet service (125 Mbps speed, which they offer to new subscribers for \$49.99), but of course if you are already a Comcast customer the price of the comparable standalone Internet service (which is SLOWER than the service they offer to new customers, at 105 Mbps) is \$79.99.

Because Comcast is the only broadband provider available at my address, I am forced to accept a slower speed of service at a higher price than I otherwise would be able to get from them because I am unable to cancel my service and buy comparable service from another provider. Other people I know have been able to switch to various other services (such as Verizon FiOs) that offer similar service at deeply discounted pricing under what Comcast charges, but I can not because of where I live.

This, in my opinion, is unfair exploitation of their customers due to their having a monopoly on service in my area.

Ticket: # 367885 - Charter Cable Internet Unfair Business Practices**Date:** 6/26/2015 11:48:13 AM**City/State/Zip:** Covington, Louisiana 70433**Company Complaining About:** Charter

Description

My only available broadband ISP (Charter) has horrible delivered service in our area, has frequent internet dropouts and refuses to lower my speed of service or the monthly price back to what it was before the price of the package was raised to more than 50 dollars above what my package was originally sold at.

I was "forced" into taking a higher speed package after higher speed package at continually higher prices than what I originally signed up for. They keep telling me that the speed is faster, but I do not see the increases and repeated attempts at getting this quality of service issue rectified have resulted in them telling me that it's the wiring in my area and that they cannot do anything about the lower than advertised speeds and multiple daily drops, causing a horrible reliability issue. The price for this package was originally 29 dollars a month. For the past 5 years my bill has been slowly creeping upwards until it has now reached over 80 dollars a month for nearly the same or worse service levels. I tried to reduce my monthly payments by simply asking for a lower speed, but I was told that was not possible.

Why does Charter do this? My belief is that it is to continue to make money without having to improve the aging infrastructure. In order to keep revenue dollars high, internet subscriber numbers need to remain high. At this point "cord cutters" are so abundant, that if they didn't INCREASE your price for not getting cable and just getting internet, their cable subscriber numbers would take a dive along with their advertising revenue.

This practice to artificially keep cable subscriber numbers high is harming consumers and preventing them from purchasing what single services they want and only what they want in order to save money. Please put a stop to this practice by requiring Charter to offer me a lower monthly rate if I reduce the delivered speed of my cable internet service rather than increasing my dollar rate every time they offer a speed upgrade that I don't want.

I would go elsewhere with my business, but there is no other broadband company to switch to that provides high speed service as defined by the FCC.

[Ticket: # 368268 - Net neutrality](#)

Date: 6/26/2015 1:49:02 PM

City/State/Zip: Chattanooga, Tennessee 37421

Company Complaining About: Comcast

Description

Is Comcast allowed to block a service being paid for on certain devices? The service in question is HBOGO. On my video game console, Comcast has the service blocked even though it is part of my package I am paying for. Is this legal?

Ticket: # 368434 - Comcast Trottling my Internet speed again from 94.3 mbps tp 9.4 mbps

Date: 6/26/2015 2:40:45 PM

City/State/Zip: Hatboro, Pennsylvania 19040

Company Complaining About: Comcast

Description

Comcast Trottling my Internet speed again from 94.3 mbps tp 9.4 mbps. I sent a previous complaint about this same scenario. It happened at 4:05pm 6/25/15 and then again at 1:15am 6/26/15.

This time I recorded a picture of the individual speeds as photos from my computer display. If you want those pictures, please give me an Email address to send them too?

(b) (6)

Hatboro, PA 19040-4526

(b) (6)

Ticket: # 368438 - Bandwidth Cap Exceeding via regular usage, charging consumer with business plan upgrade

Date: 6/26/2015 2:41:57 PM

City/State/Zip: Rio Rancho, New Mexico 87144

Company Complaining About: Cable One

Description

CableOne.net issued me a warning today June 18th 2015 through a webpage stating that I had exceeded my monthly allotted bandwidth. I often exceed my allotted maximum monthly bandwidth. My home consistently uses about 800 to 1000 GB monthly in average use alone ever since starting with their service roughly three years. I am allotted 400 GB monthly. In the area I live in, in the (b) (6) area of Rio Rancho, New Mexico, I can only choose from CenturyLink and CableOne.net as Internet Service Providers. CableOne.net offers faster Internet speeds so I use them as my Internet Service Provider. My plan, the highest available consumer plan, currently allows 60 megabits per second with a maximum bandwidth of 400 GB monthly for \$80.00 monthly. The next tier is their starting business package, offering 60 megabits per second with a monthly bandwidth of 750 GB for \$135 monthly. Their premium business plans allows 100 megabits per second with a maximum bandwidth of 1 TB monthly for \$250. I called CableOne.net's customer service number at 877-692-2253 to speak with a representative to review this. Their Interactive Voice Response (IVR) system already had my account flagged and gave me a three minute pre-recorded message regarding actions I could take to reduce the usage. Frankly, while doable, I am willing to pay a reasonable amount extra monthly to increase my bandwidth allocation. My solution was to change my plan to account for the increased bandwidth usage, and called them again. After significant difficulty navigating their IVR to bypass the prerecorded message referenced in the paragraph above, I was informed of their pricing tiers. I asked to speak with a supervisor to see if other options existed. I was disconnected. Their IVR had the ability to reconnect me with the agent I was speaking with. I chose that option, and I was disconnected again. After calling a third time, I was placed on hold for roughly forty minutes and transferred to a supervisor in the technical area. The supervisor's name is Jeremy R. He proceeded to review my bandwidth usage throughout the past several months and call out how excessive in his opinion he viewed it. He asked pointed questions about my Internet usage, including whether I used torrenting to fileshare, an illegal activity, and whether or not I hosted file servers, an act that violates the license agreement with CableOne.net. I found this line of questioning offensive and belittling since they have the technology to detect and act upon such infractions. I live in a home with three other people. We stream movies and television, occasionally play video games and download movies and games after purchase. Someone also works from home for a medical office who connects daily via Virtual Private Network (VPN). The VPN server exists in the network owned and hosted by the health organization at their corporate office. This action uses little of the monthly allotted bandwidth by nature of its design. The Supervisor found this information lacking and continued his aggressive approach. Jeremy R's solution, which is the solution echoed through the CableOne.net organization, was to switch to a plan that is three times the current price of my current plan and does not offer three times the benefit. CableOne.net claims it does not charge fees for exceeding bandwidth. They in fact do, as one is required to pay an extravagant amount to be able to have more bandwidth monthly, as the internet speed is hardly affected by paying more.

[Ticket: # 368941 - Comcast Cap Limite](#)

Date: 6/26/2015 5:17:29 PM

City/State/Zip: Atlanta, Georgia 30319

Company Complaining About: Comcast

Description

I had no idea Comcast put a transfer limit on my services. The only advertised limit was throughput.

[Ticket: # 369475 - Comcast data usage fees](#)

Date: 6/26/2015 10:39:02 PM

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Comcast

Description

Comcast currently includes 300 GB in my high speed internet plan. Additional data may be automatically added to my bill at a rate of \$10/50 gigabytes. This is an unfair policy that disproportionately penalizes users that have already paid for a faster internet service. The purpose of paying for a faster internet connection is to receive more content; charging customers to reach that threshold more quickly, and then charging customers again for additional data usage is a corrupt practice that should be stopped. Internet usage should either be a per megabit charge or it should be assumed customers with higher speed requirements will logically use more data. The Comcast policy should be discontinued.

[Ticket: # 369514 - Blockage of HBO GO on Ps4 and other devices.](#)

Date: 6/26/2015 11:29:36 PM

City/State/Zip: Portland, Oregon 97222

Company Complaining About: Comcast

Description

Comcast blocks HBO GO on Ps4/PS3. As a consumer who pays for both, I feel handicapped by not being able to use HBO on my Ps4. Comcast has the servers, and wouldn't experience any massive network failures from this.

Ticket: # 369607 - Comcast Surreptitiously Added Cable to Our Internet Plan

Date: 6/27/2015 3:22:24 AM

City/State/Zip: Cottonwood Heights, Utah 84121

Company Complaining About: Comcast

Description

On March 31st, I contacted Comcast (our ISP), to address an issue regarding the speed of our home's internet. During that web-chat conversation, the Comcast representative offered a slightly lower price for our internet service (\$69.99 vs the \$78.00 we were paying). With each offer, I made it clear that we do NOT want cable TV. With this understanding, I agreed to a price-reduced plan. A few days later, we received a set-top box for cable TV as a package on our doorstep from Comcast. Apparently we'd been signed up for cable TV anyway.

Here are relevant parts of the conversation (taken from web chat, full transcript attached):

(b) (6) 10:22AM: I'll also be checking for eligible packages on your account to take advantage to lower your bill. Would that be okay with you Duane?

(b) (6) 10:22AM: no thank you

...

(b) (6) 10:24AM: I just want fast internet, no tv, no phone, nothing else. Thanks though.

...

(b) (6) 10:31AM: I wish it would clearly state on my bill what I'm paying for. What I see is "Performance Internet" with an additional charge that says "Speed Increase"

(b) (6) 10:32AM: Yes Duane, you've paid extra for 12 for Blast internet which is 50mbps

...

(b) (6) 10:33AM: Blast Plus includes Blast Internet and Digital Economy with Streampix. This bundle will give you Internet speeds of up to 50 Mbps and enjoy access to over 50 digital quality channels including some of the most popular cable networks such as USA, Lifetime, History Channel, Food Network, Disney Channel, Comedy Central, and Discovery.

(b) (6) 10:34AM: I don't want tv

(b) (6) 10:34AM: thanks anyway

(b) (6) 10:34AM: I understand that you do not cable, it's okay. You can take advantage of the lower bill discounted package.

(b) (6) 10:34AM: You are currently paying for \$78 for internet only

(b) (6) 10:35AM: We have here the discounted package for \$69.99 for 50 mbps speed with no agreement.

(b) (6) 10:35AM: There is no contract on this bundle so you may make changes anytime with no termination fee.

(b) (6) 10:35AM: This package is covered by our 30day money back guarantee so you can give it a try and you have nothing to lose.

(b) (6) 10:35AM: Can we just make whatever I currently have be faster than 5 mbps please?

...

(b) (6) 11:17AM: As compensation for the inconvenience, I can lower your bill. Would that be okay?

(b) (6) 11:17AM: that would be great

(b) (6) 11:18AM: Great! From \$78.95 I will lower it to \$69.99

(b) (6) 11:18AM: Amazing right?

(b) (6) 11:18AM: thanks

(b) (6) 11:18AM: I agree with you. Also I will give you FREE access to HBO

(b) (6) 11:18AM: You can access nit online anytime anywhere :)

(b) (6) 11:19AM: no thanks, I don't watch tv

(b) (6) 11:19AM: Alright. By the way this is blast plus, you will have up to 105 mbps speed. The tech will also check on the outside to make sure everything will be okay

(b) (6) 11:20AM: super

(b) (6) 11:20AM: Shall I go ahead and add this package for \$69.99?

(b) (6) 11:20AM: Awesome!

It was frustrating to be a part of this barely human-level conversation, but what makes it complaint-worthy is the deceptive practice noted above. Why would Comcast be interested in providing me with a service I do not want? Why are they offering more services for a lower total price? I was clear that I want internet service only. Comcast is the only service available to me with speeds greater than 20Mbps, so I continue to pay the various monopolistic price levels that they set, and must endure any deceptive marketing practices they employ if I want to remain on a relatively fast broadband internet connection.

In the end, I would love to have access to fast internet at a reasonable speed, without unwanted services like cable TV. I don't have that yet, but I hope that by working with you we can move the needle closer. Thank you!

Ticket: # 369651 - Consistent connection problems both with internet & cable tv

Date: 6/27/2015 8:34:49 AM

City/State/Zip: Lake Geneva, Wisconsin 53147-1519

Company Complaining About: Time Warner

Description

Problems have existed since their change to software program approx. 5-6 yrs. ago. Cable tv picture freezing, guide freezes or does not work, when working moves like molasses, pixel scrambling on picture on/off, having to "reboot" system endless times, etc., etc., now new problem with email account through Time-Warner, my internet/cable tv provider, boots me out of my email over & over, & over. So tired of having to contact Time-Warner about continued problems which is not isolated to my account. Best friend, 2 miles away, as well as her neighbor, same problems!!! Why are consumers subjected to having no "choices" to selecting a cable/internet provider, either you use the provider in your community or you are forced to use satellite which has its' own problems as I too tried that! And with all the problems, prices are outrageous for what little and poor service is provided!!!!

[Ticket: # 369886 - Comcast blocking access to certain websites](#)

Date: 6/27/2015 12:16:23 PM

City/State/Zip: Colorado Springs, Colorado 80917

Company Complaining About: Comcast

Description

After experiencing a negative customer service interaction with Comcast regarding my internet service I performed a web search for "Comcast customer service sucks". After performing the search my internet access was down for a few minutes. I was able to reproduce this result five times. I believe Comcast is monitoring my search parameters and limiting internet access based upon certain keywords in the search field.

[Ticket: # 370328 - tiered data](#)

Date: 6/27/2015 6:05:53 PM

City/State/Zip: Tucson, Arizona 85718

Company Complaining About: Comcast

Description

the tiered data disregards net neutrality.

[Ticket: # 370354 - Cable companies](#)

Date: 6/27/2015 6:28:57 PM

City/State/Zip: Wolverine Lk, Michigan 48390

Company Complaining About: AT&T

Description

all cable companies charge more than the average American can pay for more than basic service. That's why people want to stream and go without cable. Those same companies if allowed to control the Internet and charge high prices for things they won't deliver will ruin Internet for everyone as well Please don't let them take over the Internet!

[Ticket: # 370472 - Comcast is ruining my life](#)

Date: 6/27/2015 7:55:01 PM

City/State/Zip: Charleston, South Carolina 29732

Company Complaining About: Comcast

Description

Comcast has proven unreliable at doing anything productive as a company. They have Logan Avera level idea like capping internet must I say more. Also the data usage meter Comcast provides is rarely available to use and when it does work it does not accurately reflect data usage.

[Ticket: # 370510 - Internet intermittently cutting out during use](#)

Date: 6/27/2015 8:22:11 PM

City/State/Zip: San Jose, California 95129

Company Complaining About: Comcast

Description

For two months now, when using internet (Especially while legally playing online video games) my internet will randomly drop for 2-5 minutes, and this can occur several times an hour. Numerous complaints and calls to Comcast tech support have resulted in no fix, despite me not receiving the service I am paying for.

Ticket: # 370555 - Blocking Access to Subscription Services

Date: 6/27/2015 9:26:51 PM

City/State/Zip: Beaumont, Texas 77706

Company Complaining About: Time Warner

Description

Earlier today my connections to subscription services was interrupted. I contact technical support and opted out of using their DNS servers. Services affect were Netflix and Playstation Network. The error messages that were produced indicating a problem with DNS. All other traffic was flowing. I repeatedly asked the online support tech to explain what happened and why suddely connections to these services was blocked. The technician dodge the question.

Ticket: # 370595 - Net Neutrality On Comcast X1 Platform Not Legal

Date: 6/27/2015 10:04:00 PM

City/State/Zip: North Charleston, South Carolina 29406

Company Complaining About: Comcast

Description

I purchase the new Comcast X1 Infinity platform and it requires an internet connection to get internet, television channels, and phone calls. If the service is down, you lose all of the others and if the service is not optimal you do not get quality service. The basic internet speed plan offered by comcast is no longer good enough to push through the television and phone calls in the X1 service along with my home devices. I now have to upgrade the internet services to get faster uplink and downlinks so that I am functioning as I was before this new product line was implemented. This company upgrade is forcing me to increase my internet speeds thereby paying them more money and violates the Net Neutrality law.

Ticket: # 370738 - Throttling Threat via text from ATT despite my UNLIMITED DATA plan

Date: 6/28/2015 7:58:32 AM

City/State/Zip: Jupiter, Florida 33458

Company Complaining About: AT&T

Description

My daughter, on my family plan, received a text from ATT on 6/26/15 at 9:41 am ET, telling her that we were close to "approaching 75% of the network management threshold of 5 GBs" and if she or I went "over the 5 GBs, we may experience reduced speeds." Didn't you just fine AT&T \$100 million for advertising unlimited data and then not providing the services for which we have been paying for close to 10 years? This is only the second time, while we have had the service that they threatened us. The last time, (FCC assigned Ticket No. 151131) when I also complained, was in February, 2015 when I was in the northeast for cancer surgery and without wi-fi. Investigate them; Stop the DTV deal. Thanks. (b) (6) (daughter) and on my family plan.

Ticket: # 370773 - Centurylink Denver filtering websites

Date: 6/28/2015 10:01:57 AM

City/State/Zip: Lakewood, Colorado 80226

Company Complaining About: Centurylink

Description

As of 06.27.2015, my internet connection (Centurylink) is restricting access to IP (b) (6) (b) (6) I can connect to it from my Sprint cellphone, and my neighbor can access it with Comcast. Seems (b) (6) is also being restricted ((b) (6))

Ticket: # 370942 - Comcast Data Overages**Date:** 6/28/2015 1:47:05 PM**City/State/Zip:** Nashville, Tennessee 37214**Company Complaining About:** Comcast

Description

When transferring service from Washington State to Tennessee, I was advised all services would remain identical with the exception of my TV channel lineup changing. Cable TV discounts I had prior were removed and I was advised that they were no longer available and was provided a six month credit that would fall off, resulting in a continued increase in billing. Additionally, and more concerning, is the fact that I was never advised of having to deal with data overages. Allegedly Tennessee is part of a test market in which data overages may be charged. As this was never advised to me and was not agreed to by me, I requested all overage thresholds to be removed from my account, but was advised by a Comcast representative (call recordings are available) that Comcast has a terms of service allowing them to change my service at any point in time. I was also advised that this was Comcast's plans to roll out overages nationally and that there would be no way for me to have any type of overage limitations removed from my account.

[Ticket: # 370947 - Comcast Bandwidth Thresholds Unfair](#)

Date: 6/28/2015 1:50:25 PM

City/State/Zip: Lawrenceville, Georgia 30045

Company Complaining About: Comcast

Description

Comcast has implemented bandwidth thresholds in multiple test markets, including my own in Atlanta. A family of four easily exceeds the bandwidth threshold of 300GB and we are constantly having to watch our usage. These are caps by any other name and Comcast is using a rewording of cap in order to get away with the same thing banks do every day, ATM fees.

[Ticket: # 370972 - Unclear if hulu will req opt out of showtime](#)

Date: 6/28/2015 2:22:15 PM

City/State/Zip: Woodinville, Washington 98034

Company Complaining About: Frontier Communications

Description

In this blurb, it sounds like if one has a hulu subscription one will get showtime for a month, then after that it is not at all clear if one has to specifically opt out to not get charged for a subscription. If that is the case, this is highly inappropriate.

Carla

Ticket: # 371000 - Clear Wireless, What am I paying for Part 2**Date:** 6/28/2015 3:03:29 PM**City/State/Zip:** Laurel, Delaware 19956**Company Complaining About:** Clearwire

Description

Hi I recently opened up a complaint against Clear Wireless and just my internet issues in general. They contacted me back the next day and they sent me a new modem, a \$5 discount on my service, and said that it would make my service run better. However I see no increase in speed back to before they first announced the cancellation of their service. This is absolutely annoying I would give you the exact speeds of my internet but it is so slow I can't even do a speed test. I just start the scan and it sits there the page won't even load up. Also whenever I try to download something on Steam my highest used site, the download speeds for that site can be as low as 5 KBs while other sites will be like 500 KBs. Don't even get me started on my upload speeds because they are non existent even on my last complaint I couldn't even upload two screenshots of the speed tests I took. The thing is nothing has changed since before they told us they were shutting down in November, my old modem was still in the exact same place and it wasn't getting the same speeds and my new modem is the same way. I know there can't be anymore customers in my area because you have to buy the modems on Ebay right now because ClearWire doesn't even sell them. I am just getting sick and tired of being treated like this and they still want \$50 you have to be kidding me. I pay for the "4G Internet Plan" and it says online that "4G is between 5 and 12 Mbps (Megabits per second) and upload speeds between 2 and 5 Mbps, with peak download speeds approaching 50 Mbps". I don't think that I have ever gotten 5 mbps the entire time I have had this service let alone 50 mbps this service can't be 4G speeds this is false advertising and unacceptable. The thing is I can't cancel because there is no other desirable service in my area. There is nothing except Exede and Hughesnet which are both TERRIBLE, I can't even get dish in my area. Please help me in some way either find a new internet service or make these people give me the service I am supposed to have.

[Ticket: # 371196 - AT&T throttling speeds](#)

Date: 6/28/2015 6:25:07 PM

City/State/Zip: Lewisville, Texas 75057

Company Complaining About: AT&T

Description

We have an unlimited data account and AT&T is trying to limit us. I have attached the message from AT&T saying so.

[Ticket: # 371232 - Unfair bandwidth Limits](#)

Date: 6/28/2015 7:32:54 PM

City/State/Zip: Lawrenceville, Georgia 30045

Company Complaining About: Comcast

Description

Due to poorly communicated and unfair bandwidth limits set by Comcast, my wife and I have to police my son's usage of both her IPOD and watching of Netflix. The shows I am having him watch to supplement his reading contain educational material on subjects such as construction vehicles and the animal kingdom. It is very costly and time consuming due to overage charges and the fact that we have to unplug the XBOX.

[Ticket: # 371311 - misadvertised internet speed](#)

Date: 6/28/2015 9:31:03 PM

City/State/Zip: Mckinney, Texas 75071

Company Complaining About: Time Warner

Description

The Time Warner Cable company has advertised that it will give us speeds of 30 Mbps but we are receiving very slow speeds often times and sometimes non-functioning internet. We have tried to contact TWC with this issue, and they assured us that they would take steps to improve it. Since then, the speeds have actually gone down. We can hardly access their email account as well.

[Ticket: # 371511 - I'm blind disabled victim of CYBERBULLYing & Denied Services by the Microsoft Mgmt/WinRemMgmt/ActivationTeam's questioning my right of ownership.](#)

Date: 6/29/2015 8:07:57 AM


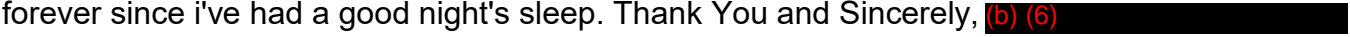
City/State/Zip: Marysville, California 95901-7102

Company Complaining About: Microsoft.com; Microsoft.net Framework; Windows Remote Management; Microsoft Management Console

Description

For the last 4 months, I've had Microsoft shutdown my Operating System-Windows 7 because they're claiming that i am not the rightful owner of my computer nor the operating system that runs on it. So far, i've had to reformat and reactivate Windows 3 times over the last 4 months. The last time i called to get my system activated over the phone, the Representative hung up on me and did not activate my system. Their goal is to sell me Windows 10 and/or pay for a new product key. They Deny Services to me on a daily basis. I have to authenticate myself over and over again and i still experience "Access Denied" every time i try to access my computer. I have "captured" screenshots of Microsoft Management and Windows Remote Management turning off Services like Network Protection and Internet Security yet Automatic Updates runs without my permission and while it is turned off. Soon after Updates are installed, my system files are infected with malware and begin to disappear. I've tried to configure Windows Firewall to close all of the 100 plus incoming ports but my settings are overridden. I am a blind and disabled retired DMV employee and i have never experienced this kind of CYBERBULLYING and TROLLING, EVER. i am afraid to give my real name for fear that i will be shut down yet again. I have literally had my private files exposed to the Public from my computer like my social security number, my social security disability income, and the like. Now when i go to Mozilla and Google and Yahoo, etcetera my credentials are questioned and i've had to re-confirm re-authenticate to these other sites that i've had my accounts with them for years, at least 5 years. I cannot continue to compute in hiding and I cannot allow this Corporation to sell me something i cannot afford. And I definitely cannot allow the smearing of my internet reputation which was impeccable up until about 4 months ago. Even the manufacturer of my computer, Dell, Inc. has tried to assist me in verifying that i am the rightful owner of my computer and everything inside of it and out. i've been computing since the year 2000 and now i've been afraid to download or install anything for fear of the effects it will have on my system files. i've gone through all of my files and have recovered logs and scripts that are aimed at "clobbering" my directories and "tearing down my user interface". I am attaching the screenshots and whatever else i can as proof that i am being targeted. I am exhausted and i had to wait until the wee hours of the morning to come here and file this. I could not even pay my phone bill this month on time. It will be tomorrow before i will have my home phone up and running. I live with a roommate to make ends meet. I don't know what else to do except that i am at the end of my rope and i am seeking legal counsel to present him/her with the evidence that i have because i am seriously considering filing a lawsuit in court against these people. It's Microsoft Management Console, Windows Activation, Windows Remote Management and .Net Framework and it doesn't matter how far they go to try to sell me products I can't afford nor need, i will never succumb to being bullied. period. I may be blind as a bat, but i am educated and a post-college graduate and i know a money scam when i "see" one. Noone else had access to my system files or my computer except Windows. I am tired of having them hotplug me. please help me. They will try and allege that i unplug my computer, therefore services are naturally turned off and that is NOT THE CASE. I unplug my computer so that i can save my system files from their corruption. My

daughter and I witnessed files literally jumping up and down in place in front of us and i have had my mouse cursor move out of my hand being remotely controlled by Windows Power Shell team....and Terminal Services agents. Please get back with me as soon as you possibly can 'cause it has been forever since i've had a good night's sleep. Thank You and Sincerely, (b) (6)



Ticket: # 371576 - North State Communications has set up a Daily Digest account without my permission.

Date: 6/29/2015 9:35:27 AM

City/State/Zip: Thomasville, North Carolina 27360-7751

Company Complaining About: North State Communications

Description

Every since Pronto I was having a pop coming on in Outlook Express saying my account had not been set up, My email has been blocked ever since. I called was told my account was ok. Well on 02-06-15 I got the letter that says one of the following occurred because of FFC rules so I called and was told they do not see anything. I had not been able to see my Trash / Held Mail for months. Now North State has signed me up to Daily Digest and WIFI that I did not want at all. I wish they could fix this.

[Ticket: # 371933 - slow internet](#)

Date: 6/29/2015 11:58:41 AM

City/State/Zip: San Juan Trujillo Alto, Puerto Rico 00976

Company Complaining About: AT&T

Description

My account celular line with AT&T is unlimited. In the day of 6/28/2015 i received a text msg when they said: "AT&T Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds."

Ticket: # 372346 - Data Caps

Date: 6/29/2015 1:51:50 PM

City/State/Zip: Lubbock, Texas 79424

Company Complaining About: Suddenlink

Description

<http://unbreak-it.com/2014/08/data-cap-problem/>

This needs to be fixed.

[Ticket: # 372879 - Child Porn Now legal online](#)

Date: 6/29/2015 4:15:50 PM

City/State/Zip: Seattle, Washington 98104

Company Complaining About: Offenders From Many Different Phone And Internet Companies

Description

These individuals took pictures of me/ made videos of me of a sexual nature and posted me online, making false online profiles of me online. Which caused me great harm and harassment. Also they portrayed me as a prostitute, which is a serious offense. As I am a virgin, have never had sexual relations of any kind, and yes that includes oral, anal and vaginal. (FYI- there are many fake virgins these days, maybe unbeknown to you, many young girls will give oral sex, or even anal sex and say that they are virgins because they have not had it vaginally. Unfortunately such young girls and guys, hello gay marriage, are sadly mistaken. As virgins don't suck (b) or take it up the (b), believe me I would know.) Now back to what I was saying, oh yes, I could have been arrested for prostitution. A virgin, a real virgin arrested for prostitution and charged with a sex crime. I am often denied jobs and sexually harassed by individuals based on false things they have seen online of me. Ex: I went in for an interview. Human resources manager puts on slow Mexican music, leaves the room, comes back in, and tells me he's sorry that was an accident. Interview me, asks to drive me home, and then asks me if I am sure, as he wants to know where I live??? What's sad is that I have relayed this information to other women, and they had the nerve to tell me to be flattered. Women are so insecure and desperate these days. The offenses these individuals committed against me would include voyeurism, and a more serious one unfortunately, which would and will be Pedophilia, as my age may prevent it from being labeled child porn. As they made profiles of me, false ones, as I have never had a social profile, and portrayed me in such a way as to reasonably cause others to think/believe that I was a minor. Which they naturally would, as Job Corps is for 16-24 year olds, and my sex offenders are either in their teens or just coming out of them in their early twenties, given to a , " I don't give a fuck", wild and free, sex, drugs and gangster lifestyle, in which like many young people they try to imitate their favorite sleazy celebrities oftentimes rappers and those who promote a gangster lifestyle, or women of loose morals, which is supposed to be attractive in young women. Bottom line: They solicited me for sex. Received replies, offers, and therefore they are sex offenders as they have committed a serious sex offense against me. Just an FYI, I am also still going through puberty, and am not fully developed unto adulthood, which is one of the reasons CPS showed up when I reported the crime. I was also on incapacity at the time, as in disability, so these individuals' sex offenses against me are grave. I am unable to live a normal life because of their sick actions. Please bring these individuals to justice ASAP.

These individuals attended Columbia Basin Job Corp with me in 2013, yes that's how long I have been pursuing justice. I arrived at Job Corp on January 15, 2013, as young person of color, I was looking forward to getting an education, as college is not free, and was planning on taking full advantage of all of the resources Job Corp would avail me. Little did I know that I would be walking into a den of vipers. Mainly because of the fact that a group of staff members were involved in Child Porn trade, but that I would have to deal with unruly young people, some of color, who would make it hard for me to get an education. Unfortunately education isn't promoted as being something good, positive and worthwhile in many homes of color, mainly black and Hispanic, and low income whites as well, so I had problems with these individuals for wanting to educate myself, and was called whitewash etc, as they wanted to live a thug/gangmember lifestyle, often throwing up gang signs to

one another. There is no way I went to Job Corp and ruined a free college education. Everyone who knows me, knows that I am a bookworm and love school, which is part of the reason colors didn't like me growing up. Just keeping it real. Anyone who says that I did anything to get kicked out of Job Corp, save exposing all of their corruption is a fucking liar.

(b) (6) -Nursing, proudly displaying her face online, when many of her peers either removed their profiles off of the internet or made them private, because they know that they are guilty.

(b) (6) -Pharmacy

(b) (6), got around on campus

(b) (6) -Pharmacy

(b) (6), and his friends (b) (6)

(b) (6) -Pharmacy

(b) (6) -Nursing, and his close forever stoned (b) (6), last name??

(b) (6) Pharmacy

(b) (6) - who can be found on Facebook, even though her peers, either closed their accounts or made them private as they know they are guilty. They even threw away phones that they used to commit their crimes against me. Alexandria seems to have sexual problems and that is clear from her involvement with the above individuals above, even spending time in Juvenile Detention Centers growing up, now she is a sex offender, obviously attracted to women.

(b) (6) - lives in Moses Lake, WA, and loves to shop lift, see criminal history.

Questions:

What grown man calls a grown woman, a little baby, a little girl, or little princess?? As I have been called these things when being solicited for sex, and when I am followed by fans, AKA, as pedophiles.

So obviously these men, see me as a what??? A little girl, and they should. I am usually 93 pounds, no breast, no sexual development, with an impenetrable vaginal cavity, which would cause me severe physical trauma if penetrated. As it would be the same thing as fucking a 7 year old. I am currently going through puberty, as I am about 9 years behind in development, as I am awaiting a Pediatric Neurosurgery, so that afterwards I may fully develop unto adulthood. I am asexual like a child. Now tell me what type of individual is attracted to this type of person??? I had no idea, that I would go off to Columbia Basin Job Corp, and NBC: How to catch a predator!!!!

Now get to work, as we all know who is telling the truth. Thank you for enforcing the law,

The VIRGIN GIRL/LITTLE GIRL, AS I AM CALLED BY MY PEDOPHILE STALKERS/ THE BLACK GIRL WHO LIKES TO EDUCATE HERSELF, WHO DOESN'T TWERK, SMOKE WEED, GET WASTED, AKA DRUNK, SLEEP AROUND, WHO ISN'T A SINGLE MOM, WHO HAS NO CRIMINAL RECORD, WHO HAS NO SOCIAL MEDIA, WHO ISN'T A JEZEBEL, WHO DOESN'T WANT A THUG SO THAT I CAN BE HIS THUG (b) (6), SO THAT WE CAN LIVE SOME GHETTO (b) (6) FABOULOUS LIFESTYLE, WHICH WOULD END WITH HIM LEAVING, AND ME AS A SINGLE MOM, WHO IS AN ABSOLUTE SQUARE, LOVES TO READ, AND EDUCATE HERSELF, WHO DOESN'T GIVE A FUCK ABOUT NOT BEING LIKED, BY OTHER COLORS, TRASH WHITES AND HATED ON BY UPPER CLASS WHITES BECAUSE SHE IS OF COLOR AND IS SMART, WHO DOESN'T COMPROMISE HER MORALS BECAUSE OF PEER PRESSURE, WHO DESERVES JUSTICE REGARDLESS OF WHAT ANYONE ELSE IN THE PAST FAILED TO GET, WHO IS THE MOST HONEST AND CANDID PERSON THAT YOU WILL EVER MEET, THEE ONE AND ONLY

(b) (6)

Ticket: # 373623 - Terrible Service

Date: 6/29/2015 8:26:35 PM

City/State/Zip: Bayport, Minnesota 55003

Company Complaining About: Comcast

Description

Comcast has horrible connection speeds which they force you to bundle with other services to make the cost anywhere close to feasible. They have terrible customer service and know they are your only option so have no incentive to ever change. What makes this country great surely isn't subsidies given to companies allowed a monopoly share of services. It's time to lift these horrible restrictions and bring us into this age. Allow competition, Comcast is horrible.

Ticket: # 373718 - No options for fast internet

Date: 6/29/2015 9:29:47 PM

City/State/Zip: Cullowhee, North Carolina 28723

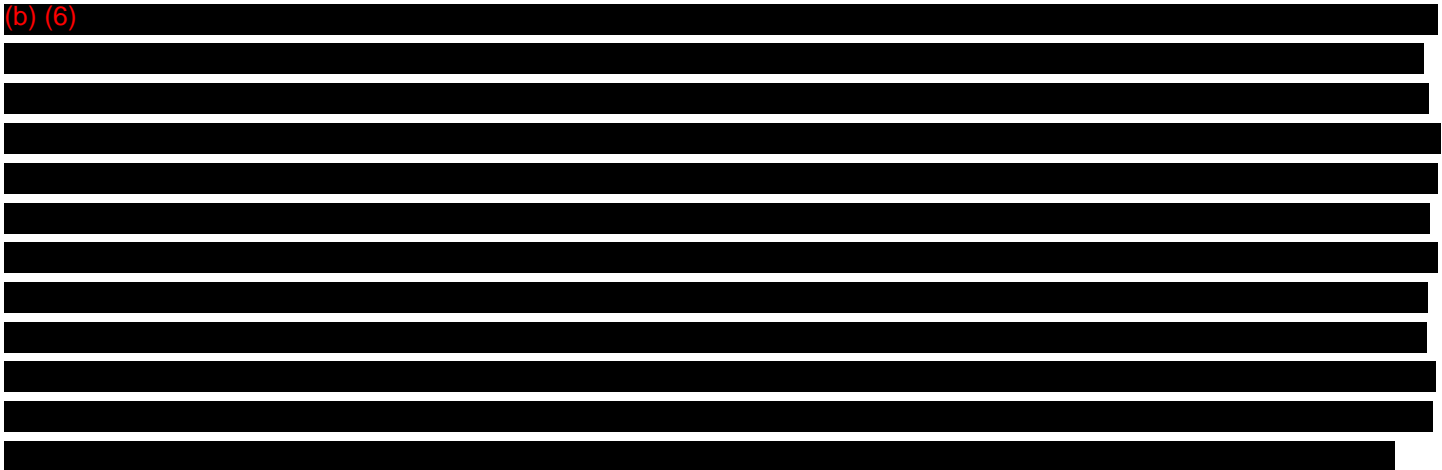
Company Complaining About: Frontier Communications

Description

I currently use Frontier's "Simply Broadband" package, which offers 6Mbs down and 6Mbs up. This is the lowest package available and is now entirely mislabeled as broadband. No other ISP will provide in my area, and I at one point had a higher package with Frontier (under a previous roommate's name) that we downgraded because they cannot even deliver the medium package's speeds in my area.

I am stuck with one ISP, one slow package, and no alternative. I regularly deal with internet just disconnecting altogether if any kind of strain occurs on the bandwidth (e.g. another user, netflix, etc.) Attached is one of many slow tests run on internethealthtest.org.

(b) (6)



[Ticket: # 373860 - Data Cap](#)

Date: 6/30/2015 12:09:35 AM

City/State/Zip: Atlanta, Georgia 30004

Company Complaining About: Comcast

Description

In modern society Internet data should not be capped. Monitoring the amount of traffic that flows through is just as bad as monitoring the traffic itself.

[Ticket: # 373848 - open internet](#)

Date: 6/29/2015 11:40:51 PM

City/State/Zip: Tecumseh, Michigan 49286

Company Complaining About: Frontier Communications

Description

Consistently every day at about 10pm eastern, my internet speed is slowed and becomes nearly unusable. It also consistently drops service completely. For instance this complaint was submitted through cell service because i have not had internet service for 45 minutes and it is now 11:45 pm.

Ticket: # 373866 - Tethering Block: T-Mobile

Date: 6/30/2015 12:13:05 AM

City/State/Zip: San Diego, California 92122

Company Complaining About: T Mobile

Description

T-Mobile blocks me from tethering my phone's internet connection on a PC with a wireless connection after a very small monthly access allotment. I pay for unlimited Internet, but this is restricted if accessing through another device. If data is treated equally, it shouldn't matter the device I am using to access the unlimited data I am paying for.

Ticket: # 374088 - Affecting My Ability to Work**Date:** 6/30/2015 9:57:51 AM**City/State/Zip:** Columbus, Georgia 31907**Company Complaining About:** Mediacom

Description

I am starting an at home job through the temp service, (b) (6), to work on a project with Apple. During this assignment, it is required that I have certain Internet capabilities which are: to have an upgraded speed of 10 mbs download and 2mbs upload and I also must be able to connect to the (b) (6) VPN to perform work functions. I have had problems connecting to the Internet while logged into the companies VPN and was told that the IPSec passthrough must be enabled in order to gain the access that I need. Through multiple phone attempts with Mediacom, my Internet provider, they told me that there is nothing they can do to help me and have not tried to provide a solution for me other then talk with my companies Technical support team, which I have. I even tried to speak with a supervisor at Mediacom and she was trying to transfer me to a department that I had already spoken with about getting the connection I needed and they could not help. I tried to have the supervisor communicate with my companies Technical support team and she hung up the phone. Everyone I spoke to said there is nothing they can do and refuse to help me further. They say they cannot bridge my modem, they cannot change settings in my modem, and even if I try to get a new modem they will not help. I have no option to change providers because of the area I live in. If Mediacom does not open or unblock all access to my internet then I will loose my job. I was informed that it is illegal to block certain ports to gain all access to my internet and I need help. Is there anything you can do?

[Ticket: # 374098 - Comcast Data Cap of 300 GB](#)

Date: 6/30/2015 10:06:00 AM

City/State/Zip: Franklin, Tennessee 37064

Company Complaining About: Comcast

Description

Comcast in Nashville has implemented a "test" for the last 2 years of capping data usage at 300 GB, even for those of us who use their "blast" service and "unlimited" internet. I'm trying very hard to get away from Comcast in general by going to other streaming devices, yet I'm still restricted in bandwidth. This is not what I signed up for with Comcast and this restriction is unfair and unwarranted and should be removed. Also, there is no accurate way of measuring my usage.

[Ticket: # 374134 - interference](#)

Date: 6/30/2015 10:28:53 AM

City/State/Zip: Moore, Oklahoma 73160

Company Complaining About: Microsoft?

Description

Computer started making a loud buzzing noise after gogling the post office. Screen said I had a bad virus and to call (b) (6). Man said he would have to gain access to my computer and there was a fee. He said his company did not do anything that this was how my computer was set up per Microsoft. He said they were Microsoft affiliated. I feel this is a scam. Ran my own scan and nothing was wrong with computer

[Ticket: # 374980 - In ability to unsubscribe](#)

Date: 6/30/2015 2:34:16 PM

City/State/Zip: Normandy Park, Washington 98166

Company Complaining About: Comcast

Description

I received an unsolicited email from Trulia.com and when I clicked on the unsubscribe link it asked me to log into my account or set up an account. I do not have an account with Trulia nor do I want one.

Ticket: # 375066 - fraud and phishing texts

Date: 6/30/2015 3:01:24 PM

City/State/Zip: Brooklyn, New York 11225

Company Complaining About: Time Warner

Description

in the past week I've received three text from someone wanting "photography" service and asking if I accept credit cards. The problem is that's not how "photography" works and no one who needs my service asks if I accept cc or PayPal before discussing the cost.

This weeks number: (b) (6)

[Ticket: # 375110 - Data usage softcaps and fees](#)

Date: 6/30/2015 3:10:17 PM

City/State/Zip: Charleston, South Carolina 29414

Company Complaining About: Comcast

Description

I would like to lodge a complaint against Comcast for instituting a test market in Charleston, SC where wired broadband data service is arbitrarily 'softcapped' at 300gb per month. Comcast is limiting residential customers to 300GB of usage per month, after which an overlimit fee of \$10 per 50GB applies. My family is seeking alternative options to cable television and this cap and fee system inhibits our options. This practice does not spur innovation nor does it offer a cheaper alternative to content. In addition, I feel that this is a violation of open internet/net neutrality laws and that the FCC should investigate this practice for all ISPs of home wired broadband services.

[Ticket: # 375134 - verizon dsl](#)

Date: 6/30/2015 3:16:20 PM

City/State/Zip: Arlington, Virginia 22204

Company Complaining About: Verizon

Description

Here in my Arlington, Va, neighborhood, I've had Verizon DSL for years, and it gets worse and worse as they raise their price every two years. Since net neutrality rules were established, I'm lucky to have more than 20-30 minute segments until I have to re-boot the modem, or give up. This is Verizon's way around the regulation. They act with impunity, because they can. And there is nothing I can do about it, because there is little choice!

Ticket: # 375499 - Comcast Data Cap limit

Date: 6/30/2015 4:46:00 PM

City/State/Zip: Johns Creek, Georgia 30097

Company Complaining About: Comcast

Description

I have a large family and using one of the most expensive Comcast plan which still has 300GB monthly limit. The outage that i get is outrages, 10 for 50gb, i sometimes have to pay up to \$100 for my data. I don't understand how these caps can exist when everything is now depending on internet and data transfers. This was ok 5 years ago but not anymore. Each movie from netflix is 5gb in hour. If 3 of my family members watch netflix its 15GB in hour. Please help me. I can not continue to pay such a huge bills. I am remote developer and i work from home so i depend on my internet being fast, reliable and i DO NOT HAVE TO SELL MY KIDNEY to afford it.

Thank you in advance

Ticket: # 375520 - Facebook

Date: 6/30/2015 4:54:06 PM

City/State/Zip: Clarion, Pennsylvania 16214

Company Complaining About: Comcast

Description

Facebook keeps informing those whom report obvious nudity, hate (IE: Homosexual marriage, pics, etc.) That...they are "okay" and not in violation. I am appalled that they are letting child abuse, nudity, obvious hate crime....the list goes on and on, on the site. It is disgusting and uncalled for. ALSO, there are obvious scammers that have been reported, with proof, and they will not remove their pages. Facebook has lost ALL credibility and needs to be held accountable. And Mark Zuckerberg ALWAYS bribes people not to report im with Laker tickets and whatnot as well as with monetary compensation. That...in itself,..is NOT how you conduct proper business.

Ticket: # 375525 - Comcast Data Cap

Date: 6/30/2015 4:54:56 PM

City/State/Zip: Oro Valley, Arizona 85737

Company Complaining About: Comcast

Description

I am furious. We are a household of 5 with 2 boys in college and 1 boy in high school. We use a lot of data! I also work for a university and am on my computer all day long. We can not continue our business with Xfinity/Comcast if this cap remains. Unfortunately we live in the Tucson, Arizona area which is one of the areas affected by this cap. I would also like to respond to that. We technically live in Oro Valley, Arizona so we should not be included in this Tucson, Arizona cap. I would like to resolve this issue before we transfer our business to another company. We must have access to unlimited data usage in our household.

Ticket: # 375930 - Comcast restricting HBO Go on specific platforms

Date: 6/30/2015 7:06:23 PM

City/State/Zip: Greensburg, Indiana 47240

Company Complaining About: Comcast

Description

Comcast has been restricting me (along with millions of other customers) the right to stream HBO Go on Sony platforms. For my specific platform it is the PlayStation 4. There have been several published articles and blogs posted online describing the situation a bit more clearly. I've met the only requirement set by HBO to have the streaming rights which is only to be a paid subscriber, which again I am. I will link two articles outlining the issue from some of the more creditable sources. They follow: Slate.com

(b) (6)



This issue where Comcast "blocks" HBO Go access on Sony based platforms has been ongoing for almost 18 months.

[Ticket: # 376121 - Streaming HBO GO via Comcast Xfinity on my PS4](#)

Date: 6/30/2015 8:51:33 PM

City/State/Zip: Colorado Springs, Colorado 80923

Company Complaining About: Comcast

Description

I do not believe that PS4 owners should be punished with their gaming console choice by Comcast Xfinity not allowing HBO GO to be streamed through the Playstation 4 console. Customers pay a good amount of money for the HBO services and this should not be limited in any way.

[Ticket: # 376205 - Sprint "unlimited"](#)

Date: 6/30/2015 9:44:15 PM

City/State/Zip: Bronx, New York 10467

Company Complaining About: Sprint

Description

Sprint claims they're "unlimited" but streaming videos is capped at 600kbps

[Ticket: # 376389 - Extremely loud commercials](#)

Date: 7/1/2015 12:30:53 AM

City/State/Zip: Simpsonville, South Carolina 29681

Company Complaining About: Directv

Description

(b) (6), during the late night showings of Friends, several of the commercials are EXTREMELY loud, far louder than the volume of the show. This is NOT an Internet issue but a TV issue. Tonight it was the Gerber insurance commercials as well as the commercial before that. At exact 12:20am. This has been happening on and off this week. Please look into this. It's my inserts adorn this is a clear violation of FCC regulations. Thanks for your help.

Ticket: # 376498 - False Advertising // ISP Quarantines users due to "too many active sessions"

Date: 7/1/2015 7:44:55 AM

City/State/Zip: Cordova, Alaska 99574

Company Complaining About: Cordova Telephone Cooperative

Description

I recently got together with a provider called "Cordova Telephone Cooperative" or CTC. They offer a wireless service across the town and to those who purchase a WiMax device.

Essentially, they claims that it will pick up internet wherever it is in line-of-sight of their tower. They provided a coverage map showing the areas that they service to, provided that they use an antenna.

When I first arrived at the area I would be using their wireless service through their WiMax device, I set up the antennas and attempted to connect to their service; however, I discovered that I had absolutely no signal at my desired location.

I moved the device back into the town area, where I knew they had coverage, and my device worked fine, assuring me that I had it setup properly on my side.

I confronted CTC about their lack of service in the areas they claimed, they told me they would get back to me, and I left them my phone number. A week later, I contacted them again, querying about the progress made on restoring the coverage, they simply told me that "We can't just restart it" and told me they would call me back once they got more information.

It has been two week since then, and I still have yet to receive a call back regarding the disruption of coverage, or an estimated time of when the service will be restored.

I started to use their internet service through the WiMax device in the area that I knew had service. Unfortunately I discovered that I tended to be quarantined from their internet services about once or twice per day ranging from duration of one to twenty four hours.

I called their 24 hour technical support line, since the main office was closed, and asked them about what happened. They had no idea what the quarantine was about and they could not see it using their tools. They told me they would fill out a ticket and that I would need to talk to the main office, or the upper level technical support team.

When I got into contact with the office and questioned why I was placed under quarantine so often. They told me that I was placed under quarantine because I had "too many sessions open." I told the office that I only had a few pages open, and they disregarded my comment and stood by their statement. I asked if they could lift the quarantine but they denied me that too.

Nowhere in the terms of agreement when I had subscribed to their services does specify how I can use the internet given to me. While I obviously have bandwidth limitations, it does not specify how many sessions I am allowed to have, nor does it specify what a "Session" actually is.

After all this, I requested a refund(Even a partial) for the service I purchased, considering I was hardly able to use it. I was denied and told that they would speak to the management and they would call me back.

Not once, for any of my questions, have they attempted to call me back.

I am extremely displeased at their lack of communication with their customers, and more importantly, the astoundingly poor quality of the service they provide. Their device has never worked for the purpose I originally bought it for. It was advertised to have "good" signal in the area I desired it to be in, while it received absolutely no signal. On top of that, I am constantly quarantined internet access for having "too many sessions open." They are holding me by unreasonable expectations and dictating me how I can use my internet access.

Ticket: # 377068 - AT&T is threatening to reduce my cell phone internet data speeds if I reach 5GB within the month of July 2015.

Date: 7/1/2015 12:22:18 PM

City/State/Zip: Affton, Missouri 63123

Company Complaining About: AT&T

Description

AT&T is threatening to reduce my cell phone internet data speeds if I reach 5GB within the month of July 2015. I have an unlimited data contract with At&t. Despite the FCC's \$100 million dollar fine, At&t still has intentions of reducing my cellphone internet speed if I reach 5GB of downloaded data. That's a violation of my personal contract with At&t. At&t sent me a threatening text on 7/1/2015 that if I reach 5GB they will slow my data speeds.

Ticket: # 377485 - INTERNET SLOW SPEED AND OUTAGE

Date: 7/1/2015 2:16:55 PM

City/State/Zip: Rainier, Oregon 97048

Company Complaining About: Centurylink

Description

AFTER MANY HOURS ON THE PHONE AND LENGHTY CHAT ON LINE I WAS TOLD THAT MY DSL MODEM IS OLD AND I NEED TO GET A NEW ONE.

I ACCEPTED AND AFTER INTALATION IT WORKED FOR A FEW HOURS UNTIL NEXT MORNING WHEN IT START TO ACT AGAIN WITH SLOW SPEED AND OUTAGES.

I USED FEW WEB SITES TO CHECK THE SPEED AND ALL OF THEM INDICATED THE SAME THIN.

I AM PAYNG FOR 7Mbps SPEED AND I BARELY GET 2.3Mbps DOWNLOADS AND ABOUT 0.35Mbps UPLOADS.

I'M ATTACHING THE PDF FILES WITH MEASURED SPEEDS OVER ADITIONAL 11 DAYS OF SPEED TESTS WITH SAME RESULTS BELLOW WHAT I'M PAYING.

PLEASE HELP ME SOLVE THIS PROBLEM, THE REPRESENTIVES AT CENTURYLINK ARE NO HELP WHAT SO EVER.

[Ticket: # 377634 - Website shows my cell number](#)

Date: 7/1/2015 3:00:15 PM

City/State/Zip: San Jose, California 95129

Company Complaining About: Comcast

Description

My mobile number is mentioned on the website OkCaller Id. Even though I tried to call them but no one takes the calls or responds to the email . They have mentioned that if you want to enlist your number then you can opt out but when I tried to opt out it didn't allow me. My privacy is my concern. I called my cell phone provider and they told me that they never sold the personal customer data. I tried to reach the administrator mentioned for website but that number is invalid.

[Ticket: # 377710 - Slow internet](#)

Date: 7/1/2015 3:15:42 PM

City/State/Zip: Englewood, New Jersey 07631

Company Complaining About: AT&T

Description

Consumer states that he received a text from AT&T stating that they lower consumer's speed data and consumer states that he has unlimited data for over 5 years.

CTR376

[Ticket: # 378075 - ATT Throttling warning](#)

Date: 7/1/2015 4:50:14 PM

City/State/Zip: Choctaw, Oklahoma 73023

Company Complaining About: AT&T

Description

ATT warned me that I had reached 75% of my network management threshold. That i could face "reduced data speeds at times and in areas that are experiencing network congestion."

Ticket: # 378041 - Time Warner Cable false advertising

Date: 7/1/2015 4:40:38 PM

City/State/Zip: Dallas, Texas 75254

Company Complaining About: Time Warner

Description

According to Time Warner Cable (<https://www.timewarnercable.com/en/about-us/press/twc-increases-internet-speeds-dallas.html>), by June 30th at the latest, my internet speed should have increased from 100Mbps download and 5Mbps upload to 300Mbps download/20 Mbps upload.

Today, on July 1 at 2:55pm, I called Time Warner and spoke with a woman named Lane, who informed me that, although Time Warner's website claimed my internet was going to be upgraded, the rollout was not complete and would not be completed until a "later unknown date".

Time Warner gave no notice there would be a delay, and even on the phone seemed to think I should be updated, and didn't know why.

They aren't giving me the service I was promised by the date I was promised it--and gave me no warning it was not going to be finished.

Ticket: # 378120 - Michael O’Rielly is bad at his job and should not work for the FCC

Date: 7/1/2015 5:01:08 PM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: Comcast

Description

Michael O’Rielly is a no good, very bad, FCC Commissioner and should be removed from his position. Janitorial or secretarial work would be more suited. Please do not embarrass your organization by letting this jackass speak publicly.

[Ticket: # 378142 - AT&T misleading](#)

Date: 7/1/2015 5:06:32 PM

City/State/Zip: Fresno, California 92711

Company Complaining About: AT&T

Description

I received a text message today from ATT that says ""Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. "

I pay monthly for unlimited data and entitled to it. I should not feel threatened or have to compromise with slower data is I use it.

Ticket: # 378681 - Beleif that t mobile is throttling unlimited data plan

Date: 7/1/2015 7:54:28 PM

City/State/Zip: Houston, Texas 77073

Company Complaining About: T Mobile

Description

I have been on t mobile since December, I have always had fairly decent coverage and not had many problems streaming YouTube or other apps but last month I used (on my unlimited plan) approx. 30 gigabytes and as soon as my account reset for the month I have barely been able to get over half a megabit a second down where I used to get 5-20 and cannot even load up a 720p video and have read where many power users have had the same happen to them.

Ticket: # 378919 - AT&T Cellular Blocking Apple Traffic

Date: 7/1/2015 10:47:22 PM

City/State/Zip: Cottleville, Missouri 63304

Company Complaining About: AT&T

Description

On July 1st, 2015 in the afternoon, many iPhone users, including I, report no connectivity when attempting to stream Apple Beats 1 radio, use Apple Maps or download applications from the App Store over LTE. However, when connected on WiFi, connectivity was restored.

This may lead to the conclusion of AT&T unfairly limiting traffic to Apple's services despite having enough data available and correct data usage settings. Please investigate this further.

Regards,

(b) (6)

Cottleville, MO 63304

(b) (6)

[Ticket: # 379236 - Destination XL continues to send emails](#)

Date: 7/2/2015 9:44:51 AM

City/State/Zip: Cedar Rapids, Iowa 52402

Company Complaining About: Mediacom

Description

I accidentally gave my email address when I went shopping at a Casual male XL. After that, I've been getting spammed by that company and a number of related places (Destination XL, Big and Tall XL). I have repeatedly hit the unsubscribe button on these emails but they keep sending them. It appears that it only took a single event to get me on a list, but I have to unsubscribe to every single company to get off. Not to mention, I have had repeated emails from the same XL company (but that hasn't happened in a month or so).

Ticket: # 379426 - ATT Uverse

Date: 7/2/2015 11:09:28 AM

City/State/Zip: Norman, Oklahoma 73069

Company Complaining About: AT&T

Description

I have purchased the 28Mbps internet service through ATT for the past 7 years....this is the fastest service available in my neighborhood even though ATT advertises the fact that a 45Mbps is available. After you have been online for a considerable amount of time, everyone in my family notices that the speed slows considerably (especially late at night). We have checked the speed which normally runs from 21 to 24Mbps (never have reached the 28Mbps speed that they advertise)...after an extended amount of use, the speed drops to as low as 6Mbps which caused an inability to connect. I have complained to ATT constantly, they say that there is nothing that they can do and suggest that we stay off the network late at night (a unworkable solution). I just want to get the services that I am paying for

Ticket: # 379838 - Comcast artificially inflating my rates, violating net neutrality/NBC Universal agreement

Date: 7/2/2015 1:14:55 PM

City/State/Zip: Abingdon, Virginia 24211

Company Complaining About: Comcast

Description

Dear FCC,

I have been a Comcast customer at my current residence for two and a half years now, and during that time, I have seen my bill skyrocket from \$29.99 to over \$66 on my most recent bill. The reasoning for this increase, at least according to Comcast, is two-fold; 1. They can no longer offer me the price I have been paying for most of the last year, which was \$44.99 until recently, and 2. Since I have TV through DirecTV, I don't require their TV service and therefore am not eligible for a "discounted rate" by bundling.

In my location of Abingdon, VA, there are very few internet options serving my location, as I have thrice previously surveyed. Comcast, whose internet service I have come to revere, can offer 50 mbps, which is exactly what I want. No other ISP in my area that offers service to me comes close. There is BVU, which offers 60 mbps at half the rate Comcast was offering me 50, and I have tried to change to before, but they do not service my location. There is Century Link, which charges \$34.99 for a paltry 10 mbps and then there is Earth Link, which is dial-up, not preferable, and not an option as I don't have an active phone line.

The other options are Hughes Net, which has a limit to the amount of internet you can use per month, and two cell phone providers, AT&T and Verizon, who also both have limitations. So they're not really options for someone who uses their computer and other devices from home on a daily basis.

So that leaves me with Comcast as the only high-speed internet provider to my location, and unfortunately, they are artificially inflating my bill, which goes against the FCC's net neutrality order as well as the agreement that they made when purchasing NBC Universal to offer a standalone broadband plan that was reasonably priced.

As I mentioned, within the first year (as I am not under any contract, as Comcast didn't offer one) my internet price soared from \$29.99 to start to \$44.99. It then jumped again in February 2014 to \$51.95, which I paid through July of that year. When Comcast called in August of 2014 to explain to me that there had been another rate increase that would have more than doubled the price I had originally paid for the same internet service just a year and a half earlier, I threatened to cancel the service. After being pitched with feckless offers, including bundling my Comcast service with TV and phone (neither of which I want), they finally offered me a promotion to keep my plan at \$44.99 for a year, which I begrudgingly, after surveying the market for other options, accepted.

That promotion, however, ended in June of this year, and on June 12th, I received a call from Comcast letting me know that my bill would be going up to \$54.99. I wasn't very pleased about this, but the woman on the phone told me that as part of the package at \$54.99, I would need to bundle and that I could enjoy Comcast TV and HBO for a year for free on that plan. I told her I had no need

for such a plan as I have my TV through DirecTV. She said, "no it's free, it won't cost you anything. And if you truly don't want it, just keep the box and equipment and send it back in when it's time." I reluctantly agreed, again, not seeing any alternative, and as she said, when the box arrived I let it sit in my living room without opening it, which is where it still sits today. However, the statement that my bill would not rise was patently false, as TV taxes and pro-rated changes in my plan (that I was not told of) have risen it to \$66.19 for the month of July.

This development made me very angry, especially given that I was lied to by the Comcast employee. So I called Comcast to complain. They told me that the representative should not have told me that, but offered no recourse in terms of returning the device and/or recouping the monies that they had charged to me without my consent. They also explained that if I should decide to drop the "TV part of the package," that my bill would inflate to over \$76. I explained, as I had before, that I was uninterested in TV, and they did not offer an alternative. So I decided to cancel effective 7/13, and told the representative to close my account out on that date. He then offered me another package that they could do, which was a standalone internet package, for 25 mbps, HALF the mbps I currently have, and for \$5 MORE than what I was previously paying (however, that, again, would just be a temporary promotion). I told them to wait as to allow that to still be an option, but I am very perturbed at their billing practices, and again, think they go against the net neutrality order as well as the agreement that Comcast made when purchasing NBC Universal.

I truly do want to stay with Comcast, again, the only true high speed internet provider at my location, for their internet service, but I don't think that I should be forced to include a TV or phone package, especially if I don't need or want it, to lower my bill, when actually, with the taxes and fees attached to it considered, it may not achieve that at all. I just don't see a reason that my bill should double and even nearly triple (as they've threatened to do should I cancel my TV plan) in the span of just over two years. I believe that they are using that threat to artificially inflate the number of cable subscribers that they have so that they can charge higher advertising premiums, when they know full well that many of the "subscribers" to their TV plan do not watch their television programming, and like me, are forced to bundle their services with Comcast when they threaten to make ridiculous and unexplained rate hikes to standalone internet services.

This practice to artificially keep cable subscriber numbers high is harming consumers and preventing them from purchasing what they want and only what they want in order to save money. Please put a stop to this practice by requiring Comcast to offer me a lower monthly rate if I cancel my cable service rather than increasing my rate if I cancel a service I don't want. I would go elsewhere with my business, but there is no other broadband company to switch to that provides high speed service to my location.

Thank you for your consideration.

Sincerely,

(b) (6)

Ticket: # 380195 - Comcast Cap in Charleston SC market

Date: 7/2/2015 2:58:38 PM

City/State/Zip: Charleston, South Carolina 29407

Company Complaining About: Comcast

Description

Comcast has a 300gb cap on internet useage and they hide this fact from you during sign up. They say the area gets a 350gb for the Blast speed but they never give this to you.

<http://customer.xfinity.com/help-and-support/internet/data-usage-trials-what-are-the-different-plans-launching>

We are being taken advantage of and no one seems to care from an FCC stand point.

[Ticket: # 380637 - Internet Speed while streaming](#)

Date: 7/2/2015 5:25:30 PM

City/State/Zip: Auburn, Washington 98092

Company Complaining About: Comcast

Description

Internet works well with everything except while streaming Netflix and Google Play Movies, I can stream with my cell phone with no issues using the same equipment.

[Ticket: # 380802 - Internet speeds](#)

Date: 7/2/2015 6:23:30 PM

City/State/Zip: Little Rock, Arkansas 72223

Company Complaining About: Comcast

Description

Comcast limiting my bandwidth/connection on certain Internet services

Ticket: # 381174 - Registrar will not comply with requests to update whois database

Date: 7/2/2015 9:55:22 PM

City/State/Zip: Baltimore, Maryland 21217

Company Complaining About: Namesecure Llc

Description

The registrar namesecure LLC:

<https://www.namesecure.com/home.page>

will not comply with a request to update the whois database with new admin contact information. I've called them numerous times and can get no action. Does the FCC manage internet registrars?

I'm the website admin contact.

Ticket: # 381221 - Comcast Throttling

Date: 7/2/2015 10:55:09 PM

City/State/Zip: Cambridge, Massachusetts 02141

Company Complaining About: Comcast

Description

I barely get 1mpbs download speeds, but I pay for 105mbps internet. Doesn't matter the time of day. Can't have multiple people on the internet. Whenever I use VPN for connecting to my office, Comcast cuts internet speeds down to <1mbps and I have to disconnect the modem to get speeds back

Ticket: # 381306 - Slowing of connection from Verizon to Blizzard**Date:** 7/3/2015 3:05:47 AM**City/State/Zip:** Catonsville, Maryland 21228**Company Complaining About:** Verizon

Description

When playing games hosted by Blizzard, it appears that there's some sort of congestion occurring between myself and the Blizzard servers. This congestion happens at all times of day, including the middle of the night when there should be minimal traffic on Verizon or the higher up ISP. This was not the case until the past 2-3 months. I've contacted Verizon and their response after going through some basic troubleshooting was that it is not on their end, and to contact Blizzard. So I did that, and Blizzard's response was that there have been complains of Verizon customers in multiple locales, mine included (as well as all Comcast customers), that have been having issues.

As I have no problem with any other connections being unreliable, this seems like they are deprioritizing packets going to/from Blizzard's servers.

[Ticket: # 381328 - Pornographic images in an email](#)

Date: 7/3/2015 5:39:17 AM

City/State/Zip: Alexandria, Virginia 22310

Company Complaining About: Cox

Description

There is someone harassing a teacher at my school. I am the principal and the person sent naked pictures of my teacher to me. The email address is (b) (6)

Ticket: # 381962 - IP Address Change

Date: 7/3/2015 2:40:33 PM

City/State/Zip: New Freedom, Pennsylvania 17349

Company Complaining About: Comcast

Description

Good afternoon. I have some concerns about my static IP that I use for my business. I am a government contractor and I get a lot of hits on my firewall from overseas and I would like to change it with Comcast so I can have a different IP. It's like moving from one neighborhood to another when you don't like your neighbors. I don't have any evidence of a compromise and I don't believe that one has happened. I am just being careful.

I am paying Comcast for business services and a static IP. They will not change my static IP, they want to see my firewall logs to make the change. This is ridiculous and I will not turn my logs over to Comcast. I explained the line of work and the supervisor would not yield. I was always told that you can change your static IP at any time.

Under the net neutrality rules, as a business customer i should be able to get any IP i want at any time without question, or justification.

Can you assist with this? Here is the contact information for the Comcast supervisor: Daniel Clark
Phone: 603- 695- 3222 email: Daniel_clark@cable.comcast.com

Thank you.

Regards,

(b)

[Ticket: # 382141 - Data cap overcharging internet](#)

Date: 7/3/2015 4:14:27 PM

City/State/Zip: Kittery, Maine 03904

Company Complaining About: Comcast

Description

Every month we have to pay an additional \$50 for internet and there's no option for unlimited internet. It becomes frustrating and adds up absurdly quick. We have no other options for ISPs in our area.

[Ticket: # 382398 - HBO on PS4](#)

Date: 7/3/2015 6:33:50 PM

City/State/Zip: Puyallup, Washington 98372

Company Complaining About: Comcast

Description

I am paying for a subscription of HBO through my cable provider. HBO allows their subscribers to log-in and watch shows from any/or all streaming devices. However, Comcast is preventing me from watching it on my PS4. This is UBSURD when I am already paying for this!!

[Ticket: # 382627 - Internet is being throttled](#)

Date: 7/3/2015 11:25:23 PM

City/State/Zip: Rollinsville, Colorado 80474

Company Complaining About: Centurylink

Description

It seems that our internet provider CenturyLink is limiting our bandwidth. When I do a speed test (speedtest.net), the speeds will be similar to what the modem says it's connecting at. Yet, when I download games using the digital distribution service Steam (steampowered.com), the highest download speed I ever get is between 300-400 kbps. Steam has very good servers. When I used to have Comcast it would download games at several Mbps.

[Ticket: # 382543 - Google filtering](#)

Date: 7/3/2015 8:50:02 PM

City/State/Zip: College Station, Texas 77845

Company Complaining About: Sudden Link

Description

A few months ago, Sudden Link changed from pay-for-speed to pay-for-usage. I'm sure that the change was buried in our bills, but the really customers found out when we could not access any Google sites (YouTube, Gmail, Google.com, etc.). The sites were replaced with a splash screen asking us to call Sudden Link. All other websites worked properly. After calling Sudden Link, we were sold a much more expensive plan to pay for watching Netflix. Shortly after the phone conversation, the Google sites started working again. Since this change, Google sites have been unreliable. Initially, I suspected that my network was infected, but I work at a computer repair shop and have fielded multiple phone calls with the exact same issue. By definition, Sudden Link has the right to control our internet access but I think that the software they are using is faulty.

[Ticket: # 382560 - ISP locking internet speeds to packages](#)

Date: 7/3/2015 9:52:42 PM

City/State/Zip: Ossian, Indiana 46777

Company Complaining About: Comcast

Description

I was on the phone with customer service and billing department they told me I could upgrade to 105mbps ONLY if I also got it packaged with a television service. They said 105mbps is available to my area but only with a video service that I would have to pay for as well.

Ticket: # 383047 - Blocking Application Internet Access

Date: 7/4/2015 4:16:12 PM

City/State/Zip: Anacortes, Washington 98221

Company Complaining About: Virgin Mobile

Description

I use Virgin Mobile, which uses the local Sprint Network in my area. I have an unlimited data plan with a limit before reducing my internet to 3G speeds.

The problem is they don't actually reduce my speeds to 3G, they make it slower and regularly disconnect my internet, and block individual applications from using the internet.

They literally have some kind of program that blocks applications that use too much data, which forces me to stop the applications and restart them. They are picking and choosing what applications can use data, which is now illegal. They are also not providing me with 3G speeds like advertised. I had 3G before 4G was released, it was never this slow.

[Ticket: # 383122 - MaxWebSearch appears at internet startup](#)

Date: 7/4/2015 6:19:20 PM

City/State/Zip: Milford, Pennsylvania 18337

Company Complaining About: Blue Ridge Communications

Description

I cannot remove maxwebsearch from my monitor which was purchased at Best Buy. I contacted maxwebsearch; they gave me instructions for removal but it didn't work. I purchased two malware removal programs but neither of these worked either. I can't understand how maxwebsearch can instigate itself on my computer without my compliance. Please help. Thanks.

Ticket: # 383159 - Bandwidth limits

Date: 7/4/2015 7:16:50 PM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

I am filing a complaint against comcast cable/xfinity in Nashville TN. The complaint is the unjust 300gb bandwidth limit they levy on their home users. I pay for one of the highest speed tiers they sell (75mbps down) and I have the same 300gb cap as the lowest tier (3mbps). It is unjust and I suspect against net neutrality for them to apply this 300GB monthly transfer limit as it has been the same limit for years. As time goes on various software and media requires more bandwidth. Also they provide "unlimited" transfer of any video content from the comcast site while limiting you for watching video content from anyone else (youtube, netflix, etc). Its also unfair that the same company sells the same service in other cities and states that dont have these limits but chooses to apply them here in Nashville TN. Its unfair to be charged \$10 for every 50GB pool of data they give you. They have also claimed they are just "testing" it in the Nashville area and they have not ended the beta program they force everyone to be in that has been running for many years.

[Ticket: # 383203 - The Internet is not a human right, FCC commissioner says](#)

Date: 7/4/2015 8:52:20 PM

City/State/Zip: ..., District Of Columbia 00000

Company Complaining About: All Others

Description

"The Internet is not a human right, FCC commissioner says"

In contrast to the opinions of Mark Zuckerberg, Tim Berners-Lee, and its own policies that attempt to extend access to the Internet, the Federal Communications Commission announced on Wednesday that the Internet is not a human right.

comment: Internet will soon be a human right (going that direction)

Ticket: # 383244 - TWC and Firewall Ports

Date: 7/4/2015 10:50:56 PM

City/State/Zip: Dallas, Texas 75252

Company Complaining About: Time Warner

Description

TWC does not allow a client to open ports in their own firewall when using the modem/router provided by TWC. We have to call in to do this. It's highly inconvenient. I was trying to setup a remote connection so I could access files on my computer while traveling, and I had to call in and tell them what ports to open... I asked if I could just do this on my own, because I may want to do more on my own, and they said that I have to call in to do this... This is my internet connection, not theirs. I should be allowed to open what I want and when I want instead of relying on them to do it for me.

Ticket: # 383246 - Comcast "high speed internet"

Date: 7/4/2015 10:54:09 PM

City/State/Zip: Fort Wayne, Indiana 46814

Company Complaining About: Comcast

Description

Dear Sir, Madame,

I have been contacting Comcast regarding my Internet, I am currently paying for 50gb but the internet speed in my house is limited to 20gb, when I called I was told that I can get up to 50gp and since all my neighbors have Comcast then my internet speed will stay at 20 to 22bg! Please help

[Ticket: # 383247 - Comcast Data Limit](#)

Date: 7/4/2015 10:55:46 PM

City/State/Zip: Lilburn, Georgia 30047

Company Complaining About: Comcast

Description

Comcast has been running "trials" to enforce data restrictions on consumers. For me, in the state of Georgia, their trial is that I am limited 300 GB a month (throughout all of their small selection of plans) and then charged \$10 for every 50GB I go over. I feel I should be charged one flat rate for Internet period, no restrictions or limits. This hinders my life and work, which both involve almost heavy use of the Internet.

Ticket: # 383340 - SPAM PAYPAL EMAILS

Date: 7/5/2015 10:43:34 AM

City/State/Zip: Tulsa, Oklahoma 74136

Company Complaining About: Family Mobile

Description

I have received two spam PayPal emails from eBay user (b) (6).

In these two emails, which contain multiple errors, he is requesting a tracking number before payment.

I have made contact with PayPal customer service, and they validated my suspicion of these two emails.

In the two emails the related addresses attached to it are:

(b) (6)

The email says to send tracking number to this email address:
shipment-trackingverified@accountant.com

The buyer's shipping address is:

Buyers Shipping details

NAME:- (b) (6)

PHONE NO... (b) (6)

ADDRESS:- (b) (6)

CITY....Ikeja

STATE....Lagos

COUNTRY....Nigeria

ZIP CODE....23401

Shipping address - confirmed

In the first email at the bottom it says this:

What to Do Next

PayPal makes it easy to receive money. For security purposes, Payment has been deducted from buyer's account and has been APPROVED. However, payment will remain PENDING in our escrow account until shipment References Number is sent to our customer service department for verification before money is remitted into your account. Shipment tracking number should be email to our customer service: shipment-trackingverified@accountant.com

Note: The funds will be Credited into the seller's account once the shipment has been verified. This action is taken in order to protect both seller and buyer's interests and to reduce the occurrence of fraudulent activities. If you have any question regarding this payment, do not hesitate to contact us shipment-trackingverified@accountant.com

Visa Mastercard American Express Switch Solo Visa Delta

Ticket: # 383622 - Data Caps

Date: 7/5/2015 4:49:17 PM

City/State/Zip: Southaven, Mississippi 38611

Company Complaining About: Comcast

Description

I work in the IT field. This is a field that requires me to be constantly on top of the latest news and technologies. An important aspect of my career is constant training. Because of this I need to watch training videos on a weekly if not daily basis.

I take online courses through Regis University as well as paid courses from learning sites such as Ucademy, Udemy, Coursera and others. These are all sites designed to educate people for today's marketplace.

Comcast is limiting my ability to stay current and competitive in the job market. I get 300gb a month which quickly gets eaten up by streaming educational videos. There clearly isn't a capacity issue as Comcast is happy to sale me additional bandwidth.

In fact, Comcast pressures me to buy their business package which doubles my monthly cost but gives me unlimited bandwidth. I don't believe there is an argument that they don't have the capacity.

Comcast data limits are having an adverse affect on the economic situation of millions of users who need data to stay competitive in the job market.

[Ticket: # 383638 - Re: Alshalchy ,Laith - Serve Ticket# 347012](#)

Date: 7/5/2015 5:33:42 PM

City/State/Zip: Port Orange, Florida 32128

Company Complaining About: Bright House

Description

Thank you Sharon for forwarding my request back to Joe Fredriksen who says I will be his only point of contact for BrightHouse.

Mr.Fredriksen left out my complaint with BrightHouse that they're selling a service they cannot deliver.

They're selling a 70/150/300 Mbps connection that can only deliver 50 Mbps consistently on the Internet.

Mr.Fredriksen and BHN believes that they're only contractually obligated to get the speeds they sell their customers on their internal network and the Internet itself.

I believe this is bait and switch if a ISP cannot provide customers with speeds consistently faster than 50 Mbps that should be the limit of what they should be able to offer.

I've had BrightHouse techs over and over again and they and Mr.Fredriksen believe that as long that a local server on their internal network can get the service speed then they've done their job.

BrightHouse used to be able to deliver speeds at or above their advertised speeds but in the last two years the service has gone downhill.

They continue to bring out faster plans in that time yet, they're unable to deliver anything faster than 50mbps consistently.

I believe this is an issue that should be regulated.

That an ISP should be able to offer only what they can consistently deliver to its customers wherever they are online.

I'm well aware that network conditions change but getting at least 90% of your speed consistently is achievable and if by most ISPs.

I have the entire conversation that I had with Mr.Fredriksen recorded and available if you would want to hear how BHN treats its customers.

Customers unfortunate enough to live in broadband desert like I do.

One created by Time-Warner and sold to BrightHouse.

By manipulating local governments to block competition.

Please do not let the Charter / BrightHouse merger go through without full title II implementation of a public network to allow other companies access to BrightHouse & Charter at a flat pro-rated rate.

So customers have a choice other than BrightHouse or Charter for their ISP.

And if they don't agree to those terms then block the merger for not being in the public interest.

Since, I have no choice of a BrightHouse representative other than Mr.Fredriksen.

I will only reply to the FCC since as Mr.Fredriksen has plainly stated multiple times that he is the only representative I will get from BrightHouse and that's the primary reason I'm getting Direct Tv.

I'm requesting that the FCC do an independent audit of BHN's network management policies and infrastructure to see if their network can handle the bandwidth they've sold their customers.

I also believe that the FCC should have a say in what speeds a company can sell their customers.

Like what the transportation dept does with fuel economy the FCC should do with broadband speeds.

ISP claims 150 Mbps FCC real world tests show 50 Mbps.

Or just limit what they can legally advertise as Internet speeds.

This would go a long way to address the problem with ISPs.

Thanks

(b) (6)

Ticket: # 383792 - Trouble streaming netflix on Time Warner Cable Residential Internet

Date: 7/5/2015 9:34:10 PM

City/State/Zip: Akron, Ohio 44305

Company Complaining About: Time Warner

Description

I work as a network engineer for a small IT consulting firm. I've been having problems over the last few months streaming only Netflix on my Time Warner Internet Residential Service.

I eliminated all possible variables such as my modem, router, and isolated all other network devices from my LAN. The second I run my Netflix services through a VPN tunnel (PPTP or IPsec) the traffic streams flawlessly. I am able to stream amazon, youtube and pretty much any other services without a VPN, just not Netflix.

This may be a routing issue but I've talked to other friends and co-workers and they have similar issues with Netflix and Time Warner Cable internet. I'd like to file this formal complaint to have someone look into if they are violating net neutrality rules. Let me know if there is anything else you need.

Thank you for your time and help.

Sincerely,

(b) (6)

[Ticket: # 383829 - internet speed doesnt reflect whats paid for](#)

Date: 7/5/2015 10:51:28 PM

City/State/Zip: Gardena, California 90247

Company Complaining About: AT&T

Description

I have paid for the highest tier internet speed >24 MBPS and consistently get speeds much lower than advertised and much of my streaming video is very degraded and slow.

[Ticket: # 383853 - Amoory.com](#)

Date: 7/5/2015 11:33:14 PM

City/State/Zip: Gary, Indiana 46409

Company Complaining About: Amoory.com

Description

Virtually every single woman on this website are frauds from Ghana. They exhibit broken; terrible English, lies about their age and residency, and they ask for money, This website should not exist and I respectfully ask for its removal

Ticket: # 384318 - Internet - Open Internet

Date: 7/6/2015 11:49:38 AM

City/State/Zip: Midwest City, Oklahoma 73110

Company Complaining About: T Mobile

Description

Consumer's internet carrier Tmobile offers prepaid wifi cards that offer 3G high-speed wifi service, after the 3G has been depleted the speed is stated as "normal" on the consumer's laptop. The consumer states she only has high speed service for the first day the prepaid card is activated, then the connectivity shows as "speed unknown". The consumer states that she cannot even complete a ping test, and that when she tests the download speed the turnaround time is 45 minutes. The consumer is frustrated that the promised service for these cards is not being fulfilled by the carrier. When the consumer contacted the carrier in regards to these issues, they informed her that while the floor supervisor was aware, management has not informed them to make any changes in regards to Net Neutrality and all they could offer her was an upgraded package for 65.00 monthly. As a resolution the consumer wants the carrier to provide her with the service she is paying for, not avoid the issue by offering more expensive packages. The consumer wants the carrier to address the service issues at hand and identify why they are not fulfilling the speeds promised. The consumer's device ID is SSIG ID dvz-238874. ***CTR379-Phone***

Ticket: # 385246 - Fraud

Date: 7/6/2015 4:19:47 PM

City/State/Zip: St. Albans, New York 11412

Company Complaining About: Mooney Twins Network

Description

Hi, the people that run this website <http://www.mooneytwinsnetwork.com/wealthportal/> are committing fraud. They claim to know about investments and put your money into different investment options. When it comes time to get your returns they make up stories as to why you can't get your returns etc. I dealt with them on a private level, so I invested a lot of money with them..However, they charge people monthly to be a part of their investment site.

Ticket: # 385344 - Misrepresentation of internet speed/not providing speeds paid for

Date: 7/6/2015 4:41:52 PM

City/State/Zip: Spearsville, Louisiana 71277

Company Complaining About: AT&T

Description

I have had slow than allowed internet DSL speeds by AT&T for over a year. I have a 6mb account but due to insufficient bandwidth supplied to/by the central office exchange I routinely get below 1mb download. I've registered a complaint to the public service commission and AT&T does admit to insufficient bandwidth with no future plans to upgrade their pipeline. I have been given a \$100 credit by AT&T but I will still have to pay full price for insufficient bandwidth. I feel this is fraudulent and having spoke with my neighbors they have the same issue. I would like the exchange infrastructure to be brought up to the specifications they claimed it was capable of and that they have charged the 778 prefix for. In my research I find that this is quite common for AT&T nationwide. 6mb internet is quite low by modern standards and they cannot even be bothered to maintain or supply it to the customers that are paying for it. I'm attaching a screenshot of speed results. This was using Ookla which AT&T uses on their own website. The server used was an AT&T server in New Orleans LA. The ping rates are routinely in the triple digits and the download speeds regularly drop below the upload. I've been trying to get a resolution on this issue for over a year. Any help would be greatly appreciated.

Ticket: # 385684 - AT&T Uverse Violating Net Neutrality Rules**Date:** 7/6/2015 6:23:10 PM**City/State/Zip:** San Antonio, Texas 78212**Company Complaining About:** AT&T

Description

I have 6 megabit per second downstream and about a .6 megabit upstream speed on my Uverse DSL, until I make an encrypted connection during prime-time evening hours. Then those connections, and only those connections, will run as slow as 256 or 384 kilobits per second. If I connect to the same servers, at the same time, from my work connection, they run at full speed. Also, the dates when these limited speeds have occurred have tracked PRECISELY with the political situation: When the FCC first announced its Net Neutrality decision, the limiting stopped; Then the limiting started again a few days ago when the activity in the DC appeals court took place. The above factors make it 100% demonstrably clear that AT&T is discriminating unlawfully, intentionally limiting certain connections during certain hours of the day.

[Ticket: # 386009 - XFINITY Internet Data Usage Plans](#)

Date: 7/6/2015 8:40:39 PM

City/State/Zip: Pooler, Georgia 31322

Company Complaining About: Comcast

Description

Comcast unfairly limits my usage of my internet connection. When the service was purchased there was no data plan. We are cable cutters. This is a way to limit our access to content without comcast permission. Also, they do not have a 10mbp plan, there plans are unfair.

[Ticket: # 386198 - Verizon FIOS throttling traffic from Amazon EC2](#)

Date: 7/6/2015 11:05:56 PM

City/State/Zip: Silver Spring, Maryland 20910

Company Complaining About: Verizon

Description

Files from Amazon EC2 instances or S3 were downloading at about 50KB/sec over a 100MB up and down Verizon FIOS connection. The moment a VPN was brought up, the speed of the connection jumped to 3MB/s.

Ticket: # 388173 - Extortion and possible Embezzlement by agent of Norton**Date:** 7/7/2015 6:24:36 PM**City/State/Zip:** Marianna, Florida 32447**Company Complaining About:** Virgin Mobile

Description

I (b) (6) called Norton Anti Virus at (b) (6) at 11:19AM, 12:09PM, 2:08PM, when I was not able to download or install my new Norton Security by Symantec Anti-Virus and I did what was written for me to download to install this program and when I put in the product key that came out of the package I got this Error Message:

The Product Key you entered is either invalid or it has been used with another account. Now this program Anti-Virus Norton Security by Symantec shows it may be used by 3 devices. My wife installed it to start with on her computer sometime ago shortly after we bought it. I had never installed it, and I just tried to from Norton.com/setup after I got the Error Message I left message on Norton website to call me and brief message what was wrong I cannot download there program to install it on my computer.

In while I got another call from suppose to be technician of Norton website who tried to embezzle over 179.00 from me while he had taken full possession over my computer and he typed looked to be in dos and he said he was put lots of things on my computer which he claimed was doing it manually and I could see his typing going on across my computer screen as he did this. My wife got out of her sick-bed and witnessed this as well. It was in pretty large print. Well so he finally took my computer to this last place it said something of(Mozaic money transfers, etc.) about for me to send money using my credit card, then he told me to pay over \$179.00 and I asked or my wife did (why)? He said its a one time fee we had to pay. This conversation is on calls I received from 661-748-0240 said his name was Bob and he was calling me from Michigan. Took the website he had me on off and the screen where he was typing I mentioned it looked to be DOS was also not there anymore. My wife and I were extremely mad because we already paid for the program and bought it at Wal-Mart and if we were to buy something directly from Norton we would do that on there website. This conversation my wife also asked what is the man's ID number? He said MZ67GAi when my wife asked what was his last name he hung the phone up.

Shortly afterword another man called from same number each one had East Indian accents, this asked my wife if we had Norton setup on my computer? I, and she didn't know. We had not looked yet. He said there are things that Bob put on my computer when he took full control of it remotely as I sat and watched him typing things across my screen I mentioned earlier. Well this last man that called me, he tried to make me still pay over \$179 he said we owed it to them. Now my wife said to him that she was at the FCC website right now and going to file a complaint of Extortion or Embezzlement against you guys. The man said that we had to take my lap top to a store to have the Norton Anti-Virus Norton Security installed. Why I my wife asked? He said because Bob had taken things off your husbands computer and put things on it ! What store should we take are computer to for that ? This last man said take it to Staples.

I said you guys tried to Extort over \$179.00 from us and we already bought the program we said from Wal-Mart ! My wife said the FCC will probably record this conversation and then the man apologized and hung up on my phone.

One of the men took the history off my computer of the website where he wanted to make me pay the money to him through all this happened on July 7, 2015: Calls I (b) (6) and my wife received from phone number (b) (6) are at these times today: 2:44PM, 2:43PM, 2:42PM, 2:41PM, 2:39PM, 3:17PM call lasted 5 minuets and 40 seconds, 2:37PM call lasted 30 minutes and 56 seconds. Each time the caller asked to speak to me (b) (6) (b) (6)

Ticket: # 387864 - internet service complaint

Date: 7/7/2015 4:38:23 PM

City/State/Zip: Duke Center, Pennsylvania 16729

Company Complaining About: Armstrong?

Description

I live in Duke Center P.A. and have internet and phone service through the only provider (monopoly) available to us here. I receive a bill from Armstrong monthly. My bill has now topped \$90 per month for phone and internet service. The top internet speed I get in my home at any time during the day is less than 3MBPS. During peak hours we cannot watch netfix on the tv and steam in video from you tube without interruption. Because there are FCC fees included on my bill and because the FCC states that all American's should be entitled to internet speeds not under 10MBPA leads me to believe that I have a complaint worthy of attention. I'm paying someone too much money for terrible service and have no other providers as an option. Please help .

Thank you

Ticket: # 387993 - Facebook censorship

Date: 7/7/2015 5:19:19 PM

City/State/Zip: Las Vegas, Nevada 89131

Company Complaining About: Facebook

Description

Facebook has taken 2 Million Bikers to DC page down because they were banning attacks from trolls who blasted the page with militant hate speech. This is a Christian Club of Bikers who do a lot of communities a great service with their charitable activities. No page that promotes community service and Christian values should have to tolerate trolls who come to their page to spew hateful diatribes. Facebook has no legitimate reason to ban or unublish such a beneficial community website as 2MB2DC other than Facebook doesn't agree with the Christian values that the page promotes. This is nothing more than censorship of all things "Christian" and is protected under the 1st Amendment of the Constitution. I am asking the FCC to defend our 1st Amendment RIGHT to freedom to associate, freedom of speech, and freedom of religion. Please notify Facebook to cease its ban on 2MB2DC."

[Ticket: # 388063 - internet metering of certain websites by comcast](#)

Date: 7/7/2015 5:43:10 PM

City/State/Zip: Eugene, Oregon 97401

Company Complaining About: Comcast

Description

Comcast/xfinity seems to be metering my use of the dish anywhere sling. This is a service offered by dish network to provide satellite tv via internet and your computer. I have used this service for about 2yrs now and lately in the last few months it is almost unusable because of the internet connection however, as soon as i use another website i have no problems, for example i go to the apple website in a different tab while trying to play dish anywhere. the dish website stalls and the video freezes while the sound continues, its hard to even get the guide to come up and it takes several minutes(literally) to load. the other tab, apple website flows fluidly and fast and there is no video buffering and videos work great, while dish cannot play hardly at all.

Ticket: # 388289 - Intermittent Internet Cable Access

Date: 7/7/2015 7:15:11 PM

City/State/Zip: Oceanside, California 92057-6026

Company Complaining About: Cox

Description

We subscribe to Cox Cable for our house in Oceanside, California. Currently, we are subjected to intermittent dropped signals and constant rebooting of the modem. When the Cox technician showed up, all he wanted to do was to issue us a Cox Cable rental modem to replace our brand new cable modem. It seems like the Cox technician was not really concerned with fixing the issue of continued dropped access. Unfortunately, Cox is the only cable provider in our location and we cannot use any other internet provider.

The online access is essential to our household since my wife is a disabled Persian Gulf Veteran and requires online access to maintain her health as well as emergency telephone access.

Please assist us, all we want is a reliable connection to the internet.

Ticket: # 389029 - RTC will not sell internet to my company

Date: 7/8/2015 10:17:35 AM

City/State/Zip: West Chester, Ohio 45069

Company Complaining About: Reservation Telephone Cooperative

Description

MACH 4 is a managed services provider, RTC (reservation telephone cooperative) is the incumbent (and only) provider of internet in Watford City, ND. They have instructed providers (Dakota Carrier Network, Bakken Wireless) who they can sell too and where they can sell their services. They will not allow MACH 4 (my company) to purchase internet from themselves (RTC) or the above referenced providers as we are a competitor (they claim). This is in violation of the Broadband Rules the FCC has established and we want access with standard pricing. They currently sell to one of our clients internet at \$1,600 per month for a 100Mb by 100Mb internet connection. RTC's standard business price is \$99.95 monthly but they are charging 16 times their standard business rate to LSS Housing Prairie Heights Apartments (MACH 4 client) \$1,600 monthly. They will not allow us to upgrade this service. Please see below their pricing from their website:

up to 1 Gig x 1 Gig (1,000 Meg) - UNLIMITED USAGE

For the Power Users! Work with advanced hosting platforms, enterprise applications and other business-oriented tools. Play and share games through online gaming centers

◦Residential : \$149.95* / month

◦Business : \$299.95* / month

◦Activation : \$300* – Waived if subscriber signs a 24 month contract. All materials and labor used inside premise will be billable above and beyond the activation fee.

*Fee does not include County, State and Federal charges or taxes.

up to 500 Meg x 500 Meg - UNLIMITED USAGE

Work from the comfort of your home, including video-conferencing and large data transfers.

◦Residential : \$99.95* / month

◦Business : \$199.95* / month

◦Activation : \$300* – Waived if subscriber signs a 24 month contract. All materials and labor used inside premise will be billable above and beyond the activation fee.

*Fee does not include County, State and Federal charges or taxes.

up to 250 Meg x 250 Meg - UNLIMITED USAGE

Stream multiple HD movies and television at the same time. Boost your online gaming advantage with reliable connectivity.

◦Residential : \$79.95* / month

◦Business : \$149.95* / month

◦Activation : \$300* – Waived if subscriber signs a 24 month contract. All materials and labor used inside premise will be billable above and beyond the activation fee.

*Fee does not include County, State and Federal charges or taxes.

up to 100 Meg x 100 Meg - UNLIMITED USAGE

Connect multiple devices within your home. Stream HD movies and television using Netflix, Hulu, Amazon Instant Video and other content streaming services.

◦Residential : \$54.95* / month

◦Business : \$99.95* / month

◦Activation : \$300* – Waived if subscriber signs a 24 month contract. All materials and labor used inside premise will be billable above and beyond the activation fee.

*Fee does not include County, State and Federal charges or taxes.

Specialized Internet Connections

RTC offers point-to-point LAN service, symmetrical high speed internet service, and various other specialized internet connections.

Additional High Speed Internet Options

◦Static IP : \$3.00 / month

◦Modem : FREE – Modem remains the property of RTC

◦Wireless Modem : \$5.00 / month – Modem remains the property of RTC

◦Junk E-mail and Virus Filter : FREE

Ticket: # 389227 - Internet Speeds and Security

Date: 7/8/2015 11:16:21 AM

City/State/Zip: Hurst, Texas 76053

Company Complaining About: Charter

Description

Consumer says that she does not get the upload/download speeds that they pay for. They've had the service for over a year but never get the services. They advertise \$30 for 60GB. She is also complaining that she put Charter's Internet Security on her computer and it has infected her hard drive.

Ticket: # 389761 - GMC Denali InfoEntertainment System**Date:** 7/8/2015 1:31:48 PM**City/State/Zip:** Aurora, Colorado 80016**Company Complaining About:** Gm Onstar Infoentertainment

Description

The factory installed WiFi in my 2015 GMC Denali cannot be turned off by me. Consequently, it consumes data whenever the vehicle is turned on, without my knowledge, and even after it is turned off. AutoNation Repair Order 586681 dated July 6, 2015 states "Normal Condition due to WIFI utilizing Onstar Module, will stay in ""SLEEP MODE"" for up to 40 hours after vehicle is shut off. Then continue into ""DIGITAL STANDBY"" FOR UP TO ANOTHER 120 HOURS. DUE TO DESIGN OF ONSTAR AND WIFI, SLIGHT WIFI DATA MAY BE USED AS ONSTAR ENTERS BOTH MODES". I upgraded to 3GB of Data because 1GB of data lasted only a few days. Now the 3GB is quickly consumed without my knowledge and control. No one can tell me what my billing period is, and the data is replenished only 1 GB at a time, consequently, the data remaining balance never shows more than 1 GB, even though I buy 3GB per month. This is an outrageous situation that needs to be changed. I have spoken to GMC Customer Services (855-250-5600), Case 31753505, several times, taken the vehicle to the dealer several times, and every person I have spoken to agrees this is an unreasonable predicament. However, no one does anything about it. Meanwhile continuing the system uncontrollably consuming data, GM billing for the data, and leaving the consumer at their mercy.

The vehicle also has a cordless charging feature that does not operate. The dealer response is the GM has published a technical bulletin stating that the feature does not work with all phones.

ATT response is that all of their actions are dictated by the contract they have with GM Onstar. This issue must be addressed to GM Onstar. They are the designers, implementors, managers, and receive all of the financial benefit from this situation.

Ticket: # 390078 - DO NOT END NET NEUTRALITY

Date: 7/8/2015 2:57:00 PM

City/State/Zip: Winter Park, Florida 32792

Company Complaining About: Comcast

Description

Anger with any and all parties involved with ending net neutrality.

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the description. The text "(b) (6)" is written in red at the top left of this redacted area.

Ticket: # 390135 - Cable Companies Forcing Residential Or Business Classification

Date: 7/8/2015 3:14:01 PM

City/State/Zip: Aransas Pass, Texas 78336

Company Complaining About: Time Warner

Description

Every day I deal with many customers, both commercial and residential, repairing their computers, setting up networks, etc. I have been asked, on several occasions, to assist getting internet access.

On several recent occasions, once with a Catholic Church in Mathis Texas and once with the non-profit CASA in Corpus Christi Texas , I have attempted to get internet from the cable company. (both Cableone and Time Warner) Both times, I've been told that they could only get a "commercial" or business plan, at a much higher rate per month with much less bandwidth. Residential plans for the same locations is a fraction of the cost with multiple times the bandwidth. I was told the reason for this was because businesses use more internet, need static IP's and get better uptime in cases of an outage.

I would argue that residential customers use just as much, if not more bandwidth, than a business, particularly in this day and age of Netflix and streaming movies. I would also argue that a lot of small businesses do not have a webserver or other server on premises requiring a static IP. Lastly, outages on a cable system are most generally caused by a down line or break in the cable, which affects both residential and business customers equally and both get reconnected at the same time.

The only reason I can see for cable companies to force a customer to be classified as business and not residential is money.

I have fought both Cableone and TWC on this, and in both cases and have been told they cannot (or will not) allow the church or nonprofit to be residential.

Should not the choice of what service one wants be the customers? Buying services should be like going to the grocery store. The grocery store does not care if I am a business or residential. They do not force me to pay a premium for hamburger when I want choose to buy a steak.

Please tell me what can be done to end this practice and make, and Cableone advertises of itself, "just common sense" of buying internet.

Ticket: # 390329 - internet survey scams that say you get a free gift n then get billed

Date: 7/8/2015 3:59:36 PM

City/State/Zip: Ewa Beach, Hawaii 96706-3235

Company Complaining About: Muscle Shred

Description

you take a survey that offers a free gift. All you do is pay for 'shipping. the gift you get has its own scam. in this case it is Muscle Shred. you get the free sample but in the fine print if you don't cancel within a certain time period, then you're on the hook for monthly fees. In calling one company, they said they'd refund that months money back, and when I mentioned filing a complaint with the FCC, darn if that person didn't threaten me with not refunding my money if I did complain. This company I will file a separate complaint.

Ticket: # 390967 - ISP controlled internet

Date: 7/8/2015 6:43:42 PM

City/State/Zip: Chatfield, Minnesota 55923

Company Complaining About: Centurylink

Description

for well over a week, almost 2 I have been losing internet consistently starting at 2:30 - 3:00 pm every day. 2 times a technician has been sent to my home to check the connections. the wires, etc, I have received several new routers.... on Tuesday 7/7/15, the tech called from the office and stated he mended something on the main board and I had NO issues at all that day. now, today, 7/8/15. at 3:00 pm, it started again. I called the technician and it stopped, but, he got off work at 4 pm, and started up again right away. they are refusing to do anything more, claiming they dont know whats causing it.

Ticket: # 391124 - Inter Mountain Cable Data Cap**Date:** 7/8/2015 7:33:56 PM**City/State/Zip:** Pikeville, Kentucky 41501**Company Complaining About:** Inter Mountain Cable

Description

I recently received a flyer in my monthly bill informing me that starting September 1, Inter Mountain Cable would be limiting my family's internet usage. I called around to many different internet companies to try to change to a different internet company and, of course, Inter Mountain has a lock on me because I can get no other internet. Sadly, this is no surprise in our area. Once again, the people of Appalachia cannot get ahead because we are kept back in the dark ages. My daughter is in college and will use a great deal of our data downloading and uploading her work, so she will have to find another place to work because there is no way we will be able to afford the bill. My husband was permanently laid off from his job late last year as many people in our area have been laid off. When I signed up for my plan with Inter Mountain, it was unlimited internet. I left my old internet provider which was a slower DSL to Inter Mountain's cable because of my daughter's needs and I feel like a fool.

Ticket: # 391341 - Data Caps

Date: 7/8/2015 9:21:26 PM

City/State/Zip: Virgie, Kentucky 41572

Company Complaining About: Intermountain Cable

Description

Intermountain Cable say they are going to charge their customers for going over their data amount. After issuing that notice, they now say it's not a cap, but I'm not sure what else you would call that. Please stop them from doing this. I live with my husband and 3 children and we all use our cell phones, Netflix, Internet radio, etc...as do most people. If they are allowed to do this, my family will have to pay a fee MONTHLY. Thank you for your time.

Ticket: # 391505 - Verizon Fios Internet service/billing Net Neutrality

Date: 7/8/2015 11:06:36 PM

City/State/Zip: Port Hueneme, California 93041-2526

Company Complaining About: Verizon

Description

For as long as I have had Verizon's Fios service I havent experienced it live up to verizons claims. I pay for 75/75 and recently went through Verizon's complaint/service resolution process and am not satisfied. In addition I have proof to show Verizon did not resolve my service speed. The first attachment is my internet speed log(from testmy.net) that dates back to Jan 19 2014 showing my internet speed to be approximately half what I pay for and this continues after Verizon sent a technician and supposedly "resolved" my service issue. The second attachment is the log of the last 30 days running the Neubot (the network neutrality bot) from the Nexa Center for Internet and Society also showing at no time of any day is Verizon providing me with the service that I pay for. I believe that I am owed much more than the \$42 that Verizon credited my account after the technician came out and resolved the service issue as they see it. I have been a customer for many years and my contention is that I can at least show by way of attached documents that my service dating back over 16 months is not up to the standard promised, marketed and sold by Verizon to me. An approximate dollar value for that I estimate to be in excess of \$2000. This is without addressing any further issues or potential Frauds committed by Verizon by continuing to sell my service they apparently are not capable of providing.

Ticket: # 391712 - Cable Companies Forcing Residential Or Business Classification

Date: 7/9/2015 9:00:29 AM

City/State/Zip: Aransas Pass, Texas 78336

Company Complaining About: Time Warner

Description

Every day I deal with many customers, both commercial and residential, repairing their computers, setting up networks, etc. I have been asked, on several occasions, to assist getting internet access.

On several recent occasions, once with a Catholic Church in Mathis Texas and once with the (b) (6) in Corpus Christi Texas , I have attempted to get internet from the cable company. (both Cableone and Time Warner) Both times, I've been told that they could only get a "commercial" or business plan, at a much higher rate per month with much less bandwidth. Residential plans for the same locations is a fraction of the cost with multiple times the bandwidth. I was told the reason for this was because businesses use more internet, need static IP's and get better uptime in cases of an outage.

I would argue that residential customers use just as much, if not more bandwidth, than a business, particularly in this day and age of Netflix and streaming movies. I would also argue that a lot of small businesses do not have a webserver or other server on premises requiring a static IP. Lastly, outages on a cable system are most generally caused by a down line or break in the cable, which affects both residential and business customers equally and both get reconnected at the same time.

The only reason I can see for cable companies to force a customer to be classified as business and not residential is money.

I have fought both Cableone and TWC on this, and in both cases and have been told they cannot (or will not) allow the church or nonprofit to be residential.

Should not the choice of what service one wants be the customers? Buying services should be like going to the grocery store. The grocery store does not care if I am a business or residential. They do not force me to pay a premium for hamburger when I want choose to buy a steak.

Please tell me what can be done to end this practice and make, and Cableone advertises of itself, "just common sense" of buying internet.

[Ticket: # 392258 - Pornography](#)

Date: 7/9/2015 12:18:48 PM

City/State/Zip: Colorado Springs, Colorado 80927

Company Complaining About: Centurylink

Description

Yahoo's front page has as its first news item on its front page a nude photo of Lady Gaga. This is indecency.

[Ticket: # 392758 - Data cap](#)

Date: 7/9/2015 2:16:36 PM

City/State/Zip: Pikeville, Kentucky 41501

Company Complaining About: Intermountain Cable

Description

IMC had decided to force an unfair data allowance on its customers, I understand that data allowances are very common but the price of the service is usually very reasonable. AT&T has a data allowance of 250gb but their price for 18meg/2meg is priced at only \$44.94 a month whereas IMC 8meg/1meg is \$85.59 a month with the same data allowance. We should not have these outrageous prices forced on us.

[Ticket: # 393083 - Xfinity Port Blocking](#)

Date: 7/9/2015 3:42:36 PM

City/State/Zip: Kaysville, Utah 84037

Company Complaining About: Comcast

Description

Comcast blocks various ports to users of their Xfinity internet service. These block legal activities that US citizens may wish to engage in, such as: remotely accessing files on their home computer via the SMB (samba) protocol, hosting their own private email server, using SOCKS proxy services, and more.

[Ticket: # 393467 - INter Mountian Cable](#)

Date: 7/9/2015 5:01:16 PM

City/State/Zip: Jenkins, Kentucky 41537

Company Complaining About: Inter Mountian Cable Or Gearheart Communications

Description

Raising Data plans if you go over your usage that you already have

Ticket: # 393506 - slow speed or no connection at all

Date: 7/9/2015 5:07:42 PM

City/State/Zip: Coral Springs, Florida 33065

Company Complaining About: Advanced Cable Tv

Description

Consumer states that he has Internet Service with a Cable Company which is not providing him with the service he is paying for. Consumer states that he is paying for 30 megabits and he is only getting 3 megabits and sometimes he doesn't have internet services during the night. Consumer called Advanced Cable TV and they told consumer that the error is from their end and that they are working on the issue. Consumer told them that then why they are charging him and they told consumer that they cannot stop charging him and when the problem is solve they will go back and give him the appropriate credit. Consumer states that this problem has been for over 90 days. As a resolution consumer wants the services he is paying for and a credit for the service he did not get for the months he paid for it.

CTR376

Ticket: # 394167 - Comcast Internet

Date: 7/9/2015 8:51:09 PM

City/State/Zip: Murfreesboro, Tennessee 37127

Company Complaining About: Comcast

Description

I've experienced a plethora of issues with Comcast Internet and Television service, but the main focus in this complaint is the internet service. Over the last year to year and a half I've experienced a downgrading quality in my internet service that was slow over time. Finally several months ago, it would basically not work for days at a time and would only work periodically at best when it was on. Not only was it not reliable, but it was barely usable when it was working. Simple internet browsing would spin for minutes at a time. They eventually sent a tech out who expressed to me that it was not the wiring in the house but issues with the box on the side of the house as well as the line at the telephone pole. He presumably repaired the wiring at the side of the house and scheduled to have a bucket truck come out and repair the telephone connection. I have no proof or record of this bucket truck repair every happening. A couple of months went by and the service seemed to be somewhat usable without a periodic slow down in the evenings, probably during peak internet usage hours. The last couple of weeks were met with the service starting to slide back to where it was before with slowing down more frequently until this week. This week it has been inoperable for three days, with small periods of it functioning. I called on the second day, Wednesday, July 8, 2015. The customer service rep had me run through the typical "reset the router" rigamarole, but he was kind enough to note that I had experienced multiple problems with complaints before. He asked that I just call immediately next time the problem arises, and they would schedule a tech. The next day, Thursday, July 9, 2015, it was completely out again when we arrived home after dinner. I called immediately. The customer service rep, while polite, had me do all the same "reset the router" routines. After explaining some of my frequent issues, he said he would schedule a tech to come out, but then suggested I buy a \$4.95 service plan. A service plan for an internet service, that they can neither guarantee would remedy the situation, because they've failed before, but also a service plan for an internet service that should just work properly to begin with. He then puts me on hold as he tries to schedule an appointment. Several minutes go by, and he comes back on the line. Apparently even their own customer service systems were not working properly, so he was stuck waiting until it became operable just to schedule my appointment. Finally, he was able to schedule my appointment, and we ended the call. I received an automated courtesy call to confirm my appointment. I hit the number 1 to confirm and it said my appointment was cancelled. The biggest problem here is that in my neighborhood there is no other internet service that is offered or allowed. AT&T can't offer Uverse in my neighborhood for whatever reason, which screams monopoly to me, so I'm stuck with this if I want to have any type of access to internet as a utility. Not only that but they slowly creep up prices for a service that slowly creeps down in quality.

[Ticket: # 394322 - chaturbate.com](#)

Date: 7/9/2015 10:20:04 PM

City/State/Zip: Rombauer, Missouri 63901

Company Complaining About: Dish Network

Description

I had an account on chaturbate.com and some how someone on there hacked my account and stole the number on my credit card and used it and now they are claiming that I violated the terms of service when they allowed someone to hack the account and steal information from it and now they won't remove the ban on the site

Ticket: # 394376 - Slow Speeds

Date: 7/9/2015 11:34:29 PM

City/State/Zip: Greensburg, Pennsylvania 15601

Company Complaining About: Comcast

Description

From the hours of 6pm to 12 midnight, my download speeds are unacceptably low. Between 8 and 930pm, I get anywhere from 1 to 15 percent of my promised 105mb speeds. My modem signals do not show any issues and I have done several troubleshooting with comcast techs, who sent refresh signals to my modem with the problem returning every night. After further research it appears that the issue is a congested node on comcast's end - too many users on the same pipe causing slow speeds all around. It is within Comcast's ability to remedy this issue. Several of my speed tests can be seen at [\(b\) \(6\)](#)

[Ticket: # 394387 - FiOS Internet is Throttling my Internet](#)

Date: 7/9/2015 11:51:16 PM

City/State/Zip: Bradenton, Florida 34203

Company Complaining About: Verizon

Description

I know Verizon FiOS is setting limits on my bandwidth. I pay for 50Mbps up and down and have never been able to get more than 15Mbps and as of a week I can't get more than 5Mbps. I called and they basically told me they are not and it is all 5 of my devices in my home that are broken!

[Ticket: # 394392 - Net neutrality](#)

Date: 7/9/2015 11:55:37 PM

City/State/Zip: Hermitage, Pennsylvania 16148

Company Complaining About: Time Warner

Description

My government wants to go to bed with the cable company's and steal more money out of my pocket and I don't want that to happen!

Ticket: # 394396 - Netflix and Time Warner Cable

Date: 7/10/2015 12:04:07 AM

City/State/Zip: New York, New York 10128

Company Complaining About: Time Warner

Description

A representative of Time Warner called me about two weeks ago to sell me service. When I told them I didn't want it she warned me that Netflix is having problems with buffering. One day later I can't watch Netflix films anywhere. They all buffer indefinitely, all stopping at 25% downloads. I pay them 80.00 per month to watch what I want and now I can't. Please note: I can get Hulu and Youtube but Netflix is blocked on both my Apple TV and now my PlayStation 4.

Ticket: # 394416 - Comcast Blocking HBO GO Access on PS4

Date: 7/10/2015 12:30:11 AM

City/State/Zip: Denver, Colorado 80236

Company Complaining About: Comcast

Description

Comcast will not allow its customers to use HBO GO on the Sony Playstation 4 even if they subscribe to HBO. Comcast will not allow you to authenticate that you subscribe to HBO through their service on the PS4. I pay for HBO and their services and I should be able to use those services on all of my available devices. Comcast can not block my access to subscription based content as noted in the Open Internet Order.

Ticket: # 394474 - Comcast has blocked HBO access from PS4 and PS3 only

Date: 7/10/2015 4:28:30 AM

City/State/Zip: Davis, California 95616

Company Complaining About: Comcast

Description

I am an HBO subscriber through Comcast, and while I can watch HBO perfectly fine on my laptop, Comcast has explicitly barred access to the HBO app on the Sony consoles. Nearly every other cable provider for which people buy HBO allows the use of the PS4 and PS3 console, and the Xbox 360 and Xbox One are both allowed to watch HBO with Comcast. It is literally a blanket ban on HBO use on the PS3 and PS4 specifically, with no explanation.

Ticket: # 394995 - harassing phone calls at workplace five or more times a day.

Date: 7/10/2015 11:52:46 AM

City/State/Zip: Wildwood Crest, New Jersey 08260

Company Complaining About: Comcast

Description

people from sandy.checkcash@gmail.com have been e-mailing me and calling my company five or more times during the day. they were told to stop calling but will not. the phone number 925-322-5833 have been showing up on caller id.

Ticket: # 395350 - Monopolistic Pricing of Internet

Date: 7/10/2015 1:30:10 PM

City/State/Zip: Denver, Colorado 80211

Company Complaining About: Comcast

Description

My only available broadband ISP (Comcast) refuses to lower my overall price of service when I remove cable television from my service package. I was "forced" into taking a package initially when I signed up for internet service that included a cable subscription despite expressing that I only wanted Internet service. I tried to reduce my monthly payments by simply removing cable service, but that would actually INCREASE my bill. In what world does reducing services provided increase the overall cost of something? This practice to artificially keep cable subscriber numbers high is harming consumers and preventing them from purchasing what they want and only what they want in order to save money. Please put a stop to this practice by requiring Comcast to offer me a lower monthly rate if I cancel my cable service rather than increasing my rate if I cancel a service I don't want.

I would go elsewhere with my business, but there is no other broadband company to switch to that provides high speed service as defined by the FCC.

[Ticket: # 395625 - Centry Link subpar service to vendors](#)

Date: 7/10/2015 2:28:52 PM

City/State/Zip: Spokane, Washington 99208

Company Complaining About: Centurylink

Description

Centurylink selling Avvanta communications POTS connection for DSL rates. Refuses to put vendor clients on fiber system. Continues to interrupt connectivity sometimes days at a time. Then will inform you they can make service better if I abandon my provider (Avvanta) and go direct with Centurylink. This is a violation of the Sherman Act, Net Neutrality/Open Internet. Additionally their injunction was just denied. My provider is becoming frustrated with their monopolistic actions and so am I... Please intervene and assist.

Ticket: # 395797 - Comcast forcing customers to use their phone service

Date: 7/10/2015 3:21:11 PM

City/State/Zip: Manassas, Virginia 20110

Company Complaining About: Comcast

Description

Why is Comcast allowed to force their customers to switch their phone services over to the Comcast phone system. I am a Verizon phone customer and I have Comcast Cable because Verizon cable is not available in Manassas in my area. I like my phone system and do not want to change. But Comcast has new network equipment which provides better TV and Internet service but will only upgrade customers if they will purchase their Phone service. I have been told by Comcast No phone Service and you will not be able to get the better hardware for internet and TV, plus they are charging me more money for poorer service for the old equipment. They told me they charge more for the older equipment because they want to get us to switch to the newer equipment, but will only do that if I switch to their phone system.

I thought that you folks broke up AT&T so that these thieves could competition to AT&T and now they are allowed to force people to go to their phone system by holding back all other services?

How is there competition if you allow cable companies to get a monopoly in my city for TV and internet and then turn around and use that monopoly to force people to purchase their phone system. There is something illegal going on here and it needs to be stopped. My next step will be to contact my congressman's office and ask them why Comcast is allowed to force people to use a phone system they do not want to use.

The service they are forcing people onto is called triple play and they will not provide the new equipment to anyone except under triple play

Ticket: # 396030 - Comcast Services

Date: 7/10/2015 4:09:26 PM

City/State/Zip: Wallingford, Connecticut 06492

Company Complaining About: Comcast

Description

We are paying for the highest speed internet service Comcast offers. Not even one computer can work on this system let alone four. Finding a customer service phone number online is next to impossible because of the speed. Once you find a phone number, we have to deal with an automated system which takes over twenty minutes to get you connected to the wrong department. Comcast is bullying their customers & extorting money. I have also had unresolved problems with my landline since May, Comcast promised me to adjust my billing which has not yet been done. I requested my VM to be shut off in May, that was never done. The most painful part of this torture is that we as customers cant get help, we just cant get help.

Ticket: # 396325 - Verizon has started to redirect 404 requests

Date: 7/10/2015 5:33:50 PM

City/State/Zip: Altoona, Pennsylvania 16601

Company Complaining About: Verizon

Description

Instead verizon a site not found error to the browsers, it now redirects all failures to

(b) (6). In fact the url has in the uri "Interceptsource". This is against icann and the open internet.

Example:

(b) (6)
[Redacted]
[Redacted]
[Redacted]
[Redacted]

[Ticket: # 396805 - Comcast blocking HBO](#)

Date: 7/10/2015 10:13:35 PM

City/State/Zip: Washington, District Of Columbia 20001

Company Complaining About: Comcast

Description

Comcast blocks HBO Go (a service I currently pay for) on my third party device- playstation 4. I pay for HBO, have an HBO Go account, and own the playstation 4. Yet I cannot use this said service that I paid for on the device that I paid for. It is ridiculous and wrong that these services that I am purchasing from Comcast are not being delivered.

Ticket: # 396960 - Internet velocity limitations

Date: 7/11/2015 8:21:46 AM

City/State/Zip: San Juan, Puerto Rico 00926

Company Complaining About: AT&T

Description

ATT has continued offering diminished velocities in unlimited data plans when a quota LTE/4g data has been consumed. This goes against the proposed "unlimited " usage of a service.

They are sending this text message:

ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit att.com/datainfo or att.com/broadbandinfo

Ticket: # 397135 - Comcast 300GB DATA CAP - Forced to either have slow DSL or No internet at all - Whats a professional supposed to do ???

Date: 7/11/2015 11:28:18 AM

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Comcast

Description

Hello,

I am an IT professional working in Atlanta, GA and the fact that a cable company can own a certain area of service and be the only company as well to offer high speed in the area is practically a monopoly. I am forced to use Comcast services and then I am limited on the DATA I can work with. Everyday everything gets larger, more complicated, and more technical. We need constant access to information and our lives personal and professional depend on having access to the internet. Everything I do involves going to the internet, to pay my bills, to watch a movie, just read news, to renew my car tag, to view immigration status....

Why should I be forced to be paying for an imaginary boundary? I get 300GB of data on a connection that is already ran into my complex and with their is no additional cost associated with the DATA itself...This is racketeering MONEY GRUBBLING lobbyist move to increase profits at the expense of hard working Americans that are forced to use the internet for EVERY means now EVEN our own government.

Does our government support putting the consumer between a rock and a hard place for money from one of the most loathed corporations in the United States? I get charged an extra \$10 per 50GB I go over my plan on a plan that cost \$50 a month for the whole 300GB? ???

This is not how it's supposed to be, where is my protection from a business trying to monopolize and own a market while killing the middle class..

Ticket: # 397182 - Discontinuing a service with no comparable replacement

Date: 7/11/2015 11:55:07 AM

City/State/Zip: Boise, Idaho 83705

Company Complaining About: Sprint

Description

I currently use Clear Wireless for my home/business internet. I have been a customer with Clear since 2009. Sprint acquired the Clear network and I have received an email stating Sprint will discontinue my service in November of 2015. Currently I pay \$40/month for unlimited data. Sprint has no replacement for this service and is not allowing current customers to roll over to their network at the same price. My household and business currently use around 20 GB/month. To get 20 GB/month (capped) on Sprint I will have to pay \$200 up front for the device to access the network and then \$100/month for the service, and that's only a promotional price good for 1 year. That's over a 100% increase in plan cost which would likely go up after a year and isn't even the same plan I'm currently on.

[Ticket: # 397224 - internet throttling](#)

Date: 7/11/2015 12:16:17 PM

City/State/Zip: Egg Harbor Township, New Jersey 08234

Company Complaining About: Comcast

Description

Internet keeps getting cut out, making it impossible to do some work.

[Ticket: # 398245 - Suddenlink Throttling Netflix](#)

Date: 7/12/2015 4:58:14 PM

City/State/Zip: Belpre, Ohio 45714

Company Complaining About: Sudden Link

Description

When I watch Netflix, my speeds go from 50 mbps down to 5 mbps up to 1.5 mbps down / 5mbps up. This makes anything on Netflix virtually unwatchable. If I use a VPN, my speeds are normal. I have documented tests of this going on.

Ticket: # 398497 - Poor TV quality, high latency on internet, cannot use my T-Mobile VoIP service on account.

Date: 7/12/2015 11:35:09 PM

City/State/Zip: Westland, Michigan 48185

Company Complaining About: Wow Internet Cable And Phone

Description

I am frequently experiencing a high degree of digital noise when I watch TV, Extremely long hold times when calling WOW, the upload speeds are terrible compared to download speeds, and their service greatly degrades T-Mobile's Wifi calling capabilities to the point of being unusable. I subscribe to 60mbps service with a pathetic 6mbps upload speed, and i can hardly carry on a call on my wifi calling in my home. I have not even attempted to call WOW tech support in recent times, because of the extremely long hold times on the phone.

Ticket: # 398543 - Internet cap

Date: 7/13/2015 1:37:01 AM

City/State/Zip: Jenkins, Kentucky 41537

Company Complaining About: Intermountain Cable

Description

I am a customer of Intermountain cable out of Harold Kentucky. I just received notice that on September 1, 2015 they are going to be putting a cap on our internet usage. I am under contract with them also for unlimited usage. Several months ago they raised our bills, all while we were under contract. When some of us made a call about it, we were told that they would give us 30 days to get out of our contract if we didn't want to accept increase. This company has you sign a contract for their service and they breach that contract whenever they feel like it. Also, a big part of this area is not able to get any other service. We live in a rural area & there is no competition for this company.

[Ticket: # 399651 - Comcast 300 GB Data Cap](#)

Date: 7/13/2015 2:27:59 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

I was unaware when I subscribed that I would be charged \$10 for every 50 GB over 300 GB. This was not the practice at my former provider AT&T. I find it onerous and irritating to be forced into tracking my entire households data use to keep under the cap. Please halt this obnoxious business practice.

[Ticket: # 400080 - HughesNet is scamming their customers by not fully explaining their terms](#)

Date: 7/13/2015 4:32:03 PM

City/State/Zip: Charlotte, North Carolina 28216

Company Complaining About: Hughes Net

Description

Hughesnet advertises their connection as fast and stable when in reality people are driven back to dial up by it. When we were signing up for their internet services we were told that we would have 60gb of normal speed internet and then it would be slowed down a little. (And the person on the phone emphasized that it would not be that much of a slow down) We found that to be a good deal since 60 gigs seems like a lot to use in a month. So when we finally got everything installed and working we found that the speeds are only standard and enough to do small tasks, but after a few days the speeds were slowed to a crawl (about 1-2kbps) so when we called the company about it they told us that we had used all of our 10gb of data and now we weren't on the priority speeds. (which aren't even fast) we then had to explain to them that we were told that we had 60gb of data, to which they replied "you have 10gb on a normal basis but during the times of 2am to 8am we have 50gb and standard speeds" after that we had to explain that the 2-8am speeds were never conveyed to us by the spokesperson. The person we spoke to gave us a free "token" for 1gb and normal speeds because we were never explained the full terms of our service plan. This provider has destroyed my mother's business because she can't get anything don't over the 2kb connection. We can't afford to pay more for a less than stable connection and I believe that this is indeed going against the net neutrality laws. I think that they need to be stopped and their customers refunded. Thank you.

[Ticket: # 400584 - numbers skewing](#)

Date: 7/13/2015 8:07:44 PM

City/State/Zip: Memphis, Tennessee 38119

Company Complaining About: Comcast

Description

In addition to Internet in America being among the most expensive per Mb/s in the world, to obtain a decent rate (for the US) I am forced to sign up for services I neither want, nor use (cable TV) to bolster the number of cable TV subscribers to present to congress and their shareholders as evidence of that cable TV subscriptions are still relevant.

Ticket: # 400619 - phishing scam from a company claiming to fix my computer

Date: 7/13/2015 8:28:57 PM

City/State/Zip: Philadelphia, Pennsylvania 19114

Company Complaining About: Verizon

Description

I was installing a windows 365 card on my computer and entered my phone number 5 min later I got a call from a guy stating that my computer had a lot of issues and if I could pay 200.00 I hung up the phone after that all these viruses popped up on my computer including porn. I quickly called Microsoft and they fixed the issue they told me to report the phone number it was a U.S listing but no state the phone number is 1 888 886 0941.

[Ticket: # 400713 - Open internet](#)

Date: 7/13/2015 9:24:29 PM

City/State/Zip: Benicia, California 94510

Company Complaining About: AT&T

Description

Att recently has sent 2 text messages saying that I have reached my limit of data usage; however I have an unlimited data plan. I have had an extremely difficult time using apps such as Netflix, Huffington Post, and another news app which require downloading of information. The apps will either not load at all, take several minutes to load, or I have to reset my phone for the apps to work properly. This problem only started occurring after I receive the text messages.

[Ticket: # 400739 - data issues](#)

Date: 7/13/2015 9:47:05 PM

City/State/Zip: Winder, Georgia 30680

Company Complaining About: Comcast

Description

my understanding is that if your tv or computer is hard wired you are not using data plan. that's the way it works with your phones. now COMCAST is telling me that I am charged for even hard wire through the modem.. this company is worst cable company. its time for them to be broke up!!!!!!!!!!!!!!

[Ticket: # 400893 - Abuse of download speed](#)

Date: 7/14/2015 12:53:55 AM

City/State/Zip: Morrice, Michigan 48857

Company Complaining About: Hughes Net

Description

For two months of regular use of internet ,bought Roku streaming stick to view movies & sports.After three hours of viewing the programs were slowed to a stop. Hole system is no longer working,need help,will not fix problems.[Hughes net }, Michigan ,48857.

Ticket: # 400949 - DATA CAP STILL ON MY PROVIDER

Date: 7/14/2015 4:05:19 AM

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

Comcast still to this day charge me for data usage every month and i need this resolved asap i can only use 300 GB a month and its too low. please help me my cell is (b) (6)

[Ticket: # 401013 - Inaccurate information on the Internet](#)

Date: 7/14/2015 8:42:10 AM

City/State/Zip: East Orange, New Jersey 07018

Company Complaining About: AT&T

Description

When using either search engine Google, Yahoo, etc. the information listed is inaccurate as far as address, Phone Number, et. Please review the information that is on the Internet if there's anything that is incorrect and need to be removed.

Ticket: # 401065 - Charter's internet service is a slow

Date: 7/14/2015 9:24:27 AM

City/State/Zip: Fayetteville, North Carolina 28304

Company Complaining About: Centurylink

Description

(b) (6) can speak for this complaint. Signed up for a 3.0 Meg service but lucky if I get 1.5 Meg service. This has been going on since I purchased the service. I called several times and was told a tech would come out. We made an appointment for 07/13/2015 between 8 am and 5 pm but that never happened. We reset the appointment for 9 am but he never showed again. We did have a tech come out in June where he changed the modem and left without checking anything. Centurylink is giving me all kinds of reasons why I'm not getting the proper service but I still have to pay the bill on time. I want the service I'm paying for to work.

Ticket: # 401274 - VOIP service provider illegally preventing porting of numbers

Date: 7/14/2015 11:04:48 AM

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Teleblend.com (also Known As Parknblend.com, Inreach.com) Of 300 Cornerstone Dr Ste 315, Williston, Vt 05495

Description

Teleblend.com (also known as parknblend.com, inreach.com) of 300 Cornerstone Dr Ste 315, Williston, VT 05495 is illegally opening "service orders" to prevent phone numbers from being ported to other carriers when requested by customer. The company appears to be under duress - our VOIP phone service has not worked for over a month. Teleblend is in complete disarray and is trying to prevent customers from fleeing to other carriers - so they are placing unrequested/bogus/illegal "holds" on accounts to prevent the customers from leaving. There is no way to contact Teleblend - they do not answer the phone and emails are returned. The FCC should REALLY seek to impose fines on Teleblend for this illegal practice and set an example for the industry. TELEBLEND IS HOLDING PHONE NUMBERS HOSTAGE AS A CUSTOMER RETENTION MECHANISM. Please let me know if I can help further!

[Ticket: # 401896 - throttling internet speed](#)

Date: 7/14/2015 1:48:36 PM

City/State/Zip: Jacksonville, Florida 32244

Company Complaining About: Clearwire

Description

We have supposed unlimited data with Clear internet. For about 4 years now, we have noticed that our speed will be greatly reduced, especially toward the end of the month. We we called tech support, we were told to move around the modem, but nothing helped. However, we were on e told we used over we r 100 gigabytes of data.

Ticket: # 402118 - unwanted and spam text messages and emails

Date: 7/14/2015 3:01:11 PM

City/State/Zip: Clinton, Mississippi 39056

Company Complaining About: AT&T

Description

I put an ad on craigslist to sell some books and I started getting a text from someone who I thought was interested in the ad, but I got suspicious when the person said they would send me a check and for a little more than the price and would send their movers to get the books. Then I asked why he needs to send movers, why couldn't he pick up the books himself. He said because he was busy. I ask what state was he text from and he said california. Then I told him it sounded like a scam because he wanted to know my address to send the check too. I gave him a p.o. box. He said he was going to still need my address so he can send him movers. He said he was going to send the check that Monday. I told him he sounded like a scam and if so I would be reporting him to the authorities. I told him I would be happy to meet his "movers" in front of the local police station. The check was never send, but I keep getting these text messages from different gmail accounts saying similiar stuff and the same misspellings of words. I can't tell what is a legit inquiry about my books because of this same person that keeps sending me this spam.

[Ticket: # 402142 - Comcast / Xfinity Internet Data Usage Cap](#)

Date: 7/14/2015 3:09:12 PM

City/State/Zip: Oliver Springs, Tennessee 37840

Company Complaining About: Comcast

Description

How can Comcast / Xfinity prove to me how much data I am using in order to charge me for overages? I have light usage months where I go over my 'limit' and heavy usage months where I don't. Our data usage is 90% Netflix & iTunes on an Apple TV at night so it is very easy for me to have a feel for how much I'm using. The meter cannot be even close to accurate. I would much rather them raise my monthly bill & give me unlimited usage as the cap doesn't benefit anyone in such a rural area as where I live anyway.

[Ticket: # 402699 - internet](#)

Date: 7/14/2015 6:01:25 PM

City/State/Zip: Port Huron, Michigan 48060

Company Complaining About: AT&T

Description

att needs to put uverse in our building and if u go look at there u verse speeds they r under 25 mps they have to be at that speed there against the law with net neutrality they need to get out of dsl it is old. i pay for this shit its not worth a dime u need to tell them to put uverse in with fiber optic cable in the electrical rooms and u need to tell them they have to move the speeds up to 25 mps.

Ticket: # 403081 - Child pornography

Date: 7/14/2015 8:39:02 PM

City/State/Zip: Phila, Pennsylvania 19148

Company Complaining About: Comcast

Description

The photo on this website clearly shows the breasts of what they claim to be a 14yr old girl.

<https://www.yahoo.com/style/diors-new-14-year-old-lead-model-was-just-plucked-124069908853.html>

Ticket: # 403278 - federal express company complaint

Date: 7/15/2015 12:40:38 AM

City/State/Zip: Ft. Lauderdale, Florida 33311

Company Complaining About: Comcast

Description

1/16/2015 paid \$50.75 for next day delivery. Told package would be delivered by 10:30 am. No delivery at specified time, no delivery at noon. Recipient had to leave home (delivery point) upon return checked with federal express that delivery was attempted at 3 pm. Delivery not made until the 18th. Made request for refund of delivery fee. Have not received refund as of date of this complaint. Tracking number is 8067 3698 7934. Case number 0512545557. Told everytime I inquired that it would take 6 to 8 weeks for check to be mailed. First time checked was told didn't have my address. Waited 8 weeks when checked told mailed to wrong address. 3rd time checked told check mailed waited 6 to 8 weeks. Just checked with fed ex 7/12 told no record of check being issued would have to start over with request!!

Ticket: # 403291 - Data Caps

Date: 7/15/2015 1:19:40 AM

City/State/Zip: Tucson, Arizona 85715

Company Complaining About: Comcast

Description

As the photo editor of a newspaper, it is my job to manage the storage and distribution of a large quantity of large, data rich images and video. This requires me to upload and download hundreds of gigabytes worth of data to remote storage locations each month. The Tucson Arizona data usage cap is limiting me from doing my job. Capping data usage is does not make my a more efficient Internet user, it just makes me an incredibly inefficient photo editor. Comcast should not have the ability to restrict data usage becuasd of situations like this. I am required to perform tasks with high data usage, so why should I be punished by extra fees? Comcast should be happy because I already pay extra for one of their fastest internet plans. Due to the large amount of data I transfer I can't afford a slow connection...so adding caps is just salting the wound of a paying (for now) customer.

Dear Comcast,

You are hurting your customers. You are damaging your reputation.
Open the Internet, and let the healing begin!

Thank you for listening.

[Ticket: # 403377 - Comcast Data Limit](#)

Date: 7/15/2015 8:06:17 AM

City/State/Zip: Marietta, Georgia 30064

Company Complaining About: Comcast

Description

Comcast recently imposed a data limit on my account which I feel is intended to restrict TV viewing outside of Comcast's subscriber channels. Our primary data usage is from viewing TV programming provided by streaming services and Comcast's new limit will effectively raise the cost of these services, forcing subscribers to be stuck with only Comcast content.

[Ticket: # 405562 - Throttling, Speeds Not As Advertized](#)

Date: 7/15/2015 6:18:58 PM

City/State/Zip: Avon, Ohio 44011

Company Complaining About: Time Warner

Description

When anyone in the house uses an internet speed test or a program tests our network the speed shows 14 Mbps maximum and then the moment a video starts streaming, a file starts downloading, or a game starts playing the speed will drop to from 256 kbps to at max 1 Mbps. This is while we are paying for 35 Mbps, our router and modem both support up to 300 Mbps, and our wifi cards support up to 1 GBps. This problem occurs no matter what time of day it is and no matter how many devices are on the network or hardwired in.

[Ticket: # 405630 - Comcast datacap](#)

Date: 7/15/2015 6:52:59 PM

City/State/Zip: Germantown, Tennessee 38139

Company Complaining About: Comcast

Description

Comcast capping our data and charging extra for overages, we have had Comcast ever since it was available in our area for many many years and pay over 200\$ a month for their TV and internet service, but they keep capping our data at 300gb a month and charging us for going over!

Ticket: # 405800 - Unlawful throttling/data capping

Date: 7/15/2015 7:57:21 PM

City/State/Zip: Mountain Home, Idaho 83647

Company Complaining About: Zito Media

Description

I am a customer of Zito Media in Mountain Home, Idaho. This ISP is capping customer data at 250 GB and 400 GB/month based on tiered plans. This is not stated in any contract, I was not notified in any way, and I did not sign anything with these terms. Additionally, they are changing fees, terms of use, and other legal language without notification of any kind to any users.

I believe these actions are illegal under the new laws passed by the FCC. This is a huge problem for me since I work from home and this ISP is only one of 2 broadband providers available in this service area. Please see attached document under section 6.

Furthermore, their terms of service violate existing privacy laws by reviewing my information and activities, including forums and chat rooms, without providing notice. See section 9 of attached document.

[Ticket: # 406363 - No competition](#)

Date: 7/16/2015 10:02:08 AM

City/State/Zip: Madison, Wisconsin 53704

Company Complaining About: AT&T

Description

I tried moving my DSL service with ATT. They would only offer a U-verse bundle. In the move. I do not need, want, or can afford a bundle. I am on Social Security and just want my DSL, which, frankly, is over priced. The only other choice is a bundle from Charter, and that is even more expensive. If they got the rates down in the UK, why can't we get decent rates in the US?

[Ticket: # 406979 - Yelp](#)

Date: 7/16/2015 1:00:56 PM

City/State/Zip: N/a, New York 00000

Company Complaining About: Yelp

Description

Yelp removed my review. Please see the attached email correspondence. I believe Yelp's review posting practices have something to do with the advertising revenue it receives from businesses on its website. Thank you.

[Ticket: # 407239 - Threat to throttle unlimited data plan](#)

Date: 7/16/2015 2:16:41 PM

City/State/Zip: Orlando, Florida 32803

Company Complaining About: AT&T

Description

Att has messaged me on my phone and said that if I go over a certain amount of data usage for the month then they will reduce my data speeds despite the fact that I am on an unlimited data plan

Ticket: # 407170 - "White Squad" race baiting

Date: 7/16/2015 1:54:51 PM

City/State/Zip: North Port, Florida 34288

Company Complaining About: Comcast

Description

MTV has recently run a commercial for a fake business called "White Squad" that is also connected to a Facebook account with the same name and a website linked at www.whitesquad.com. This fake business claims that minorities can call or email them to get assistance from white individuals when they are making purchases, hailing cabs, or in court. Apparently, "White Squad" was created to open the eyes to "white privilege" but instead it is stirring the pot and creating more racism in this country. It is embarrassing and racist. Yes, there is racism against white people so much as this country does not want to believe it. For young minds who do not understand this as a false advertisement, they may begin to believe their only way to success is to be white and therefore they are not worth even trying. Please remove their website, Facebook, and commercial.

[Ticket: # 408014 - antivirus scam](#)

Date: 7/16/2015 6:07:12 PM

City/State/Zip: Las Vegas, Nevada 89128

Company Complaining About: Cox

Description

my isp (Cox cable) sends out fake antivirus alerts soliciting subscribers for their internet security. See Bloomberg blog.

Ticket: # 408342 - Ordering Comcast/Xfinity internet service

Date: 7/16/2015 8:42:34 PM

City/State/Zip: Palo Alto, California 94301

Company Complaining About: Comcast

Description

Hi, I recently moved from NYC to the Bay Area. because of the monopoly's the ISP's have the internet business, I carefully picked where my family and I would live based on the internet speeds as I need to work from the house and bandwidth is incredibly important and can be the difference between working a normal day and being in front of the computer until the early AM hours (up/down speeds and data and key) the very first question I asked was- is there a limit on download data? I actually asked 2x because it's pertinent to my job and I had to report it back to my employer. I actually chose where to live based on where I could get the best speeds and data plan that accompany's it. Both times he emphatically told me there was no data limit on the extreme 250 package. The order was predicated on this, and that day I signed a lease to an apartment based on this fact.

Today I called to inquire about gigabit speeds supposedly being offered in the bay area (it's not), and I found out there is a limit. The sales person who took my order lied.

I've called 4x today, been put in the queue and it hangs up on me- apparently their main line doesn't work when choosing the extension to cancel service (the rest do work, I tested them). I've spent no less than 6 hours on this topic between the calls and chats between the different departments.

I can't begin to tell you the amount of trouble this has caused me financially as well as my family and employer. I needed straight answers and emphasized my need for this out of the gate, and still I was lied too.

I've called 4x today, been put in the queue and it hangs up on me. I've spent no less than 6 hours on this topic between the calls and chats between the different departments.

[Ticket: # 408449 - losing data from my data plan](#)

Date: 7/16/2015 9:56:31 PM

City/State/Zip: Lake City, Florida 32024

Company Complaining About: Hughes Net

Description

My data, since net neutrality took effect, keeps coming up missing. Last month data started disappearing without my using it. Now, the same thing is happening again. Hughes Net tries to put the blame on me but I'm doing nothing different than what I've done for the last several years. My system is secure! My wireless router is Password protected with an excellent password. Last evening the "tech" support guy gave me 8 Gigabytes after spending nearly 30 minutes on the phone with him. (He did a really great job trying to fix this problem). However, today from between 2:00 pm and 9:00 pm (I wasn't even surfing the net...I was gone to town), my remaining 33% of data (apx. 1.2 Gigabytes) disappeared and additionally 1.3 Gigs of my Token Data they gave me last evening comes up missing as well. As I stated, this didn't start until Net Neutrality took effect! It doesn't matter how much "data" they add to my plan if it keeps disappearing! this is not right!!

[Ticket: # 408454 - Charter Blocking Services](#)

Date: 7/16/2015 9:58:35 PM

City/State/Zip: Smyrna, Georgia 30082-3326

Company Complaining About: Charter

Description

Charter Communications is committing unfair business practices by artificially limiting access to competitors (HBO Go) via internet connection provided to customers. Charter Communications has artificially blocked internet access to devices from competitors. (Fire TV & HBO Go)

Ticket: # 408833 - Armstrong Cable internet caps**Date:** 7/17/2015 10:07:01 AM**City/State/Zip:** Baden (marshall Twp, Allegheny County), Pennsylvania 15005**Company Complaining About:** Armstrong Cable

Description

Beginning about 2 years ago (if I recall correctly), Armstrong Cable instituted a cap on cable internet subscribers. The cap is 200GB/month with 50GB added to the cap if you also purchase their phone service and another 50GB if you purchase cable television. Note that these caps do increase if you also purchase a higher speed tier at a significantly higher price. Overage charges are \$10/50GB of overage. Note that in my area (and I believe in most areas that Armstrong Cable serves), they are the sole provider of broadband services as the local phone company, Consolidated Communications, only offers speeds of 20/1 mbps. I believe that these caps represent an abuse of their monopoly status in the market. Comcast and Verizon offer services is bordering municipalities and do not have bandwidth caps (yet). I understand that the FCC is currently reviewing the legality of such caps, which are clearly aimed at charging people more who intend to stream television content vs purchasing cable services. I am highly supportive of any regulation that would seek to eliminate these caps, as well as offering higher speed tiers at a reasonable price. It is clearly evident that Armstrong is "comfortable" with their monopoly position which has been granted to it by local lawmakers, as they are not seeking to improve service significantly. In response to the FCC's redefining of 'broadband,' they did change their speed tiers, therefore there is evidence that they will respond to FCC pressure. I ask that the FCC review Armstrong's practice of charging customers overage fees for usage in excess of the 200GB allotment. I believe that this 200GB level is far behind the times and will only become more restrictive as technology progresses.

[Ticket: # 408901 - Mediacom internet throttling of HBOnow.com](#)

Date: 7/17/2015 10:29:58 AM

City/State/Zip: Savage, Minnesota 55378

Company Complaining About: Mediacom

Description

I just moved to a new location that is a mediacom area. My previous internet provider was xfinity and had 60mb/s service with them and had ZERO issues with any streaming or gaming service including HBOnow.com. I have 50mb/s service with Mediacom and I average 20mb/s down and 8mb/s up and have zero issues with youtube, netflix, and online gaming but with HBOnow.com I am constantly buffering. 10 seconds of viewing is followed by 15 seconds of buffering. According to HBO I meet their requirements of 3mb/s internet speed to access their content.

Ticket: # 409044 - data limit

Date: 7/17/2015 11:10:55 AM

City/State/Zip: Conyers, Georgia 30094

Company Complaining About: Comcast

Description

Comcast recently started limiting data usage. This practice is absurd for wired users. We have been Comcast customers for some time and have been extremely happy with the service until now. Since they began the data limits we hit our limit about mid-month. Once that happens the incessant phone calls and emails begin. I understand and appreciate notifications but these are so frequent and continuous it is flat out harassment. I even went so far as to "upgrade" my plan and increase my speed and bill after being told by a Comcast rep that my data limit would also be increased by doing it. The next month on the 16th we hit our limit again, the phone calls and emails began again. When we called Comcast we were told that our limit did not go up nor would it. We were told there was no way to stop the harassing phone calls or email. They did not seem to care that we were lied to or even that we will be canceling our service if this continues. It's a shame that a company that has done so well for us for so long has gone this wrong this fast.

[Ticket: # 409499 - Netflix throttling](#)

Date: 7/17/2015 1:20:11 PM

City/State/Zip: Kettering, Ohio 45440-1701

Company Complaining About: AT&T

Description

I frequently have trouble streaming netflix with my ATT Uverse internet. I pay for 45mbs down 5mbs up which is more than enough to stream HD video but it comes through terribly. I also never get speeds of even half what I pay for.

[Ticket: # 410005 - Comcast](#)

Date: 7/17/2015 3:31:15 PM

City/State/Zip: Cutler Bay, Florida 33157

Company Complaining About: Comcast

Description

Where do I begin? Comcast employees do not want their jobs or just do not want to work. Both times that they have been out to connect new service and make more money - they come up with excuses of why they can't do the job and then I get rescheduled for another week. This is just crazy....My husband has to help the techs get into easments to find the lines. Man...do I feel bad for the elderly that have to deal with this; they have no chance. My husband had to miss work last week and this week....

Ticket: # 410203 - Cable One

Date: 7/17/2015 4:22:56 PM

City/State/Zip: Texarkana, Arkansas 71854

Company Complaining About: Cable One

Description

To Whom It May Concern,

My name is Michael Tidwell and I am hoping maybe you can answer my question. I have internet through Cable One in Texarkana, Ark. I pay for internet and to my understanding I pay for the upload and download speed not the usage. However, when I looked at my account it said I had a data limit of 400gb. As far as I was aware I am paying for the upload and download speed not for how much data I actually use. They said that if I went over they would send me a notice and if I failed to upgrade my speed to their \$75 plan they would terminate my service. In my book that feels like racketeering. It does not seem fair that I pay for the service and I also pay for unlimited data but they will threaten me if I don't buy a higher speed plan based on my usage. I don't feel like those two things correlate. I was wondering what the options were on this etc. Please let me know thank you for your time.

(b) (6)

[Ticket: # 411063 - comcast data cap](#)

Date: 7/18/2015 8:02:54 AM

City/State/Zip: Milton, Georgia 30004

Company Complaining About: Comcast

Description

Limiting a household to 300gb of data is not helpful, cool or good business. This should not be allowed.

Ticket: # 411369 - Spam e-mails from China

Date: 7/18/2015 12:54:20 PM

City/State/Zip: New Orleans, Louisiana 70124-2831

Company Complaining About: Zorpia

Description

"Caryl left you a private message. (attached) Click on the button below to view it. To opt out, click here". Zorpia Co., Ltd., Box 38960, (b) (6), Hong Kong." See (b) (6) for more than you want to know (attached). Analysis: College student from China who volunteers with me at a local senior center has Caryl and me on her contact list; this may be how we were picked up by Zorpia -- unbeknownst to our friend from China!

Ticket: # 411404 - DNS Provider Abusing ICANN rules--incompetence

Date: 7/18/2015 1:08:57 PM

City/State/Zip: Atlanta, Georgia 30308-1663

Company Complaining About: Enom

Description

As you must know, the power of the Internet relies largely on the effective and consistent resolution of Domain Names by key providers on the network. One of these key providers has created problems repeatedly for thousands of users. Though my personal experience is only limited to every domain I have registered through a third party provider affiliated with Enom, it doesn't take much investigating to see that they are incompetent, that they do not propagate DNS correctly, and that they are completely unavailable to provide support to their users which is especially true for third party registrars relying on Enom. As such, I am asking that the FCC do an investigation into whether or not is reasonable to grant the ability to handle DNS to such a terribly unresponsive, wholly incompetent company as Enom. I am certain that you will find that Enom needs to make sweeping changes to their business and until they can provide DNS effectively, they should be sanctioned.

[Ticket: # 411492 - HBO Go in Playstation 4 with Comcast Xfinity](#)

Date: 7/18/2015 2:00:31 PM

City/State/Zip: Renton, Washington 98055

Company Complaining About: Comcast

Description

Comcast is not allowin it's users to access hbo go on our Playstation 3 or 4 even though I am paying for hbo with them. All other Internet service providers are allowing customers to do this. Comcast is trying to force us to watch it on their set top boxes which I have had many documented issues with. They are charging me for a service I can't fully use even though they claim to be able to watch hbo programming if I pay for that package.

Ticket: # 411574 - Constant internet outages

Date: 7/18/2015 3:12:36 PM

City/State/Zip: Port Barre, Louisiana 70577

Company Complaining About: AT&T

Description

I had ATT High Speed Internet now for 5 years in that time i have had a constant battle with them over internet , ive even went as far as calling their presidential offices were i was threatened if i kept calling all my services would be shut off , up untill a year ago i had horrible internet , constantly down , slow , etc etc , each time they would claim it was my computer " got a new one " my modem " they installed 5 " my wires to my house " new house new wires from them" then about a year ago they found the problem and it has worked great up untill a month ago , same problems again , the tech told me something that made me contact you , he said that so ATT doesnt get into trouble when a customer calls in a ticket and the manager assign's that ticket they assign it by grid that way they dont get into trouble over constant complaints from 1 user , it isnt untill the tech gets to that grid that he finds the house in question , i am still having problems they keep hacking lines they just replaced a 100 foot section of wire and then the problems started , the techs all say the same thing , the wires are bad and they will always be bad because att will not replace them , we have no other internet out here ATT is it so we are stuck in a spot and they keep playing games , what can be done ?

Ticket: # 411756 - Thrifty car rental "Bait and switch" Tactic

Date: 7/18/2015 5:55:13 PM

City/State/Zip: Rancho Cucamonga, California 91701

Company Complaining About: Charter

Description

Thrifty Car rentals use the bait and switch tactic to force customers to upgrade their rentals. I reserved cars in Boston Ma and Norfolk VA. which were to be Kia Rios with 4 doors and a trunk to hold 2 suitcases. In both airports the agent showed me a picture of a Fiat with 2 doors and a very small trunk. I reluctantly upgraded but when I went to the garage in Norfolk (@12:30am) there were no Fiats. Upon returning the rental, I had to go to the agent desk to inquire about a lost item. The Man ahead of me was getting the same picture of a Fiat to get him to upgrade. I believe the bait and switch tactic is part of the corporate culture and agents are trained to get up grades this way. someone needs to investigate this organization.

Ticket: # 411884 - Comcast internet installing issues**Date:** 7/18/2015 8:09:30 PM**City/State/Zip:** Chicago, Illinois 60613**Company Complaining About:** Comcast

Description

I'm moving in my new apartment in this July, and it's just so hard to get my internet setup because Comcast keep on delaying appointment and slowly response. I request to set up my internet at July 9th, made an appointment for the tech to come at 15th 10:00-12:00 in the morning. When the day comes, the tech didn't show up for almost one and a half hour late, I called their number 800-266-2278 several times and the auto voice system keep postpone the time from 10:30-11:00, 10:45-11:15, and last at 11:16 I called the voice system respond that they can't tell when the tech is going to come and transfer me to an agency of Comcast to see what was happening. That phone call goes for 16 mins and lastly the agency told me to check my lobby the tech should be their waiting. When I went down I see no one was there. I check my phone and there was a number dialed in three times during 11:23-11:26 so I called back (11:35), it was the tech. He said he was here but because he didn't have my apartment number (I had provided it to Comcast when we set up the appointment) and he called but I didn't answer so he left. I told him he was late for more than an hour and I had to call the company to see what was wrong and didn't recognize there is a phone call, he shouldn't leave in three minutes and three phone calls(it was 11:36 at that time), he just said my appointment was canceled and I have to make a new one with the company. I was very angry and contact the agency I make appointment in the first place. His response was he felt sorry and will have to ask his supervisor to arrange a new appointment at that day or the next day, he will give me a call most lately next day morning. I also call Comcast number again and it's funny that the auto system still says that I have an appointment that day and ask me do I want to reschedule the appointment, so I also book a new appointment at 19th 13:00-15:00. No phone calls from the agency next day and I called back, he said he is still waiting for his supervisor response and will see if can make my appointment ASAP. Then I'll always have to ask him the progress or I'll get no response, and the answer always was he's waiting for his supervisor, the possible installation date keeps moving back; from next day, this weekend till next Wednesday. Today I have to ask again about the date of my appointment and he ask me when am I available for next Wednesday. I also ask him since I had set up an appointment for this weekend Sunday by the auto voice system, why last time I call and check there was no appointment there, he reply "I'm not sure." End. I am so piss off by this experience since I just move in a new place, a lot of things get so hard to settle down because of their continuing delay, and I feel helpless because I can't find anyways through their system to solve the issue, and now my phone's data is almost out just in the middle of this month. Now they say I have to wait till next Wednesday to get the internet set up but I am afraid the possibility that the appointment will be canceled again by some whatever reasons.

[Ticket: # 412084 - Restrictive transfer caps on landline internet services.](#)

Date: 7/19/2015 2:09:20 AM

City/State/Zip: Winterville, North Carolina 28590

Company Complaining About: Sudden Link

Description

My internet provider imposes very restrictive data transfer limits on all of their residential internet plans. Not only are their plans restrictive in nature, but they charge unreasonable overages when you go over the caps.

With more and more entertainment becoming available to be viewed online and not on "cable tv" it has become clear to me it is becoming a conflict of interest to have your "cable tv" being provided by the same company providing your internet access. They have a vested interest in putting up barriers to alternatives you can find over the internet that are in direct competition with services they provide you over "cable tv" They can accomplish this simply by imposing restrictive data transfer limits with unreasonable overage fees, and this is exactly what my provider is doing.

Services like netflix, or amazon or youtube or twitch.tv and many other online sources are at a distinct disadvantage to "cable tv" again, because the same company selling you "some" of the same things the others are due to them placing these restrictive limits on how much data you can transfer.

If I want to watch 8 hours of HD "cable tv" per day, I don't pay more.

My "cable tv" provider could care less how many hours of their service I watch.

BUT If I want to watch 8 hours a day of HD streaming content over the internet, I will end up paying more. How is this an open and fair internet? It clearly puts online video at a disadvantage over "cable tv"

[Ticket: # 412467 - Internet only "working" when all devices are not using it](#)

Date: 7/19/2015 5:26:16 PM

City/State/Zip: Columbia, Missouri 65203

Company Complaining About: Centurylink

Description

We use our television for Netflix, Hulu, etc. We also use our phones to surf the internet. The internet only works when we are on 4g or not using the streaming services. As soon as we switch back, it "runs" out in about five minutes. Our provider says they see no issue.

Ticket: # 412649 - Scam

Date: 7/19/2015 9:25:23 PM

City/State/Zip: Greenwood, Mississippi 38930

Company Complaining About: Sudden Link

Description

On July 20th my computer received a message that I had a Trojan virus and gave me a phone number to call to get it removed. Thinking I was calling Dell I called and we went through the entire process of "clearing the virus". To make a long story short my Pay Pal account has been accessed for \$99.99 and my credit card account has been accessed for \$299.99. I've contacted the credit card company and Pay Pay. Tomorrow I will go to the bank to be sure my checking account will not be charged as well. I have the scammers phone number and some information through Pay Pal and my credit card account. I'm reporting this hoping you an perhaps track this person and see if there can be any punishment for his actions. I don't think I have selected the correction information below because this is not the fault of Sudden Link.

[Ticket: # 412979 - Internet Usage and Data Caps with Netflix](#)

Date: 7/20/2015 9:48:06 AM

City/State/Zip: Winder, Georgia 30680

Company Complaining About: Comcast

Description

Comcast's, whom I pay as my ISP, data usage limits is preventing me from completely utilizing Netflix, also a service I pay for monthly. It's just halfway through the month, and I'm getting the annoying message that my internet usage is nearing it's limit. Month after month I have an additional \$20-40 added to my bill for data "overages" which was arbitrarily put into place in "test" markets a couple of years back. I feel this isn't fair to the people in my area to pay the price for their market "test" while other areas get as much as they want , whenever they want, without penalty.

Ticket: # 413467 - COMCAST - Net Neutrality Violations - Fraud, Bait/Switch - Etc

Date: 7/20/2015 12:30:51 PM

City/State/Zip: Tucson, Arizona 85719

Company Complaining About: Comcast

Description

Two Issues with COMCAST

Their customer service is horrific and give out bad information to get you to upgrade, or switch plans. When they did this to me and I 'bought' into it, when I received the receiver and finally got things hooked up, none of the channels I was told I would have, were available and when I called to complain, I was nicely told that, 'no they weren't part of the package, but for more money I could get them.'. When I indicated I would send everything back and wanted to have just the original internet I had signed up for, it became a huge issue with them claiming I could not get the same deal (having been told I would have a 30 day money-back guarantee and if I chose to cancel within that time, my account would revert back to what I had previously). Their equipment was sent back over 3 weeks ago and my current bill reflects \$94.19 in charges for services I do not have. I have spent approximately 3 hours on the telephone with no fewer then 10 representatives and have demanded my original internet rate be restored (have been told they cannot do this and that they'd be happy to give me the same speed for a considerable larger amount of money) and the bill be reduced appropriately.

The next complaint is I have NEVER heard of "data usage", until last week when I received THREE robo calls from COMCAST indicating I was at 90% of my 'data usage' and they would begin imposing additional charges. Several hours on the phone speaking to several different individuals at COMCAST netted me nothing but frustration. I was told they would start charging me more, that was their policy, that everyone does that. I never was told what constituted 'data usage'. As a single woman who has a ROKU and probably watches Netflix on average 12 hours a week and uses the internet for emailing and various other things (I do not download music, videos, utube, etc.), I am stunned after having internet since the days of dial up that this is the first time in decades I've heard about being charged for data usage, when I'm at a loss of how I use that much data.

Comcast DOES have something about this, if you read through their entire agreement and go through several links to discover it. It is not explained easily, but covered up in multiple layers, and then it is not clear what data usage is.

This morning...7/20/15 - I finally found a Corporate number for them and spoke to a "MIKE" in the 'executive office of customer service/care'.

Another think is there is NO COMPETITION in my area with other providers and Comcast knows this and is setting outlandish prices and demands.

Ticket: # 414076 - Comcast Data "Allowance"**Date:** 7/20/2015 3:02:41 PM**City/State/Zip:** Madison, Mississippi 39110**Company Complaining About:** Comcast

Description

I'm currently a Comcast customer located in Mississippi, and I am an avid internet user. My location limits my options of quality internet service providers to just one--Comcast. So my issue cannot be solved by a simple change of service. I am writing to express my disagreement with the data usage "allowance" that Comcast has put into place. I have reached the 300 GB data limit several times with old accounts and my newest one. Each time I have paid the \$10 for a measly 50 extra GB of data. Now, I am filing a complaint in hopes of receiving information on Comcast's justification for charging me extra for more data usage. I recently spoke to a representative in the customer security assurance division at Comcast who assured me that most residential customers never meet the 300 GB limit, which further increases my curiosity about the limit's justification. If so few people ever reach that limit, then Comcast shouldn't be greatly affected by my increased data usage. There should be plenty of bandwidth to go around. And moreover, if so few people reach that limit, then the decreased internet usage of another customer should compensate for my increased usage. This compensation should be enough, but in Comcast's opinion it is not. So they charge me extra. The same customer service representative that I spoke too also recommended that I decrease my internet usage in order to stay under the limit. This confused me as a consumer of a service (Comcast internet) because I was being told by a customer service representative to stop being a customer. I was told to stop consuming their product that I paid for and that they advertise and promote. Not many successful businesses would provide such advice to a customer.

My final complaint is the amount of the fee for going over the data allowance. It is not a pay per use fee. It is a one time fee for 50 more GB. So if I use 301 GB, I will pay the same as someone who used 350 GB. This is unreasonable. My other complaint with the fee is that it is unrealistically high. I'm being charged \$10 for something that costs pennies to Comcast. It is unjustified and inordinate.

Thank you for your consideration of these complaints.

Ticket: # 414628 - Frontier Communication DSL Service

Date: 7/20/2015 5:27:40 PM

City/State/Zip: Franklinton, North Carolina 27525

Company Complaining About: Frontier Communications

Description

I have been having several years of DSL problems, techs would come out and service would be fine for a couple of days then No connection. Several modem changes, line upgrades and still having same issues years later.

[Ticket: # 414653 - bandwidth cap](#)

Date: 7/20/2015 5:38:15 PM

City/State/Zip: Hanahan, South Carolina 29410

Company Complaining About: Comcast

Description

Comcast claims to be tracking usage accurately to charge for going over their arbitrary limits, but it does not match up with my router's statistics. Furthermore they offer no details they just show you how much has been used in the month nothing per day or week even; let alone up or down. They profit from claiming you use a certain amount of bandwidth with no regulations or oversight that their usage tracking is accurate. Additionally Comcast frequently claims they do not have bandwidth caps, yet we have been part of their "trial" with bandwidth caps for over 2 years. This is all part of their attempt to keep people tied to their video services and hurt competitors. Usage only counts when you use competitors products such as hbo, netflix, amazon, etc but not xfinity on demand or other services Comcast provides.

[Ticket: # 414825 - Internet Speed \(ATT Uverse\)](#)

Date: 7/20/2015 6:35:03 PM

City/State/Zip: Lomita, California 90717

Company Complaining About: AT&T

Description

I've been paying for Max Turbo, and I haven't been getting any where near the speeds that I've been paying for that last two years. I'm supposed to get 25mbps, but often only get 15-18 mbps.

Ticket: # 415615 - internet

Date: 7/21/2015 9:41:52 AM

City/State/Zip: Kingston, Tennessee 37763

Company Complaining About: AT&T

Description

for the last 20 years spending winters in FL. We have att to put our service on basic, we have ADT so we have to keep a land line. When I return home this past Mar. they had given my port away. Not adding more ports. My road (b) (6) Kingston Tn. 37763 isn't approved for u verse. My neighbor has on their road. We live on (b) (6) lake and our lots are joined. Guess my question is How can I and my neighbors get internet. Thank you, (b) (6)

Ticket: # 415836 - Satellite Internet

Date: 7/21/2015 11:21:16 AM

City/State/Zip: Arkadelphia, Arkansas 71923

Company Complaining About: Viasat

Description

I have been a valued customer of ViaSat since October 2012. I live in a rural area in which I have no other choice for high speed internet service other than satellite providers. I also live in an area that the Recovery Act was applied. According to my customer service agreement the following applied: under the recovery act the data allowance should have been 60 GB both upload and download. My agreement also mentions the Freedom Plan that offers 150 GB of data.

I currently pay 129.99 for 25 GB of data. In addition ever since I have told the company that I work from home and my children attend a high tech school in which they must do assignments from home, I have been constantly using double my data allowed. I pay \$10 for each additional GB which leaves me paying well over \$300 - \$470 every month. I have been told by customer service that I would be better off to have two plans but they don't offer that and they don't offer any better plans for me.

However, these better plans are mentioned in my contract. I have paid in excess of \$200 a month for the past 2 years just in overage fees. I would like a permanent solution to eliminate this extreme cost.

Ticket: # 416961 - AT&T Data Plans overage charges are the worst!

Date: 7/21/2015 4:05:46 PM

City/State/Zip: Manati, Puerto Rico 00674

Company Complaining About: AT&T

Description

Even paying for 6GB of Dara they were not supposed to be throttled, that is what Im experiencing, called 611 and they didn't resolved the issue by saying it might be a device issue, its not a coincidence that an Galaxy S6, Galaxy S5 Active and an Iphone has the same issue, different areas of use and have the same problems. Asked if they were able to offer unlimited data plans and they didnt because it would cause a network congestion, thats not true, they offer throttled speeds at prepaid service. These prices are abusive, their response are not true. You should call them and see how they manage you, they even offer you a credit into your account, they always understand you and if they dont help you they just say I can sell what they give me to do so... I can swear they just want to make money from overage charges, at least throttled speeds works for me since when it was Cingular Wireless good old times. I'm doing this also because I made a mistake by transferring my account from Tmobile to this company I really spend and lost so much money I just cant wait until my contract is over... Its like a duopoly.

[Ticket: # 417252 - Internet speeds](#)

Date: 7/21/2015 5:15:11 PM

City/State/Zip: Grants Pass, Oregon 97526

Company Complaining About: Centurylink

Description

They are having issues with their internet. Century Link is their provider. They told them that the server is congested and their customer service is extremely poor (argumentative right off the bat). They are aware of the problem but it does not sound like they plan to do anything about it.

CTR375-phone

[Ticket: # 418129 - Slow/unreliable internet](#)

Date: 7/22/2015 1:04:19 AM

City/State/Zip: O'fallon, Illinois 62269

Company Complaining About: Charter

Description

The internet can be very slow, but upon a speed test, it says it is fast. This is completely opposite of my actual experience. Services such as Netflix and Steam can go at a snails pace or completely drop, while my connection to a server is fine. I have called charter several times, and each time i do, my speeds are suddenly back.

[Ticket: # 418187 - Google Chrome](#)

Date: 7/22/2015 6:08:22 AM

City/State/Zip: Vermilion, Ohio 44089

Company Complaining About: Private Cable Company, Unknown Name

Description

Chrome keeps installing itself without alerting it is doing so or asking to do so. When installed it hijacks the internet, shutting everything down. Then when it is uninstalled it removes Internet Explorer altogether.

Ticket: # 418196 - comcast cable

Date: 7/22/2015 7:00:10 AM

City/State/Zip: Philadelphia, Pennsylvania 19140

Company Complaining About: Comcast

Description

On May 29th 2015 I file a complaint with fcc about my comcast cable the ticket number was 310928 . On June 23th I received a call from ms copper from comcast the problem was suppose to be fix it work for one month I call comcast again on june 26th 2015 have an appoint no one show up call ms cooper no response today is july 28th 2015 lam having the same problem . Since my ticket was close There have been 4 tech at my home with different story two said it my wiring two said it my cable boxes Idont know if they are reporting my problem to comcast but enough is enough itslike they don't believe me they keep sending signal to my box telling me to unplug it and when I do it work but why do I have to keep unplugging my box for it to work I paid my bill every month why should I be still having this problem should I been calling a lawyer to get this solve please help me comcast is the only cable company that I can use because I don't owe the house I can't get directv because the owner don't want the dish on her house again please help me I'm tried of fighting comcast I'm 62 and they are taking my money but not doing their job having This is the second complaint I'm filing

Ticket: # 418254 - i think TIME WARNER CABLE is throttling my internet service

Date: 7/22/2015 9:06:30 AM

City/State/Zip: Lewisville, Texas 75067

Company Complaining About: Time Warner

Description

hello,

at midnight on june 12th, 2015, my internet service stopped working. thinking that the service interruption was due to a random car accident hitting a transformer somewhere, or that time warner cable was doing some utility maintenance, i wrote off the service interruption and went to bed.

the next day when i went to use the internet, while the service had resumed, the speed of service had dropped dramatically by 95%. this dramatic drop in service has continued since june 12; and in attempting to have time warner cable remedy the situation, i have gotten nothing but stonewalling, extreme difficulty in getting any customer service, and a thinly veiled attempt by a service technician to up sell me to a more expensive internet package.

i have basic internet. i am suppose to have a download speed of 2Mbps, but since june 12 my speed tests have registered consistently in the range of .19 to .23 Mbps.

more over, this problem seems to greatly effect web content of TWC's competitors - i prefer to visit NBC's website or CNN's website to get news.

prior to june 12, i had had no problems with my internet and it had been working just fine for the level of internet usage i want. i have been a customer of TWC since early february of this year. for 4 months everything was working just fine, and then very oddly and a little suspiciously my internet service ground to a halt on june 12.

nor is this an issue of non-payment or the such. my account is in good standing, and the only silver lining is that i was able to battle TWC to get a full refund for this prior month. other than that, TWC has been absolutely horrible in dealing with my concerns since june 12. just horrible.

unfortunately, i do not have an option to purchase internet from a competitor of TWC as i live in an apartment complex, and i guess TWC has made some deal with the property management company to be the sole internet and cable provider for the apartment complex.

[Ticket: # 418916 - DNS traffic on port 53 is being redirected](#)

Date: 7/22/2015 12:05:04 PM

City/State/Zip: Oakland Park, Florida 33309

Company Complaining About: Comcast

Description

My DNS traffic (port 53) is being hijacked - instead of proceeding to and receiving replies from the intended non-Comcast servers (openDNS/Google, etc.), I receive replies from a Comcast owned IPv6 DNS server. This behavior overrides intended traffic even when the destination DNS server is set statically in either or both router and workstation, and is operating system agnostic as I've tested the issue on Android, Windows, and OS X (not to mention PS3 and Samsung TV...).

I have attempted to work with Comcast support, and experience one of 3 things 1) reports that I need to pay for business service 2) reports that the issue can't be fixed or is a "feature" 3) I get the runaround between departments.

Ticket: # 418999 - Comcast Data Caps

Date: 7/22/2015 12:20:41 PM

City/State/Zip: Sharpsburg, Georgia 30277

Company Complaining About: Comcast

Description

When I signed up for service with Comcast, it was never disclosed to me that there was a data limit for my internet service. I don't have any access to what is causing the data usage and, as a consumer, I don't have many options for other service providers. Why is an already established monopoly being allowed to dictate what services I have access to and most importantly cap this service and charge for overages when I was never told about this cap. If it's a trial, why will I be charged for it? Why is Comcast allowed to impose different caps for different geographical locations? How is this legal? Why is the FCC allowing this? I don't understand how net neutrality allows for this? If there was diversity in the market, then competition would not allow this tiered service and we as consumers would not suffer. This is stifling growth in the economy and I am turning off services due to it. This is creating an unfair market for companies that rely on the data getting to me to survive. I will be cancelling Netflix and will no longer allow Youtube, HBOGo, Amazon VOD, etc. in my household. I will no longer be buying digital services such as games that require a download or software that will push me towards this imposed cap. I really don't understand why the FCC is turning a blind eye to this practice. Please allow fair access to these services and help bolster the economy. Comcast is not fairly treating it's customers and I am being punished for living in the Atlanta area by unfair caps that other markets are not subject to.

[Ticket: # 419156 - Comcast Throttling FTP connections](#)

Date: 7/22/2015 1:04:32 PM

City/State/Zip: Aurora, Colorado 80015

Company Complaining About: Comcast

Description

My normal home internet browsing speeds are fine, download speeds are actually better than advertised (likely due to a few companies building fiber networks in the area). However starting a couple days ago my FTP download speeds have been atrocious. I used to routinely get 15 MB/s down however this recently dropped to averaging about 150 KB/s or less without any explanation. This happens at all hours of the day, not just peak usage hours.

Ticket: # 419511 - Net Neutrality Violation...Cox Communication (ISP)

Date: 7/22/2015 2:33:55 PM

City/State/Zip: Mesa, Arizona 85206

Company Complaining About: Cox

Description

For some months... My Residence at (b) (6), Mesa AZ 85206 has and continues to have data restriction in the form of Heavy Latency when communicating to/from a specific address. Cox Communication has acknowledged the Heavy Latency that only occurs when data is being transferred from (b) (6). Latency is present (1200 ms or so) when I am connected via these IP addresses. I have complained about this restriction for many months... and am being "stone walled" with correcting this problem.... Both Level 1 and Level 2 ISP Tech acknowledged the Heavy Latency without any resolution. My TraceRT and Ping test have provided Cox with the problem to no solution... The Tech Level 2 .. will not return my calls.

Ticket: # 420159 - Monthly data usage caps and misinformation from CSR

Date: 7/22/2015 5:19:25 PM

City/State/Zip: Marietta, Georgia 30068

Company Complaining About: Comcast

Description

I have Comcast Xfinity TV and internet services and several months ago, under the threat of switching providers, they offered me an upgrade to a higher speed connection. My only condition was that the 300Gb monthly data usage cap had to be lifted - the representative assured me that with the higher speed plan, there was no data usage cap.

I have since been getting notifications regarding my monthly overage and another Comcast representative has since told me that they do not even offer unlimited data usage.

With a household of four somewhat technology savvy people, we do stream a decent amount of entertainment, including video and audio, download and upload to support the flexibility of working at home and our devices are constantly updating. We do not host servers or websites but still easily reach the 300Gb cap nearly every month. The limits have not kept pace with the growing adoption of internet connectivity and now I am constantly policing the data usage in my house - not a useful way to spend my time at home with family. What's worse, the change to the higher tier internet speed came at a cost of a 2yr contract, so I cannot even go to another provider. I have asked that I be released from the contract based on misinformation from the original representative but Comcast never followed up with me.

I feel that Comcast has intentionally misled me into thinking they were going to not only get me to sign up for a 2yr contract, but book additional revenue in the form of overage fees. Quite dishonest.

Ticket: # 420330 - AT&T IS DEFRAUDING THE PUBLIC AND SENDING ME THREATS TO PAY THEM TO COVER THEIR FRAUD

Date: 7/22/2015 6:02:19 PM

City/State/Zip: Ridgeland, Mississippi 39157

Company Complaining About: AT&T

Description

AT&T IS HACKING MY COMPUTERS, FINANCIAL ACCOUNTS, AND SENDING ME THREATS THROUGH THE MAIL. AT&T HAS DEFRAUDED ME AND IS STRONG-ARMING ME BY HACKING MY COMPUTER SO I CAN NOT FILE COMPLAINTS, OR ACCESS MY SOCIAL WEBSITES. AT&T HACKS MY EMAIL ACCOUNT/MAIL, AND ETC. TODAY IS ANOTHER DAY THAT AT&T HAS VIOLATED WEB NEUTRALITY LAWS BY PREVENTING ME FROM ACCESSING SITES THAT THEY DO NOT WANT ME TO ACCESS. THIS INCLUDES SITES THAT I USE OR TRY TO USE TO NOTIFY THE PUBLIC, GOVERNMENT, SOCIAL AGENCIES AND ETC. OF THEIR CONSTANT THREATS AND HARASSMENT. TODAY, I AM PREVENTED FROM LISTENING TO ALL RELIGIOUS AND ETHNIC MUSIC AS THEY DEEM IT OFFENSIVE. SO, DESPITE PAYING FOR INTERNET SERVICES, I AM PREVENTED FROM ACCESSING SITES WHENEVER THEN CHOSE TO BLOCK ME. THIS IS TO FORCE ME TO PAY THEM APPROXIMATELY \$1,500 FOR SERVICES, OR IN CASH TO COVER THEIR FRAUD THAT IS DONE IN MY NAME. AT&T HAS SENT MAIL AND EMAILS TELLING ME THAT THEY ARE A MONOPOLY AND HAVE STRONG BUSINESS, AND POLITICAL INFLUENCE AND THAT I HAVE NO OTHER RECOURSE BUT TO PAY THEM OR THEY WILL EXERT THEIR INFLUENCE. I HAVE FILED SEVERAL COMPLAINTS AS I AM AFRAID FOR MY LIFE AND MY FAMILIES LIFE.

Ticket: # 420970 - Comcast Throttling Specific Websites**Date:** 7/23/2015 2:02:21 AM**City/State/Zip:** Chicago, Illinois 60640**Company Complaining About:** Comcast

Description

I pay for a 105mpbs connection from Comcast. My speedtest results display I am getting well over that, and downloads from most sites are at full speed, however two websites (uploaded.net and nitroflare.com) that I pay to host my personal files have only been getting a max download speed of 1.5mbps in the last week. My ISP is clearly interfering because happens on these specific sites and before this week downloads were around 15mbps. I know it is not the fault of the filehosting servers because i used a friends network and got fast downloads again and I have had enough. This is supposed to be illegal now.

Ticket: # 421236 - ATT Throttling my Data

Date: 7/23/2015 10:16:54 AM

City/State/Zip: Okeana, Ohio 45053

Company Complaining About: AT&T

Description

I have an unlimited data plan with AT&T. I received this text message today, "ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visitatt.com/datainfo or att.com/broadbandinfo"

From what I am understanding, this is the reason for the FCC's one hundred million dollar fine to AT&T. I called AT&T on the day net neutrality laws went into effect and they stated to me that despite the new laws AT&T will still slow down my data after 5 gigs, no matter what the law stated (I have this conversation recorded).

Please help me out with this unjust struggle with AT&T!

Thank you for your time and attention to this matter!

Ticket: # 422297 - Want emails from someone to STOP

Date: 7/23/2015 2:50:15 PM

City/State/Zip: Mesa, Arizona 85202

Company Complaining About: Go Health

Description

This is at least the second time I demanded NO CONTACT. This is at least the second time for "How likely am I to recommend Go Health to a friend".

I also demanded to have my email removed by the person that answered my original call and she stated that she cannot and would not remove my contact information.

GoHealth <gohealth@delighted.com>

reply-to: GoHealth <customerservice@gohealth.com>

I don't think this is the way a government should be operated!!

(b) (6)

[Ticket: # 422696 - VPN on Time warner Cable](#)

Date: 7/23/2015 4:34:12 PM

City/State/Zip: Ontario, Ohio 44903

Company Complaining About: Time Warner

Description

TWC blocks VPN and even blocks the access to and use of the VPN companies.

TWC also blocks many sites that are free.

Ticket: # 422884 - Comcast Internet Cap

Date: 7/23/2015 5:32:04 PM

City/State/Zip: Cartersville, Georgia 30120

Company Complaining About: Comcast

Description

Just received a warning email that I have a 300GB cap on my Xfinity service from Comcast and am nearing it. This was not disclosed when I signed up and I can't understand how this can be applied based simply on where you live (Atlanta area for me). Internet caps should be illegal as they represent a clear way for companies to screw customers in the future when technology uses increasing amounts of data by sneaking in a cap and waiting a couple years till the consumer is breaking it unknowingly, as in my case.

[Ticket: # 423255 - Internet Explorer hacked](#)

Date: 7/23/2015 8:14:51 PM

City/State/Zip: Tampa, Florida 33603

Company Complaining About: Bright House

Description

Our pad has been hacked and awful pornographic pictures are coming up.them we get message that we are being watched and we are in violation of laws for child porn, etc. It then ask for \$250.00 via PayPal. We cannot get out of it. Anytime we ry to access Internet Explorer we get message over and over. Please advise.

[Ticket: # 423547 - Comcast Internet data cap](#)

Date: 7/24/2015 2:52:24 AM

City/State/Zip: Snellville, Georgia 30039

Company Complaining About: Comcast

Description

I am very unhappy that comcast is placing a cap on Internet data. Not only am I pissed, but I also don't appreciate Comcast not notifying the customer before starting new service that there is a cap on the data. My wife was locked into a two year agreement for cable and Internet without being notified about the cap first. I believe that this is deceptive. When another provider enters my area, I will cancel Comcast. The service is horrible.

[Ticket: # 423572 - Comcast 300gb data cap](#)

Date: 7/24/2015 6:33:50 AM

City/State/Zip: Snellville, Georgia 30039

Company Complaining About: Comcast

Description

There is no service competition among cable providers except that of satellite providers. It feels like they all have a jurisdiction and there is charter providing service ten miles away but cannot in my location. This is definitely digitopoly in attempt to rid customers of choices while charging excessively and unfairly for services. The 300 gb cap is an unfair practice as internet should not be paid for by some set of customers subjected to this service, while others around the country are not. There should be a universal limit to all customers. Bur Comcast is aware that will lead to economic revolt of customers and business suicide.

[Ticket: # 423649 - Device Capping/Throttling](#)

Date: 7/24/2015 9:22:34 AM

City/State/Zip: Santa Ana, California 92704

Company Complaining About: Time Warner

Description

My provider caps my a device once it exceeds a certain amount of usage.

Ticket: # 423780 - Comcast Data Cap

Date: 7/24/2015 10:36:32 AM

City/State/Zip: Martinez, Georgia 30907

Company Complaining About: Comcast

Description

Im in the army and just moved to Fort Gordon GA. I live in Martinez GA and am a new subscriber to Comcast TV and Internet. I have had my service for approx. 2 weeks and started getting pop up and emails about being over my 300 GB limit. first the internet didn't work for the first week I had it and a tec had to come out and fix now supposedly I've used 350 gb of data in a week and went over a cap that was never explained or mentioned in the sales pitch.They have an online tool that lets you check your usage but I do not have access to it. I called customer service and they said they would fix my data usage tool but that it. there was no real resolution to why I have used 350 gb in a week no way to check what is going on. I feel that Comcast should be force to market there internet packages just like cell phone company's with announced data packages and overage fees. not once was I told I only had 300 gb and I don't even think I used it ether but I cant tell cause there is no way for me to monitor it cause the app doesn't work . please help this is a very underhanded marketing by Comcast and they can basically do what they want and say what they want and I have no way to prove or disprove it. thank Brian Casiano

[Ticket: # 424033 - Comcast](#)

Date: 7/24/2015 12:13:14 PM

City/State/Zip: Alpharetta, Georgia 30009

Company Complaining About: Comcast

Description

Comcast continually sends emails, phone calls and other communications that I am approaching, have reached and have exceeded my monthly data usage and will be charged additional fees. This is an unacceptable approach and hampers future innovations as use of the internet becomes increasingly prevalent for all aspects of life...

Ticket: # 424912 - Bait and Switch Scam by AT&T

Date: 7/24/2015 4:15:35 PM

City/State/Zip: Glendale Heights, Illinois 60139

Company Complaining About: AT&T

Description

i ordered online for Internet Service in AT&T 2 days back giving my home address with city and zip code for Glendale Heights where I would be moving to in a week. The cost for the internet service for the lowest speed was stated @ \$24.95 PM. I got the order number with a e-mail confirmation as follows-

You still have one more step to complete your order.

Please call 866-428-5671 to schedule installation of your AT&T services.

Order Name: (b) (6)

Order Zip Code: 60139

Confirmation Number: 259362

You Can Only Receive Your VISA Prepaid Card If You Complete Your Order.

(b) (6)

Call to set up your installation now - ATT

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However, when I made the call the AT&T, the representative says its \$38.95 PM. This I believe is "Bait and Switch" that should be investigated and stopped, thanks

(b) (6)

(6)

ATT Special Jul 21 at 7:40 PM

To

(b) (6)

This message contains graphics. If you do not see the graphics, [click here to view](#).

Welcome Sam to AT&T. You still have one more step to complete your order.

ATT Special

Welcome To AT&T! Schedule Your Installation Now.

866-428-5671

Set up your installation now - ATT

You still have one more step to complete your order.

Please call 866-428-5671 to schedule installation of your AT&T services.

Order Name: (b) (6)

Order Zip Code: 60139

Confirmation Number: 259362

You Can Only Receive Your VISA Prepaid Card If You Complete Your Order.

(b) (6)

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This email has been sent to (b) (6) by Bridgevine, Inc. Replies to this email will not be received.

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Contact Information: Bridgevine, Inc. 2770 Indian River Blvd., Suite 400 Vero Beach, FL 32960
rev. 02.25.15

Ticket: # 425009 - unsubscribe commercial internet emails

Date: 7/24/2015 4:42:12 PM

City/State/Zip: Grants Pass, Oregon 97526

Company Complaining About: Blaylock Wellness Report And Newsmax.com

Description

I have contacted Newsmax and Blaylock Wellnews.com on their unscribe site numerous times and they have not responded to unsubscribe.

Sent a postcard to make the request and STILL no results. Both companies have the same mailing address 1501 Northpoint Parkway, Suite 104, West Palm Beach FL 33407

Can you please get them to take me off their internet emails.

Gratefull, thanks.

[Ticket: # 425178 - unresonable buffering](#)

Date: 7/24/2015 5:43:49 PM

City/State/Zip: N/a, Arizona 29375

Company Complaining About: Centurylink

Description

web pages buffering for to long and sometimes not loading at all, while streaming youtube and netflix, this happens at full signal strength. please do the right thing thank you.

[Ticket: # 425259 - Comcast Data Cap](#)

Date: 7/24/2015 6:19:18 PM

City/State/Zip: Atlanta, Georgia 30316

Company Complaining About: Comcast

Description

I received a pop window that says I have reached 110% of my 300GB monthly data plan for Xfinity. My account continues to incur usage overage charges. To my knowledge this is their first notification to reach me regarding overage charges.

Ticket: # 425318 - Comcast Anti-trust Practices

Date: 7/24/2015 6:36:40 PM

City/State/Zip: Cumming, Georgia 30041-7355

Company Complaining About: Comcast

Description

Comcast is charging for data usage on its internet service to drive consumers to use their non-capped cable services to purchase movies, thus depriving other companies, like Netflix, Amazon, and VUDU, of revenue for the same content! They say that we are in a test market (Atlanta), which they have been testing since 2013. My suspicion is that all of their test markets are where they have a virtual monopoly on high speed internet, thus price gouging the customers they can, because we have no alternative! This is a company that needs to see the full force of the law brought against them.

[Ticket: # 425407 - Blocked Websites by comcast.](#)

Date: 7/24/2015 7:20:44 PM

City/State/Zip: Garden City, Georgia 31408

Company Complaining About: Comcast

Description

The website (b) (6) is blocked by comcast and only comcast as far as I can tell. I can access it at a friends house and on my phone. I cannot access the website on anything on my wifi. The site does not actually host any torrents nor does it host anything copyrighted or illegal. I just want the site unblocked. the ip (b) (6).

Ticket: # 425560 - The Comcast Data Limit or "Threshold"

Date: 7/24/2015 9:17:27 PM

City/State/Zip: Olive Branch, Mississippi 38654

Company Complaining About: Comcast

Description

It is obviously a data limit. My family uses the internet in what I believe to be a moderate fashion, yet I keep almost going over. I am personally a teenager that uses the computer all day, but only ever stream videos or other intensive activities for about an hour a day (similar to watching some TV, but I choose to do it on my computer). My parents come home after working all day and use the internet for only an hour or two streaming low quality videos. Even though my family doesn't use our service to its full potential, my family has to worry about the data limit that Comcast has enforced on us. It doesn't help that sometimes the internet doesn't work properly sometimes either.

[Ticket: # 426264 - Comcast Data Limits on wired internet](#)

Date: 7/25/2015 3:06:40 PM

City/State/Zip: Brandon, Mississippi 39047

Company Complaining About: Comcast

Description

I have no alternative for high speed internet, and only get internet from them. They frequently add charges to my bill for exceeding the limit - this limit is regional and not a nationwide policy. They only warn you once you hit the limit not before

[Ticket: # 426275 - Comcast fails to deliver promised speeds, no other service providers available](#)

Date: 7/25/2015 3:18:13 PM

City/State/Zip: Chicago, Illinois 60642

Company Complaining About: Comcast

Description

Comcast consistently fails to provide the internet speeds they promise. I have to repeatedly call into their horrid customer service and have them "fix" the issue. After calling in my speeds will raise from 2-8Mbps (75 promised) to 30-40, to 75ish. Shortly after I get off the phone my speed will drop down well below 50 again.

There are no other high speed internet providers available in my area - and I live in central Chicago.

Comcast has a monopoly on high speed internet, they fail to provide the service they advertise, and they treat their customers horribly.

Please break up their monopoly. I use the internet every day for work, pleasure, communication, shopping, education, and interaction with the government. The internet is too big of a commodity for US citizens to allow a bad big business to own and monopolize.

[Ticket: # 426804 - Charging for streaming](#)

Date: 7/26/2015 5:13:33 AM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: Antietam Cable

Description

Antietam cable is a Hagerstown MD provider. There is no other high speed Internet available to our residents. They have now issued new polcies, of which it contains additional charges for streaming. These new policies/charges impacts open Internet and limits families ability to innovate. Please help!

Ticket: # 426962 - improper or illegal blocking of internet access

Date: 7/26/2015 1:07:42 PM

City/State/Zip: Speedwell, Tennessee 37870-7051

Company Complaining About: Excede/wildblue

Description

Excede/Wildblue satellite internet has been my internet provider for several years. Living remotely, my choices are limited, as cable internet is not available to the residences here. I am considering subscribing to an internet hotspot as my only other option.

I would like to report what I believe to be either improper or illegal practices by Excede Internet Provider. Due to security breaches and the implantation of computer viruses on my computer several times in the past, I ordered an extra special anti-virus software called Norton. This is the only change I can figure that caused my computer gigabyte usage to increase. I kept increasing and increasing til finally, I stopped at the plan that authorizes 15 gb usage per month. I never download and stream movies or any videos in excess of 3 mins. Mostly I just search the internet, read the online newspaper, Facebook, and I play one computer scrabble type game. Same with the other laptop in the household, it also uses the minimal amount of data.

When I found that we were going over the 15 gb. of our allotted data usage 7 days into our 30 day cycle, I was advised by Excede via an email that I was nearing data restriction, I would go online and order additional Gigabytes @\$9.99 per Gigabyte. The data was being used so quickly, that I found I was ordering up to 3 or 4 extra gb per month, thereby increasing my internet bill by 40 or 50 dollars per month. I was told by a representative that "data restriction" meant that they would slow my upload/download speed to virtually dial-up speed. The past two months, I accepted this fact and was fine with the slower internet speed after "data restriction" went into effect. Instead of ordering the extra Gigabytes, I accepted the slower internet speed in which to operate because I usually didn't need faster speed to conduct my normal tasks online.

This morning when I went to my computer to access my email, I found a "block" from Excede Satellite provider. When I called, I reached "Barbara", the technical support representative. She advised that if I want to proceed further on the internet, that I HAVE TO PURCHASE additional Gigabytes. I advised that I was fine operating at the slow "dial-up" speed after my data restriction, rather than having to purchase additional Gigabytes. She said that I either have to purchase more Gigabytes or access the internet between 12 - 5 am.

I believe this is an a coercive ploy to take more of my money. I am already paying \$91 at my base plan of 15 Gb data usage per month. Add the additional \$30 - \$50 per month and this gets too pricey for just two personal computers.

Is there anything that the FCC can do about this abhorrent practice?

When you access the account information, the account might be listed under Kim Andrysiak even though I changed it to my name and have been paying under my name for the past two years.

[Ticket: # 427009 - Comcast internet data overages](#)

Date: 7/26/2015 2:13:59 PM

City/State/Zip: College Park, Georgia 30337-1516

Company Complaining About: Comcast

Description

Comcast allows only 300 GB per month usage of data on their network unless I am willing to pay for \$10 per 50 GB overages. It seems as if they punish users like me who choose not to bundle cable service.

Ticket: # 427123 - AT&T slowing my UNLIMITED plan to the lowest data plan : 5GB despite being grandfathered in

Date: 7/26/2015 4:19:46 PM

City/State/Zip: Brooklyn, New York 11238

Company Complaining About: AT&T

Description

I recently received a text message from AT &T notifying me that my unlimited plan will be slowed once I reach 5GB. I received another text message today notifying me once again that I have used 3.75 Gb and my speeds will be reduced at times. This was not what I was told before and clearly they have changed the contract. 5GB is the smallest package that AT&T offers and therefore I believe that they are trying to get me to change my plan by slowing my internet speed. They no longer offer unlimited and I believe since I was grandfather in that the only way to get me to drop my plan is by egregiously slowing my plan at the lowest rate possible. This is especially troubling since I did not have access to wifi besides my phone at my home.

Thanking you in advance,

(b) (6)

Ticket: # 427331 - Net Neutrality

Date: 7/26/2015 8:44:28 PM

City/State/Zip: Columbus, Ohio 43228

Company Complaining About: AT&T

Description

I don't want this body to ruin the internet for the love of the all mighty dollar. Money isn't everything, and people all want to say they know that then quickly do an about face when big money comes calling. Leave the internet as it is! Don't ruin the internet!

Ticket: # 427550 - Data Usage Cap/Limit and Fees

Date: 7/27/2015 7:36:45 AM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

I signed up for Comcast on 07/14/2014 for a 2-year agreement on a Double Play with the Extreme 105 internet plan. I've attached the agreement, which has nothing regarding a data usage cap. I was also never told about this cap when signing up or in advance before Comcast started implementing it so that I could have the chance to cancel my service with the change in their policy, which is not part of my 2-year agreement with them. This data usage cap is being applied inappropriately to my account. I should not have a limit as I never agreed to one and it was not part of my 2-year contractual agreement provided as an attached PDF here. Please investigate this and ensure Comcast is following the appropriate laws.

[Ticket: # 427650 - AT&T Throttling Internet Speeds](#)

Date: 7/27/2015 9:42:07 AM

City/State/Zip: Burleson, Texas 76028

Company Complaining About: AT&T

Description

I received a notice yesterday from AT&T saying if I use 5 Gigabits of data before Aug 3rd, they will decrease my speeds. I pay for unlimited data, shouldn't that mean that I get it at the speed promised?

[Ticket: # 427696 - youtube's inappropriate videos/playlists not being deleted](#)

Date: 7/27/2015 10:10:23 AM

City/State/Zip: Sterling, Illinois 61081

Company Complaining About: AT&T

Description

<https://www.youtube.com/channel/UCIJMSpvfhphOpjzhI2rT1mA/playlists>

this is an example of wat youtube condones!

There are numerous videos, and playlists n youtube that are extremely inappropriate. There are playlists that I have flagged that include minors being sexually exploited, showing nudity in different forms, however youtube does not delete these videos or delete the accounts of the users that post them.

Ticket: # 427886 - Comcast Forcing Bundles

Date: 7/27/2015 11:20:01 AM

City/State/Zip: Blackwood, New Jersey 08012

Company Complaining About: Comcast

Description

I have been a comcast customer for many years. I have been very happy this past year with my 29.99 internet only service. This "promotion" is running out, so I gave Comcast a call to play the game they like to play to see if I can have my promotion extended or at least not have my bill double.

The same service is going up to 66.99/month and nothing can be done about it. BUT WAIT! If I sign up for TV service with them as well, I can lower that bill down to 59.99/month.

This type of bundling should be illegal. Ala carte packages are the way of the future, whether it be paying for HBO or a single channel or simply just internet versus internet+phone+cable bundles Comcast forces down the throat of its customers.

If something had been done sooner, this would not be an issue. This is not a free market sector; it is pure monopoly. The public and government stood idle as Comcast bought up every small provider and eliminated any and all competition. They can dictate the pricing, and we need the FCC to step in and help the consumer.

Ticket: # 427993 - Restriction of access

Date: 7/27/2015 11:51:49 AM

City/State/Zip: Inez, Texas 77968

Company Complaining About: Tisd(true Internet Services)

Description

The company that my grandmother is one of the only ISP's in her area and is the "best" she can get currently. That being said, the way their pricing reads on their website does not seem to fit into the guidelines of net neutrality unless I have come to misunderstand the definition of it. On their website(www.tisd.net) under their pricing plans they seem to restrict access to certain things according to the price of a users monthly bill. Example: paying \$39.99/month grants you access and support of social media, general web browsing, and instant messaging, for \$49.99 you gain the support of iTunes, basic Skype, and YouTube, for \$64.99 you gain support for Netflix, online gaming, and video streaming, and finally for 79.99 you gain HD YouTube, Hulu, Skype, and multiple users. If this fits within the guidelines of net neutrality then I am curious to know how because personally it sounds like the very definition of "paid prioritization." I look forward to any response and/or answers that can be given.

[Ticket: # 428154 - Sprint Discontinuing CLEAR WIMAX](#)

Date: 7/27/2015 12:38:12 PM

City/State/Zip: Jacksonville, Florida 32244

Company Complaining About: Sprint

Description

As of November 6, 2015, Sprint will discontinue Clear's unlimited internet. Sprint does not currently offer an alternative to Clear's unlimited internet.

[Ticket: # 428419 - Restricted VPN](#)

Date: 7/27/2015 1:50:41 PM

City/State/Zip: Albany, Georgia 31705

Company Complaining About: Mediacom

Description

I work for Apple online and I have to use a VPN in order to work. I am unable to access any website when I am on the VPN. I have contacted my IPS and help desk for Apple. Apple instructed me to ask Mediacom to remove the restriction but Mediacom denies having a restriction. I have contacted Medicom three times and the issue has not been resolved.

Ticket: # 428797 - Internet usage caps in Atlanta

Date: 7/27/2015 3:38:28 PM

City/State/Zip: Roswell, Georgia 30075

Company Complaining About: Comcast

Description

The only available residential ISPs in Atlanta, where I live, are Comcast and AT&T. Both have imposed usage caps of 300GB/month and 250GB/month on internet service. Myself and many others have zero choice if we wish to vote with our custom and choose another provider. If we attempt to choose a different video services provider (e.g. Netflix, HBO) our attempts are limited by the internet usage caps due to the fact that online video streaming services quickly push usage up to and past the caps imposed by Comcast and AT&T. This seems to be in opposition to the FCC's demonstrated stance on Net Neutrality due to the fact that it directly interferes with a competitive video services provider's ability to deliver service to consumers bound by this 2.5 year long "market trial".

[Ticket: # 429421 - Comcast data cap needs to stop](#)

Date: 7/27/2015 6:32:34 PM

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

My household of 4 adults is limited to 300GB of data per month for a service that used to have no such cap. We switched from AT&T years ago because we were disappointed with the quality of service they provided and we thought Comcast was a better deal for the average household family. I am appalled that Comcast can get away with putting a cap on data before tacking on additional fees.

[Ticket: # 429640 - Internet being throttled](#)

Date: 7/27/2015 7:59:54 PM

City/State/Zip: Nashua, New Hampshire 03060

Company Complaining About: Comcast

Description

Whenever I start downloading large files, my connection is reset numerous times, my download speed plummets, and my connection to the internet becomes tenuous at best. This can happen at any time, not just during peak hours, and always happens when downloading large files or games, not randomly.

[Ticket: # 430069 - discrimination, coercion](#)

Date: 7/28/2015 3:44:00 AM

City/State/Zip: Madison, Wisconsin 53703

Company Complaining About: Badger Bus, Badger Transportation Service

Description

If I did not sign up for a program when purchasing a bus ticket on line, the transaction couldn't be completed unless I checked a box which indicated I was a "guest", and my ticket would not be changed or credited. My status as a customer should not be based on being coerced to participate in something not relevant to bus travel? To enact this form of discrimination when compared to buying a ticket at the counter is ungrounded. Should a delay at the airport be cause to cast me in a different light than the person next to me? If this a legitimate venue to create disparity amongst bus passengers, will I be forced to sit in the rear of the bus next? My computer in my domain is under the scrutiny of my pursuit of freedom and happiness! When will it end?

[Ticket: # 430132 - t-mobile restricting 'desktop' view in mobile browsers](#)

Date: 7/28/2015 7:58:55 AM

City/State/Zip: Weston, Connecticut 06883

Company Complaining About: T Mobile

Description

I have an unlimited data plan with T-Mobile. They have decided that users cannot use 'desktop' view because, I assume, the changed user agent string trips up their tethering check. I don't appreciate T-Mobile telling me how I can view the internet and it would seem a direct violation of an OPEN internet. And if I'm paying for unlimited data how can they tell me how to consume it? Thanks

[Ticket: # 430359 - FWx's \(Time Affluent Media Group\) email unsubscribe link has been broken for more than 5 months.](#)

Date: 7/28/2015 10:24:05 AM

City/State/Zip: Portland, Oregon 97220

Company Complaining About: Comcast

Description

I have been trying to unsubscribe from FWx's (Time Affluent Media Group) email for at least 5 months and it has been broken the whole time. I also cannot find an opt-in for when I subscribed to the email.

[Ticket: # 430822 - Inability to Cancel nomorobo.com](#)

Date: 7/28/2015 12:30:18 PM

City/State/Zip: Cleveland, Ohio 44108

Company Complaining About: AT&T

Description

I "subscribed" to nomorobo.com --a "free online service" that promised to eliminate "robotic phone calls" filled with ads and unwanted messages. Results: my regular phone calls went awry with my phone rings stopping with only one ring and no one on the other end. I tried unsubscribing online but there was no way to do so. nomorobo. com doesn't list a phone number and its online site doesn't provide a way to cancel its now unwanted service.

Ticket: # 431067 - Comcast is throttling video streaming services

Date: 7/28/2015 1:41:12 PM

City/State/Zip: Northglenn, Colorado 80234

Company Complaining About: Comcast

Description

I currently pay Comcast for a 50 megabit down stream connection. I never see download speeds of above 30 megabits per second. The average speed is 20 megabits. This speed should be more than enough to stream video.

When I try to stream video from popular streaming services (Amazon, HBO Now, Hulu, Netflix) my connection speed drops to below 5 megabits, causing the video constantly freezes and buffer every few minutes. At times, the freezing and buffering makes the video unwatchable. This occurs at all times of the day and night. It is not an issue with peak usage.

I have done tests on my connection, and I cannot find any other sites that experience such awful connection speeds. Other servers maintain constant connections and speeds of 15 megabits or higher.

I have called Comcast about this issue and nothing has changed. I contacted customer support last week and notified them that I would file a complaint if the issues were not improved or resolved within a week. There have been no improvements.

[Ticket: # 431434 - Unlimited Data Throttling](#)

Date: 7/28/2015 3:09:30 PM

City/State/Zip: San Francisco, California 94110

Company Complaining About: AT&T

Description

AT&T just sent me a text message as of this date, stating that my data plan speed will slow down after 5gb of use.

Didn't the Net Neutrality rules eliminate that?

[Ticket: # 432298 - Verizon Home Throttling](#)

Date: 7/28/2015 6:50:21 PM

City/State/Zip: East Weymouth, Massachusetts 02189

Company Complaining About: Verizon

Description

I am trying to download a game onto my home computer and my download speed drastically dropped without warning. Yesterday and the day before I was only able to download within a fraction of my speed.

Ticket: # 432460 - ATT Unlimited plan

Date: 7/28/2015 7:55:39 PM

City/State/Zip: Kingwood, Texas 76339

Company Complaining About: AT&T

Description

I have been a customer for several years and always had the unlimited plan. Just now have started receiving text messages about slowing my data usage due to being close to my 5GB threshold. I called the first time and ATT said it was a mistake and this will it effect me

Since I have an unlimited plan. I just received the text message again and called ATT again. This time they told me they have always done this and it is nothing new. I explained to them how I have an unlimited plan and how can they slow my speeds? They explained that they will put me in a 3G speed sometimes die to highly traffic in some areas(may not affect me at all). I asked them if they did this for a customer who Paid for 50GB they advised yes they did. I do not see how this is allowed if I am paying for unlimited service, and why am I just now being told illy speeds could be reduce.

Thank you

(b) (6)

**Ticket: # 432780 - Promised & Charged For High Speed Internet-Receive
SSSLLLLOOOWWW Internet**

Date: 7/28/2015 11:54:49 PM

City/State/Zip: New Meadows, Idaho 83654

Company Complaining About: Frontier Communications

Description

Frontier Communications advertised for, promised and bills for high speed internet at our house in New Meadows, ID. (see attachments) However, our internet speeds never really go over 2.0-3.0mbs and are usually in the 1.0-2.0mbs range. (see attachments) This has been going on for years. Countless phone calls, empty promises, ineffective techs visiting the house. Nothing ever changes. Our internet speeds remain frustratingly slow but our bills remain unreasonably high. We are willing to pay for high speed internet. We DO pay for high speed internet. But Frontier just keeps taking our "high speed" money and delivering 3rd world internet speeds. It's the same for all of our neighbors that have Frontier. We've all tried and failed to remedy this situation but Frontier just doesn't care. This is a rural community and we don't have any real options other than Frontier. We're at their mercy. They've got their foot on our necks and we can't breath anymore.

[Ticket: # 432914 - Bundle Gouging](#)

Date: 7/29/2015 8:33:52 AM

City/State/Zip: Jamestown, New York 14701

Company Complaining About: Time Warner

Description

I recently contacted my service provider and inquired about canceling my cable service. They told me I would be able to go to just Internet but that my bill would go up when giving up the bundle. From what I understand of the net neutrality bill, bundle gouging goes against it.

[Ticket: # 432891 - sears spam](#)

Date: 7/29/2015 7:43:38 AM

City/State/Zip: Oakland, New Jersey 07666

Company Complaining About: Sears.com

Description

Keep getting unwanted messages after unsubscribing to their lists. this has nothing to do with my internet provider. It's coming from sears.com.

[Ticket: # 433397 - Comcast - Date Usage](#)

Date: 7/29/2015 11:36:45 AM

City/State/Zip: Austell, Georgia 30168

Company Complaining About: Comcast

Description

The data usage limits needs to be changed. This limits my ability to work from home or use Comcast products

[Ticket: # 433740 - Comcast and failure of VOIP phone](#)

Date: 7/29/2015 1:01:18 PM

City/State/Zip: Chantilly, Virginia 20152-6368

Company Complaining About: Comcast

Description

For the previous 10 months my wife has successfully operated a VOIP phone for her work that is connected to our Comcast provided internet service. On 15 July Comcast did a firmware update to their installed modem and subsequently the VOIP phone failed to transmit voice traffic. For the last two weeks I have attempted on a daily basis to resolve the problem without success. This is a Comcast software problem.

Ticket: # 434788 - Consumer,Internet Service Provider Complaint.

Date: 7/29/2015 5:17:56 PM

City/State/Zip: Kinder, Louisiana 70648-3308

Company Complaining About: Hughes Net

Description

As an disabled,low income,unemployed,due to work-related injuries,I was granted ,my requested accommodations,Under THE ADA, by the service provider on may/20/2015,to get me to sign up for their service ,on may,23,2015 I found out IT was a lie when they emailed me with a print out of my monthly service rates ,of \$87.83 instead of the \$63.19 giving to me as my requested accommodation,under the ADA,I have been receiving,poor service/lost of service,slow internet service I was over charged due to their deceptive business practices,no customer support,breach of contract by failure to provide service ,they have been commenting dishonest busines practices due to their ridiculous non caring billing and services departments on June-22-2015 my last call to hughesnet Ref # 49658794 to my acct.# (b) (6) I requested they cancel stop of my service on 07/22/2015I also EMAILED hughesnet on 07/07/2015 requesting the stopping of my service and requested them to send me postage paid boxes so I can send their equipment back to them ,on 07/22/2015 they sent me a bill ,have not stopped my service nor sent me the mailing items I requested as of today 07/29/2015

[Ticket: # 435646 - comcast data limits](#)

Date: 7/29/2015 10:23:02 PM

City/State/Zip: South Berwick, Maine 03908

Company Complaining About: Comcast

Description

I believe that Comcast's limiting data and charging for excess usage is against monopoly rules. We have no other choice but to use Comcast. They have no competition in my area.

[Ticket: # 435762 - Comcast xfinity limiting data](#)

Date: 7/29/2015 11:35:44 PM

City/State/Zip: South Berwick, Maine 03908

Company Complaining About: Comcast

Description

I am fed up with the monopoly in our area as comcast is the only company to offer internet broadband and charges us when we get to a certain limit if data.

[Ticket: # 435793 - Charter suspiciously stops the internet when Netflix is playing](#)

Date: 7/30/2015 12:09:29 AM

City/State/Zip: San Luis Obispo, California 93405

Company Complaining About: Charter

Description

Charter is my ISP, and they are pretty good all the time except when I am watching Netflix. It cuts out at around the 5:00 marker every time, which is more the suspicious. I have run tests, and have noticed a direct correlation between Netflix and my internet going out. Obviously, this is a violation of the recent Open Internet ruling.

Ticket: # 435840 - CBS chat room Big Brother 17

Date: 7/30/2015 2:07:30 AM

City/State/Zip: San Antonio, Texas 78239

Company Complaining About: Time Warner

Description

CBS is consistently allowing racist, homophobic and insensitive, degrading comments about gender to be allowed to be expressed in the Big Brother live feed chat rooms with no disciplinary action. The chat moderators are basically "cherry-picking" who to suspend for reasons that appear to be slanted towards certain players of the game. In other words if the Big Brother chat room moderators do not like you saying something about a player the moderators/Big Brother/CBS have a personal vested interest in, you get suspended. If its a player Big Brother/CBS is favoring more (showing them on the live feeds and the Big Brother show way more than other less popular players, its pretty obvious) then they will suspend your account. I have been suspended for saying, "Go wash that nasty hat" towards one of Big Brother's favorite players, while women, minorities and LGBT players are continually subjected to crass, insulting and degrading comments in the live feed chat rooms, with no suspensions. CBS has a disclaimer (of course) covering themselves to not be held responsible for any comments a player may make. I would just like it to be brought to attention of the FCC that the Big Brother live feed chat room moderators are "playing favorites" so to speak. Other people commenting in the live feed chat rooms have also complained of being suspended for saying comments about certain "popular" players, while other less popular players are fair game to be insulted in every way possible. CBS is allowing selective discrimination to occur on a public forum. I believe this is an issue that needs to be addressed and investigated.

Ticket: # 435931 - continuous emails after unsubscribing numerous times

Date: 7/30/2015 8:53:46 AM

City/State/Zip: Apex, North Carolina 27523

Company Complaining About: Hughes Net

Description

I have inscribed from GetitFree (email@getitfree.us) 6 different times and I have emailed their customer service twice requesting to be removed from their email list. I have warned them twice that if they kept emailing me I would report them. Their response was sending me more emails.

Ticket: # 436275 - unreasonable pricing scheme

Date: 7/30/2015 11:25:22 AM

City/State/Zip: New Haven, Connecticut 06510

Company Complaining About: Comcast

Description

My only feasible ISP (Comcast) refused to measurably lower price of service when I tried to drop the cable component of my package. I am basically cornered into bundling because the pricing scheme is so illogical.

I called with the desire to drop cable and keep only internet, while increasing speed if possible. I've had a cable box most of this year, and found that I very rarely watch it, and having the service isn't worth the cost. My current bill (all following rates are per month) was for \$74.95, which has bundled 25 mbps internet and basic cable. The quoted price without cable is only \$5 cheaper, at \$69.95. But for that same price, I was told, I could get a huge boost (3x) of internet speed to 75 mbps, and get a package including cable and HBO or showtime. When I asked how much just the change to 75 mbps internet would be, I was quoted \$78.95, more than the price of the bundle.

It's as if you went to a restaurant to get lunch, and the cost of a burger alone is greater than the cost of the combo including the exact same burger. According to Black's Law Dictionary, 2nd Ed., Reasonable is defined as "agreeable to reason; just; proper; ordinary or usual." To me, this pricing scheme is textbook unreasonable (and possibly unfair), and both words are featured prominently in the FCC's open internet order.

When I first got 25 mbps internet from Comcast, my bill was only \$29.95 per month. I decided to do some research online, and found that others still had that rate, long after the 12 months I had the promotional rate. Further, I saw one instance where someone was offered an upgrade to 105 mbps internet for a total of only \$41.99. That's 140% of the speed I was offered for 53% of the cost. Clearly, these prices are in another area where Comcast must face some pricing competition.

There are plenty of nefarious theories about why Comcast prices in this way, but it does seem to be a way of keeping cable subscriptions (and advertising dollars) artificially inflated, even using people like myself who don't typically watch cable. This seems to be especially frequent in areas like mine, with not much real competition.

I called to get a lowered rate by dropping cable service, but what I got was confused. This approach harms consumers by disempowering them, and obfuscates the true nature of their pricing model with statements like "Well sir, the bundled rate is cheaper because services rates are discounted from ala carte rates when you buy them together." It seems to make sense at surface level, but it's just artful sophistry; you don't realize until you ask why the burger alone costs more than the burger combo. When others in this country are paying less for faster service (based on Comcast's local market share), I am left thinking that this is unfair and unreasonable.

Please compel Comcast to reconsider their pricing schemes in a way that is fair and open.

Ticket: # 436214 - Comcast Data Usage Cap**Date:** 7/30/2015 11:07:17 AM**City/State/Zip:** Savannah, Georgia 31406**Company Complaining About:** Comcast

Description

Comcast had sent word to me last night that I had used 90% of my allotted data for the calendar month. I NEVER received ANY notification that they would be capping my data usage. The only letters of information I have received in the past month were that my account number was going to change and that my speed was being bumped from 50mbps to 75mbps. I do not have cable, I stream from AppleTV, using Netflix, WatchESPN, etc. and work from home from time to time using a VPN. This is America, but I felt like I woke up in North Korea. On the issue of net neutrality, that is completely untrue, it is extortion and greed from a \$69 billion company and the monopoly on ISPs. There are no other options in my neighborhood and to charge me an extra \$10 for even 1GB over the cap is absolutely disrespectful and poor customer service. Please, do what you can to end this cap and rip apart the monopoly that Comcast holds. Where is TR when you need him?

Ticket: # 436318 - Comcast Xfinity Service Capping

Date: 7/30/2015 11:37:59 AM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

I was disgusted to find out today that I have a cap on my internet usage (which was not explained to me at the time of signing up for the service, nor on any bill I've seen since). I will automatically be charged for every 50MB of data that I use over my pre-determined allotted amount. These types of plans are clearly a way to gouge users who are no longer paying for cable subscriptions and accessing Comcast content online. They've been test marketing these plans since 2012 - can that even be considered a test anymore? Seems to me it's unfair price fixing for markets with less competition and intentional sidestepping of loopholes in Net Neutrality. Some content is ok & doesn't use up your data allotment, but others (Netflix, Hulu, YouTube, etc) counts against you?

[Ticket: # 436392 - AT&T service](#)

Date: 7/30/2015 11:51:46 AM

City/State/Zip: Noble, Oklahoma 73068

Company Complaining About: AT&T

Description

see attached

[Ticket: # 439043 - Net Neutrality](#)

Date: 7/31/2015 2:44:40 AM

City/State/Zip: Glendale, California 91214

Company Complaining About: Charter

Description

Hello,

Please consider supporting net neutrality. This is a fight the FCC won't win.

Thanks.

Ticket: # 437453 - Harassing emails and threatening

Date: 7/30/2015 3:09:01 PM

City/State/Zip: Kissimmee, Florida 34747

Company Complaining About: Bright House

Description

They keep saying I owe them a bill this company is allover the net scam artists,I do not owe anyone like them money,no pay loans from this company ever. they are trying to con money from me,. here is another letter today..

Ace Legal ((b) (6)) Add to contacts 11:20 AM Keep this message at the top of your inbox

To: ((b) (6))
[REDACTED]
[REDACTED],

We have 14 technical evidences to prove that you have took the loan from our company. If you are not willing to resolve this matter then we are transferring this case to the Attorney Department for legal action against your NAME and SSN, they will look after the case.

In a very short time period you will be receiving the court papers at your Billing Address as well as to the credit bureaus once you will be blacklisted. Now you have to resolve this matter in the courthouse, if you found guilty than you have to pay \$3931.08 as lawsuit fee excluding your outstanding amount.

We would also like to let you know once we receive the notice from the court house you can't resolve this case outside the court house.

Best Wishes,
Ace Cash Services
Phone: ((b) (6))

Ticket: # 437620 - monthly data caps

Date: 7/30/2015 3:51:03 PM

City/State/Zip: Stillwater, Oklahoma 74075

Company Complaining About: Sudden Link

Description

Suddenlink Communications has monthly data allocations on their broadband internet packages.

source:

<http://www.suddenlink.com/dataplans>

I pay them \$50/month for 50mbit internet access, which allows 250GB of data transfer (up and down combined). If I exceed 250GB of data transfer, they will notify me on the first two months of "excessive" usage, and starting on the third month, they will charge me \$10 for every 50GB used above that 250GB limit.

Please investigate this. Even though I have yet to exceed this monthly allocation limit on the 50mbit plan, I believe their 250GB monthly allocation is completely arbitrary and not related to any technical limitations.

[Ticket: # 437704 - Comcast](#)

Date: 7/30/2015 4:06:28 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

I pay for what is suppose to be 60mbs and I receive about 5mbs. Besides the fact that late at night that drops to about 1mbs and streaming or anything along the lines of that becomes impossible I also get an outage or my brand new modem they require me to rent goes out at least once a week.

[Ticket: # 437906 - Unable to get internet](#)

Date: 7/30/2015 4:50:55 PM

City/State/Zip: Van Buren, Arkansas 72956

Company Complaining About: AT&T

Description

I have attempted to get AT&T to come to my property on numerous times to figure out if I would be eligible for DSL at my home. They have promised me they would come, only not to show up numerous times. I live in an area less than a half mile from my previous home where I got AT&T U-Verse. I am currently unable to even get them to sell me broadband. I have a phone line, but they refuse to even take the time to come to my property to see if it would be eligible for DSL.

Ticket: # 437947 - Low Data Cap

Date: 7/30/2015 5:11:03 PM

City/State/Zip: Greenville, North Carolina 27858

Company Complaining About: Sudden Link

Description

Our local cable provider, Suddenlink Communications, recently deployed 1 Gigabit Internet Service. The service offers 1Gb speeds but include a ludicrously low 550Gb usage cap. It shares the same cap as the much slower 200Mb package, which is a fifth of the speed and costs \$35 less a month.

After several attempts to ascertain why the plan has such a low usage cap, I've come to an impasse. The Customer Service Reps constantly cite "Historical Data" that reflects that most customers never exceed their usage caps. Whenever I challenge them on fact that this is the first market with these speeds, they quickly move on to the fact that you can prepay for any overages, for \$10 for 50Gb that expire every billing cycle.

I feel that the low usage cap is just another way for the out going management company to generate revenue before the company is sold to Altice .

Ticket: # 439058 - Fraud using listed thru there phone lines of there AREA CODES Wisconsin and others

Date: 7/31/2015 3:04:38 AM

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: AT&T

Description

They ran about 500 and business fraud id thefiting my documents and with fraud banking and fraud insurance.

Fraud using Last name of (b) (6)

Fraud using Last name of (b) (6)

Fraud using Last name of (b) (6)

fraud using Last name of (b) (6)

Fraud using Last name of (b) (6)

fraud using Last name of (b) (6)

fraud using Last name of (b) (6)

fraud using Fear frauding my (b) (6)

Fraud using (b) (6)

fraud using last name of (b) (6)

fraud using my immazation record from LaPorte IN of (b) (6)

fraud using my birth record of (b) (6) (LaPorte County In Birth record of serial numbered)

Fraud using Last name of (b) (6)

Fraud using scams as spliced in-half fraud using (b) (6)

Fraud using (b) (6)

Chruch group fraud- id theft using music and media scripts.

fraud business and fraud accounts

fraud busienss using (b) (6)

fraud business and account using (b) (6)

Fraud using Gary Indiana as ids as (b) (6)

fraud using my documents which arnt from WI STATE

> How much Vitamin K is in (b) (6) coleslaw INRTracker

intracker.com > Learn > Diet > Vitamin K > Restaurant Foods

denny's, coleslaw. There is 78.35 mcg of Vitamin K in 1.0 serving

> of denny's, coleslaw. ... Restaurant Foods that have less Vitamin K

> than (b) (6) coleslaw ...

> Chef Recipe: Simple Tasty Coleslaw For Your BBQ

> (b) (6)

> barbecue restaurant a visit.

> Nutrients in (b) (6), coleslaw - Traditional Oven

> (b) (6)

> 36028 found in category Restaurant Foods. Data contents chart for

> nutritionists. Food details for (b) (6) in different kinds of

> quantities, amounts ...

> Coleslaw - (b) (6), View Online Menu and Dish ...

> www.(b) (6)

- > Coleslaw from (b) (6) with 1 reviews from critics and local diners. View menu online and photos.
- > Coleslaw - (b) (6), View Online Menu ... - Zmenu
- > www.(b) (6)
- > Coleslaw from (b) (6) with 0 reviews from critics and local diners. View menu online and photos.
- > Calories in Coleslaw at (b) (6) - Nutrition Facts
- > w(b) (6) › Restaurants › Denny's › Menu
- > Search restaurants or foods. You are here: Restaurants >; Denny's >; Menu >; Coleslaw. Coleslaw from (b) (6). Nutrition Facts. Coleslaw. Amount Per Serving.
- > (b) (6) coleslaw Nutrition Facts and Analysis
- > (b) (6)
- (b) (6) Nutrition Facts, information and analysis - How many Calories, Fat, ... Home · Restaurant Foods; (b) (6) coleslaw ... 100 grams of DENNY'S, coleslaw contain 0,97 grams of protein, 15,03 grams of fat, 10,88 grams of ...
- > Diabetic (b) (6) Coleslaw Diabetes Nutrition Facts
- > f(b) (6)
- > Q(b) (6) Ask for lower calorie items when choosing a side (e.g. garden salad, steamed or fresh vegetables, baked beans). Some restaurants will allow you to ...
- > Dinner < (b) (6)
- > (b) (6)
- > Served with a choice of fries, Santa Maria Style beans, coleslaw, cottage cheese or fresh fruit. # 1 CLUB SANDWICH – Ham, turkey, bacon, avocado, lettuce, ...
- > (b) (6) coleslaw: nutritional value and analysis
- > (b) (6)
- (b) (6) coleslaw: nutritional value and analysis. ... DENNY'S, coleslaw. Food Category, Restaurant Foods. DENNY'S, coleslaw nutrition facts and analysis
- > Ingredients - (b) (6)
- > (b) (6)
- > (b) (6)
- > Dec 15, 2014 - Restaurants LLC, its franchisees, or its employees assumes any responsibility for Cole Slaw (Cabbage, Carrots, Cole Slaw Dressing).
- > (b) (6) Cole Slaw Nutrition Facts - Fast Food Nutrition Facts
- > (b) (6)
- > (b) (6) Cole Slaw Nutrition Facts. Calories. Fat. ... Nutrition Facts. Below are the nutrition facts for a Cole Slaw from (b) (6)
- > ... Most Popular Restaurants.
- > (b) (6) Cole Slaw Calorie Counter (CalorieLab)
- > (b) (6)
- > Calories in Cole Slaw (small = 1 serving) at (b) (6)
- (b) (6)

> (b) (6)

> Then others create so much products using (b) (6) which is Miller
> Indiana health department and social security and also schools and
> also my family had some prior home deeds there in the 1970 but Miller
> Indiana is part of Gary Indiana were my moms documents are out of..

>
>
> The town of Miller Indiana is over 400 years old and has some of the
> oldest grave stones,, but these fraud cases thru Wickapida have the
> data listed wrong,and that company is out of CA where others were also
> using Miller as idniety scams and with graves was found...

>
>
> Miller Populated Place Profile / Lake County, Indiana Data
> indiana.hometownlocator.com > ... > Lake County > Gary > Lake County
> Miller Populated Place Profile with maps, aerial photos, schools,
> hospitals, airports, real estate ... Indiana Community and City
> Profiles: HomeTownLocator.com.

> Gary
> City in Indiana
> Gary is a city in Lake County, Indiana, United States, located in the
> southeastern portion of the Chicago metropolitan area. Gary is located
> 25 mi from downtown Chicago, Illinois and 12 mi from Crown Point,
> Indiana, the county seat of Lake County

> The City of Gary, Indiana
> (b) (6)
> Gary
> Gary is a city in Lake County, Indiana, United States.

> (b) (6)
> (b) (6)
> (b) (6) are now M (b) (6)
> The website has (b) (6)

> Careers - Find a Job - Brewery Tours - MillerCoors Beers
> Miller Brewing Company - Wikipedia, the free encyclopedia
> (b) (6)
> (b) (6)
> (b) (6) is an American beer brewing company owned
> by SABMiller. Its regional headquarters is located in Milwaukee,
> Wisconsin and the ...
> History - Current brands - Sponsorship - References
> Images for miller beerReport images
> Image result for miller beer
> Image result for miller beer

> (b) (6)
[Redacted]
[Redacted]
[Redacted]
[Redacted]

(b) (6). Milwaukee, WI Beers BeerAdvocate

> (b) (6) › Places

> Beer Advocate

> (b) (6). in Milwaukee, WI. Beers, ratings, reviews, styles
> and another beer geek info.

> (b) (6) - Home of the Original Lite Beer - Home

> (b) (6)

> (b) (6)

> SHARE YOUR SUMMER; TAP THE FUTURE; OUR BEER; GRILL WITH GUY; SAFE

> RIDES; LATEST COMMERCIALS. VIEW ALL ...

> Miller History - American Brewery History Page

> (b) (6)

> When (b) (6) brewed his first barrel of beer in America in

> 1855, he spoke empassionately about "Quality, Uncompromising and

> Unchanging." It became ...

> Who Owns What Beers? - Drink AmericanDrink American

> (b) (6)

> Jun 22, 2008 - The most popular are the (b) (6)

[Redacted].. Some of Miller's bigger brands include (b) (6)

(b) (6)

[Redacted]

[Redacted]

[Redacted]

[Ticket: # 439088 - net neutral regulation](#)

Date: 7/31/2015 5:17:40 AM

City/State/Zip: Corvallis, Oregon 97330

Company Complaining About: Comcast

Description

a failure of telecom companies to deliver reasonable service is so important that it is upon the federal government to regulate, monitor or incorporate.

[Ticket: # 438389 - Slow/limited internet](#)

Date: 7/30/2015 7:53:58 PM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: Charter

Description

I want you guys to crack down on the ISPs in the metro Atlanta area. We are being charged too much for slow speeds, and then being capped at ridiculously low GBs. Sick of it.

Ticket: # 438462 - Comcast Data Caps

Date: 7/30/2015 8:26:23 PM

City/State/Zip: Huntsville, Alabama 35806

Company Complaining About: Comcast

Description

Comcast has effectively prevented me from watching internet tv, youtube, streaming services, internet game download, video calling, distributed computing, and much more by denying me full access to the internet connection which I am subscribed. The enforced data limit of 300 GB only allows for 9 hours of internet usage per month at my 75 Mb/s internet speeds that I HAVE TO PAY EXTRA FOR. This is an attack against my freedom, career, and my mental health. I WILL NOT TOLERATE SUCH AN EVIL MOVE FROM THIS EVIL CORPORATION!!!

Ticket: # 438995 - Net Neutrality Complaint**Date:** 7/31/2015 1:13:11 AM**City/State/Zip:** Delray Beach, Florida 33483**Company Complaining About:** AT&T

Description

My internet data plan is being capped by AT&T even though I pay for an "unlimited data plan." I called them to complain, and after waiting on hold for over an hour, all they could say is "call us back if the problem persists." Well it persists every day. The warning suggests it'll only occur in high-congestion areas - well I live in a high congestion area being South Florida. I cannot stream TV that I pay to be able to stream. I'm also an Apple OS App Developer and a subscriber of many internet services - all of which are hampered by AT&T's absurd business practices. As I understand, they just had a major lawsuit judgment for this exact reason (\$100 per person if I remember correctly while also allowing the monopolistic merger to go through.) But AT&T refuses to stop slowing my internet speed - effectively reducing my capacity to connect with the world. I'm considering filing a small claims court lawsuit for breach of contract since I'll never see the money they were fined. The company has broken my trust, and honestly I don't trust any internet service provider anymore when I see marketing material promising "greener pastures." It's all brown. Two years ago I had to pay over \$300 to buy-out a two-year contract from DirectTV after a new landlord refused to offer the ISP's service. I had a pdf printout of the entire contract which didn't mention the contract. They told me they'd have their escalation team review and call me back in three days. Shame on me for expecting a call. And that was after CenturyLink forced me to live a month(!!!) without internet because their trucks were booked. I was literally holding my phone to the window to google. I believe this manipulation has resulted in an incalculable loss to the American economy, and it must be stopped. The FFC needs to change this perverse incentive structure. Imagine a world with a free market internet economy - if we don't support it, America will lose its dominance in information analytics. I'm literally praying that Google Fiber will open in my area. America does not live in an open internet society, and I'm concerned that it's getting worse and more prevalent as we speak.

Ticket: # 438501 - Internet

Date: 7/30/2015 8:38:56 PM

City/State/Zip: Columbus, Ohio 43202

Company Complaining About: Time Warner

Description

Slow downs while playing streaming content for long periods of time. Occasional outages for very brief periods of time (less than 5 minutes)

[Ticket: # 438529 - AT&T wireless charging way too much for mobile data](#)

Date: 7/30/2015 8:51:16 PM

City/State/Zip: San Jose, California 95129

Company Complaining About: AT&T

Description

I have a 3gb plan, this month I'm getting close to the limit on that plan. I just got a txt message from them telling me that if I cross 3gb they will automatically bill me 15\$ (!) for 1gb more(!). This is clear and egregious price gouging. On their own site they say I can upgrade to a 6gb plan for only 23\$ more a month -- this means they value 1gb of data at about 7\$ a month. But if you cross their arbitrary limit suddenly the cost of 1gb becomes 15\$? Why is data over 200% more expensive if you cross your limit than if you buy upfront? Please investigate this.

[Ticket: # 438563 - Internet in the United States](#)

Date: 7/30/2015 9:06:15 PM

City/State/Zip: Telluride, Colorado 81435

Company Complaining About: Centurylink

Description

I'd like to complain to the FCC about the internet across the United States. The Internet across the country seems to be slow, and the companies that offer internet services are terrible. I never get good service or straight answers. I'd like the FCC to pursue ways to break up the big companies in the interest of ordinary consumers.

Ticket: # 438571 - State of the telecom oligopoly

Date: 7/30/2015 9:08:55 PM

City/State/Zip: Los Angeles, California 90028

Company Complaining About: Time Warner

Description

Hi,

Please put my name on the list of those who would like to see the oligopoly of telecom giants fall, resulting in progression as opposed to oppression. In the grand scheme of things, why are we not rushing towards a unanimously cheap, free, or readily available mode of instantaneous communication? Why is the Internet such a luxury, when it should form the heart of how we interface and collaborate with one another?

I have had to repeatedly call into Time Warner and voice my anger about my rising bills for less speed, that is until Google Fiber threatens to take away their paying customers. The world needs more (b) (6), "heroes" of a modern caliber. It's the ever-reaching, all-suffocating telecom giants that stifle productivity, scientific and medical breakthroughs, and quality of life, all for their bottom lines.

It's 2015 and I'm baffled as to why the bandwidth available to consumers is so limited, and even capped in many areas. That's wrong.

We need to all put pressure on businesses—and especially corporate giants—to adapt, improve, and progress, or die. That's it, that's how we all do better. Most people are unaware of the gravity of this situation currently. The decisions and verdicts come to at this juncture may turn out to be the most revolutionary of changes for the future.

We need an open, neutral Internet where everyone's playing field is even. Of all the tools mankind has created all the way back to sticks and stones, the Internet is arguably the most crucial to our development. We have a long way to go, an open Internet can only aid us.

[Ticket: # 438596 - Slow Wifi](#)

Date: 7/30/2015 9:18:28 PM

City/State/Zip: South San Francisco, California 94080

Company Complaining About: AT&T

Description

When I'm home and I try to browse the Internet using my AT&T home wifi connection my Internet constantly drags. Its mostly youtube. Friends and family have no issue. The very moment I disconnect from my wifi home Internet everything speeds up. AT&T tries to force me to burn up my data by slowing down my Internet connection through my phone.

[Ticket: # 438673 - Net Neutrality](#)

Date: 7/30/2015 9:54:19 PM

City/State/Zip: Omaha, Nebraska 68122

Company Complaining About: Cox

Description

Stop the discriminatory actions against data. TREAT ALL DATA EQUALLY

[Ticket: # 438698 - Concerns on Net Neutrality](#)

Date: 7/30/2015 10:05:54 PM

City/State/Zip: Cincinnati, Ohio 45209

Company Complaining About: Cincinnati Bell

Description

I'm worried that the FCC will allow internet companies to pass net neutrality laws causing the internet to become regulated rather than free. This will cause issues with inherent freedoms of information.

[Ticket: # 438696 - att internet speeds are becoming extremely slow](#)

Date: 7/30/2015 10:05:31 PM

City/State/Zip: Tomball, Texas 77377

Company Complaining About: AT&T

Description

Hello,

For the past two months, the internet speeds I've been facing have gotten very slow. This is in an apartment complex where At&t is the only internet provider (mandated by the apartment complex).

I've signed up for the 18Mbps plan, but I only seem to be getting those speeds for certain websites. Netflix, amazon work mostly fine, but any other video I try to stream gives extremely slow and buffered streams.

Ticket: # 438699 - Constant internet outages and slow service

Date: 7/30/2015 10:07:01 PM

City/State/Zip: Adel, Iowa 50003

Company Complaining About: Mediacom

Description

My internet service is critical for my job, yet broadband is only available from one source in my area. Mediacom internet service drops several times each week without warning. Twice in the past month, it's been down for more than 12 hours, again without warning. Talking to Mediacom does nothing but yield multiple, conflicting answers.

Next, though I'm paying for 100mbps service to get a 1TB bandwidth gap, my normal speeds are under 38mbps. Again, talking to tech support does nothing since they know we have no other choice.

Download limiting per service is obvious. Starting a video with Amazon is always start with a low quality connection. When I start a test of download speed, the connection improves temporarily, then slows down again. I can't get anything near the speed for which I'm paying when I'm using it for videos.

[Ticket: # 438777 - Slow Internet, data caps and the right for true neutrality](#)

Date: 7/30/2015 10:37:50 PM

City/State/Zip: Holland, Michigan 49424

Company Complaining About: Comcast

Description

The Internet is the basic tool that I use everyday to live my life. Many things are solely based on the availability of the Internet and my access to it. If the internet is not labeled as a utility and actually enforced, then I will lose not just money, but my ability to work, gather information effectively and most importantly, access to my loved ones around the world. If the US falls behind in Internet availability, then we will fall behind in many other areas and my children will not be part of the best country in the world. So enforce some laws and continue fighting the good fight. Also my internet is slow, expensive and the ISP is a God awful company. Have a good day.

Ticket: # 438829 - Bundled service price gouging

Date: 7/30/2015 11:03:37 PM

City/State/Zip: Lafayette, Indiana 47909

Company Complaining About: Comcast

Description

My only available broadband ISP (Comcast) refuses to lower my overall price of service when I remove cable television from my service package. I was "forced" into taking a package initially when I signed up for internet service that included a cable subscription despite expressing that I only wanted Internet service. The price for this package was \$35 dollars a month. Internet service without TV is \$65 a month. Our bill slowly started to rise every month until it was well over \$100 a month. When we tried to get the same internet speeds we had with the bundle for a lower price they told us there was no promo to lower the cost. So in the end we lowered our speed down and this still costs us \$65 a month for half the speed we had with the bundle. With no other ISP options in my neighborhood I am contacting you in hopes of getting this monopolistic company to treat their customers fairly instead of gouging prices unless you get more services from them. Being a cable cutter this doesn't seem right to all of us..

[Ticket: # 438860 - AT&T Throttling](#)

Date: 7/30/2015 11:21:32 PM

City/State/Zip: Seneca, South Carolina 29672

Company Complaining About: AT&T

Description

AT&T Internet was perfect for the month that they gave me to cancel their services. Now that we're locked into their contract, our internet rarely works and is always way slower than tolerable.

[Ticket: # 438898 - Youtube throttling Verizon fios](#)

Date: 7/30/2015 11:44:31 PM

City/State/Zip: Silver Spring, Maryland 20906

Company Complaining About: Verizon

Description

Youtube 720p and 1080p content is having trouble loading on my 75/75Mbps down/up connection. Speed test reports normal speeds, but youtube specifically is having issues. Switching to a VPN instantly fixes the issue and I have no problem loading even 4k youtube content without buffering issues.

A VPN should never help my speed. If anything it should slow it down.

[Ticket: # 438907 - net neutrality](#)

Date: 7/30/2015 11:57:44 PM

City/State/Zip: San Francisco, California 94116

Company Complaining About: Comcast

Description

Please crackdown on ISPs and their sketchy tactics to undermine net neutrality! This is one of the most serious threats, and its the FCC's job to protect the free and open internet. Don't let us become like China.

[Ticket: # 438938 - no broadband competition](#)

Date: 7/31/2015 12:27:32 AM

City/State/Zip: Chicago, Illinois 60614

Company Complaining About: Comcast

Description

my internet provider is the only reasonably priced high-speed internet provider around. it is comcast. the speed when i conduct an upload speed test is nowhere near the "up to" speed that they advertised when i bought their product. moreover, their uploading seems to slow down when i'm streaming content. i can only imagine why this would happen. perhaps it's because they're a cable television provider and feel as though their streaming service might make their cable service obsolete. in any case, i'm thoroughly unsatisfied with the lack of broadband internet competition in my area and around the country. it's bad for efficiency as a society and it's bullshit to put poor kids at a disadvantage for not having wifi at their homes, muchover shitty wifi.

[Ticket: # 438960 - slow internet price too high](#)

Date: 7/31/2015 12:47:15 AM

City/State/Zip: Sterling Heights, Michigan 48310

Company Complaining About: Comcast

Description

the price I'm paying for my internet is too high for the price. I'm paying \$120 a month for 20 mbs speed and phone. I don't ever get that speed. There is a company that offers 1gb speed for \$50 a month in michigan but can't offer it in my area because of comcast. Please allow competition. It will only make things better for the consumers.

Ticket: # 438988 - Slow Internet

Date: 7/31/2015 1:03:35 AM

City/State/Zip: Carrollton, Texas 75006

Company Complaining About: Verizon

Description

I have lived here for a long time and yet my Internet speed and always remained slow and my prices keep going up. I am sick and tired of paying Verizon insane amounts of money for only 6 Mbps (at least that's what's promised I only get 2-3 if I'm lucky). Please try to fix this nonsense.

[Ticket: # 438989 - Unwanted E-mails](#)

Date: 7/31/2015 1:06:06 AM

City/State/Zip: Lakewood, Colorado 80226

Company Complaining About: T Mobile

Description

Receiving unwanted and unsolicited E-mails

Ticket: # 439018 - Cable One Data "Guideline"

Date: 7/31/2015 1:44:30 AM

City/State/Zip: Sherman, Texas 75090

Company Complaining About: Cable One

Description

Cable One has a data guideline in regards to monthly TOTAL bandwidth that you utilize. When I signed up for their service TWO YEARS AGO I was explicitly told that if you go over that bandwidth guideline there would be NO CHARGES for going over and that they would only RECOMMEND a higher internet package.

It should be noted that I have ALWAYS gone over my data guideline. Always.

About two or three months ago they automatically upgraded me to a higher priced package(without my consent or knowledge) which still didn't get me a high enough data bandwidth guideline for my usage.

Two weeks ago my internet was just turned off. No letter, no call, just turned off.

When I called in I was told that if I didn't get business internet then I would have to find another high speed ISP to do business with(there isn't one in my area).

Knowing that I have no other choice but to get internet service from them they basically strong armed me into getting business internet.

They may not be charging PER GIGABYTE of overage data but this is non-the-less an overage charge. There is no other high speed choice in my area to ensure a fair market.

It is unethical that I should be FORCED to pay more for only utilizing the connection I was already paying for. In my opinion this is criminal.

My bill is now over \$400 a month for SLOWER internet than what I was getting before.

I'm paying MORE money for TWO MONTHS of internet access than the average ANNUAL COST for most Americans.

This is something I expect my government to help me with. Please take direct action in regards to this issue that I'm certain millions of Americans are dealing with.

Ticket: # 439060 - Outrageous price for Gigabit Internet speeds from Comcast

Date: 7/31/2015 3:05:30 AM

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

Comcast is charging \$1000 and \$300/month for their new gigabit pro service. Google fiber charges \$70/month and \$0 down with a 2-year contract. The cost for 2 years of service from google is \$1680. Comcast charges \$8200 for the same duration. 500% !!! This is crazy and a result of the monopoly they have on high-speed internet, especially since the slower DSL fell by the wayside.

This is 2015. Gigabit internet should be the standard in cities, and cost the standard price. The cable companies are beeing too greedy. They are failing at their public mandate and being incredibly anti-consumer.

[Ticket: # 439106 - High price of broadband connection in Central Florida](#)

Date: 7/31/2015 6:38:42 AM

City/State/Zip: Palm Coast, Florida 32164

Company Complaining About: Bright House

Description

I have been a customer of Brighthouse Networks for several years now. Brighthouse is known to have some of the highest prices for broadband prices in the country. I currently pay \$74 a month (I bought my own modem or it would be \$78 a month) for 35 Mbps down and 2 Mbps up connection. This is absurd! Please look into the clear price gouging, particularly with Brighthouse Networks who is pushing everyone to their video based services.

Ticket: # 439145 - INTERNET SHOULD BE A UTILITY AND NOT MONOPOLIZED

Date: 7/31/2015 8:13:47 AM

City/State/Zip: Boston, Massachusetts 02120

Company Complaining About: Comcast

Description

I NEED INTERNET WE ALL NEED IT YOU KNOW IT I KNOW IT STOP BEING SO POLITICAL AND GREEDY AND JUST GIVE THE PEOPLE WHAT THEY NEED THIS IS SO SIMPLE WHY ARE YOU GUYS ALL TERRIBLE AT YOUR JOBS LOOK AT KOREA THEY GOT GREAT INTERNET AND WE'RE HERE STUCK IN THE STONE AGES WTF

[Ticket: # 439194 - Internet throttling](#)

Date: 7/31/2015 9:05:09 AM

City/State/Zip: Powell, Ohio 43065

Company Complaining About: Time Warner

Description

Was unable to use google services, youtube and facebook on 7/26.. all other websites worked fine but as our business uses google docs and services we were not able to get work done.. Very frustrating!

Ticket: # 439218 - Internet

Date: 7/31/2015 9:15:13 AM

City/State/Zip: South Berwick, Maine 03908

Company Complaining About: Comcast

Description

Comcast now has a Internet limit Cap. They do not have it anywhere on the bill but you are charged 10.00 every 50GB once you hit 300GB Which is very easy to do in this day and age with all the tablet phones iPads laptops etc. That people have in their home. Not only that there's only certain areas that they charge this sneaky fee. I also learned that they have been doing this for two years now. I find this absolutely ridiculous and feel that this really needs to be looked into that if a company is going to claim they give unlimited Internet usage then it should be unlimited not capped !!

[Ticket: # 439315 - No choice. Slow speeds.](#)

Date: 7/31/2015 9:57:44 AM

City/State/Zip: Binghamton, New York 13905

Company Complaining About: Time Warner

Description

Why do I have zero choice for internet service? Why is Time Warner Cable allowed a Monopoly? Zip code 13905.

[Ticket: # 439392 - Vibe Broadbnd data cap.](#)

Date: 7/31/2015 10:21:13 AM

City/State/Zip: Shawnee, Oklahoma 74801

Company Complaining About: Vive Broadband

Description

This company has a Datacap when there isn't supposed to be one.

If one of y'all can just talk to em to at least raise it or get rid of it completely I'd appreciate it.

[Ticket: # 439449 - Monopoly for entire area...High prices for low speeds as a result.](#)

Date: 7/31/2015 10:39:30 AM

City/State/Zip: Webbers Falls, Oklahoma 74470

Company Complaining About: Cross Telephone

Description

My family lives in a small town in Oklahoma called Webbers Falls. It is surrounded by 13 other small towns. The so called "broadband" is provided by one ISP, Cross Telephone. Cross Telephone is the ONLY ISP serving Webbers Falls and as such, we are stuck. We pay much higher prices than folks in large cities like Tulsa and Oklahoma city and get much much worse speeds. My family currently pays \$50 for a claimed max speed of 10mbps. I say claimed because I routinely check the speed and never get above 4mbps. Ever. Often times only getting 3mbps with times getting as low as 2mbps. I have complained to Crosstel numerous times no avail. To make matters worse, in order to get the internet they force you to pay for the phone line and phone service even if you have no intention of using the phone line to make calls. So really, we pay \$90 for 3-4mbps. This is beyond unfair and should be against the law. My family and most families that live in these areas are middle to lower class and struggle to afford basic needs. I believe in this day and age the internet is a basic need as it is the tool with which we can learn and interact with the world, which is so crucial in such a small town in the middle of nowhere. Please help and look in to this as many families are relying on your justice. The competition and basic level of service guaranteed should be much higher and the pricing should be much fairer and more attainable for the average family in this area. Any help will be greatly appreciated.

Ticket: # 439588 - AT&T threatens Quality of Service based on data cap

Date: 7/31/2015 11:16:59 AM

City/State/Zip: Valrico, Florida 33596

Company Complaining About: AT&T

Description

I have an Unlimited data plan with AT&T - I received a text from AT&T wireless saying, "ATT Free Msg: Your data usage this month has reached 3.75GB. If you exceed 5GB before your next cycle on 08/06/2015, you can still use unlimited data but your speeds may be reduced at times and in areas with network congestion. Wi-Fi helps avoid reduced speeds. Visit att.com/datainfo or call 866.344.7584 for more info"

[Ticket: # 439629 - Cablelynx slowing down Newsgroups](#)

Date: 7/31/2015 11:26:07 AM

City/State/Zip: Camden, Arkansas 71701

Company Complaining About: Cablelynx.com

Description

My Cable ISP cablelynx.com / Camtel internet slows down newsgroups on port 119. If you use any other port to access the same content it is unrestricted. If you need any more information please contact me.

Ticket: # 439813 - net neutrality, data caps

Date: 7/31/2015 12:21:53 PM

City/State/Zip: Daly City, California 94015

Company Complaining About: Comcast

Description

Look I know this is America, where profit has overtaken any motivation or drive, but this an enirely different situation. The internet is really the last bastion for truly free speech. Allowing internet giants like comcast or time warner to "boost" the speeds of the highest bidder goes against the very moral fabric of the internet. Not only would it kill small sites, it would kill sites that don't necessarily agree with comcasts views, which is terrifying. Censorship has leaked basically onto every other form of media... Newspapers and news shows are all run by profiteering and hidden agendas, the internet should NOT be the same. CANNOT be the same for the sake of a truly free country, hell a truly free world. We saw what effect the internet can have to help a budding democracy on the global stage when Egypt needed a helping hand. Imagine if comcast could choose for the internet not to participate...

Please continue doing all you can to do what you know to be just.

Ticket: # 440480 - Microsoft Bing search engine hack/hijack!

Date: 7/31/2015 3:31:23 PM

City/State/Zip: Satsuma, Alabama 36572

Company Complaining About: Microsoft

Description

I choose Yahoo or Google as my default search engine but Bing keeps taking over. I can set it to not allow any other engines, set it to Google and it still comes up Bing. I was reading some blogs about others having the same complaint and no remedies work. If you search the net, you will see complaints. I searched everywhere to try to figure out how to uninstall it but MS has it embedded somewhere so you can't touch it. MS is too big now; you can't even buy a computer now without Windows 8/10. Monopolies used to be stopped but MS is getting more and more powerful so now they control our freedom to choose our search engines. A MS consumer engineer denies that they are hijacking us and suggests that we simply change our search engine default, yeah right. One man complained that their default search engine shows yahoo but bing pops up when he goes to his search bar. I hate Bing because it's not as good as the others but it's crammed down our throat. I'm surprised that there are not more complaints on here but then most people won't file a complaint, they just keep putting up with it. One man said that he came into his office one morning and all the PC's had Bing on them when their IT people didn't change anything. Didn't know "issue" title to select below

Ticket: # 440490 - Unreasonable Bandwidth Usage**Date:** 7/31/2015 3:35:14 PM**City/State/Zip:** Prosper, Texas 75078**Company Complaining About:** Sudden Link

Description

I am currently with Suddenlink for internet and sadly the only other option is U-Verse in my area. Both have the same issue. They provide a completely unreasonable amount of bandwidth. U-Verse in my area gives 250gb a month and Suddenlink provides 250gb on their 50mbs service, 350gb on their 75mbs service and 450 on their 100mbs service. This is simply not reasonable. TV shows, movies, music, games, pictures, ect. Everything takes bandwidth. The average size of a new computer game is around 40GB in size which is more than 1/9 of a 350gb monthly bandwidth allowance. That is just to download and install the 1 video game. Based on the 75mbps teir the entire 350gb allowance can be used up in 10 hours. Sure it not realistic for someone to go full speed for 10 hours, but it is just as unrealistic where they calculate their bandwidth using medium resolution images (no actual resolution size is listed), who knows what quality MP3's, and standard definition video. They don't even take into account what streaming music uses, games, and other media. We are now at 4K resolution which will soon become the standard and is even adopted by Netflix, Amazon Video, Google Video, and more. Yet they are still making calculations only at SD which is 640 × 480 instead of what has been the standard for many years of 1080P (1920x1080). Forget even having the ability of streaming the new 4K (4096 × 2160) resolution. You will run out of bandwidth just watching movies in a few days use. They don't take into account software/game updates, windows security updates, the use of tablets and other devices, or even the fact that multiple people live in the household and everyone does different things. Upload counts againstly your monthly limit yet they don't take that into their data calculation at all.

This is just 1 person. What if there is a family? A mom, dad, and 2 kids. The chances of the kids watching or doing the same thing as everyone else is pretty slim so you now have 3-4 people splitting the same monthly bandwidth limitation. Limiting monthly bandwidth usage shouldn't even be allowed. They already do not allow the use of running home servers or anything along those lines so for sure everything being download or uploaded is simply media in different formats for private use.

Ticket: # 440656 - Data cap/"internet usage guidelines" for Cable One in Idaho

Date: 7/31/2015 4:26:09 PM

City/State/Zip: Ammon, Idaho 83401-6036

Company Complaining About: Cable One

Description

Cable One offers tiered internet services ranging from 1.5 Mbps to 100 Mbps. Their lowest tier of "fast" internet at 50 Mbps has a "data usage guideline" of 300 Gigabytes. This is also the same "usage guideline" that they provide for lower tiers of usage, and claim that they "manage[s] bandwidth consumption of Internet services to provide the best experience for all customers." After exceeding this guideline three different times over the course of 10 months, they have forced me to increase my internet package to 75Mbps, increasing my data guidelines to 400 Gb, and increasing my monthly costs by \$25, without any perceptible speed improvements. This is unfair practice, as modern internet usage of a typical family can easily lead to exceeding this outdated and unreasonable 300 Gb "guideline," given the prevalent online media available. Request elimination of this guideline and compensation for unreasonable expenses due to having to increase services.

Ticket: # 440764 - Misleading Advertising and Service Restrictions

Date: 7/31/2015 5:12:40 PM

City/State/Zip: Anchorage, Alaska 99507

Company Complaining About: General Communication Inc.

Description

General Communications Inc. advertises that if you use all of the allocated high speed data you may continue using the service at 1Mbps. However they do not mention to customers that all services such as video, music streaming, and other media is cut off from use. And will essentially make you have to buy a data bucket for \$10 dollars more on top of the already high priced bill for service.

[Ticket: # 440845 - internet speed](#)

Date: 7/31/2015 5:37:07 PM

City/State/Zip: Medford, Massachusetts 02155

Company Complaining About: Verizon

Description

I have Verizon fios Tv+ internet. I pay for 50/50 Mbps but since I Bought Apple TV I noticed that my speed was going down yesterday I got de lowest 4.79/7.65

[Ticket: # 441256 - Throttling](#)

Date: 7/31/2015 10:08:17 PM

City/State/Zip: Burnsville, Minnesota 55337

Company Complaining About: Comcast

Description

My internet speed slows everytime i try to stream a video

Ticket: # 441109 - Comcast Xfinity Data Usage Cap**Date:** 7/31/2015 7:32:24 PM**City/State/Zip:** Duluth, Georgia 30097**Company Complaining About:** Comcast

Description

After using xfinity cable internet for over 3 years, I just came to know they actually have a usage cap on the service. I got text messages from them saying I have exceeded 300GB data usage and they will charge extra 10\$ for the next 50G. I was never aware that there is a usage cap on the plan I bought. When I talk to their representative, the representative even tells me to change my netflix setting to watch in lower quality! In a modern world where so many things revolve around internet, I can't believe I have to worry about how much data I used when I am at home. I think the problem is there is no other broadband ISP in the area, xfinity is taking advantage of their customers.

Ticket: # 441284 - Stop the Cap and Overturn Net Neutrality!!

Date: 7/31/2015 10:47:46 PM

City/State/Zip: Exeter, Pennsylvania 18643

Company Complaining About: Comcast

Description

Please reverse the damage being done to consumers and internet service due to your decision of Net Neutrality!! My Comcast Xfinity internet is now very limited in my home!!!!

[Ticket: # 441357 - throttling Internet connection](#)

Date: 8/1/2015 12:17:46 AM

City/State/Zip: Farmington Hills, Michigan 48335

Company Complaining About: AT&T

Description

My Internet connection drops, error message of 'unable to connect' or checking the integrity of your Internet connection' or some other error non sense connectivity non sense. I'm paying for what again?

Ticket: # 441437 - Internet Bandwidth Limitation

Date: 8/1/2015 6:03:02 AM

City/State/Zip: Avon, Colorado 81620

Company Complaining About: Comcast

Description

Comcast limits the the data bandwidth they provide to 25MBs unless a television package is also purchased. Is this not a violation of the recent open internet / net neutrality ruling? They are preventing me from using their "fast lane" unless I purchase a TV package.

From the FCC open internet summary:

"Paid prioritization: Broadband providers may not favor some Internet traffic in exchange for consideration of any kind — in other words, no "fast lanes." ISPs are also banned from prioritizing content and services of their affiliates"

Ticket: # 441446 - Comcast deceptive billing practices+convoluted customer service

Date: 8/1/2015 7:50:12 AM

City/State/Zip: New Buffalo, Michigan 49117

Company Complaining About: Comcast

Description

Over the last year, my TV, Internet and voice service has been changed (by description and increasing pricing) only. Comcast has made it into a shell game. When attempting to acquire changes in service, You can only get a name and single letter for identification and no way to identify time and date so no way to follow up when action doesn't happen. We have been without our home phone line for ten days because of their bungling.

Ticket: # 441528 - Home Broadband Usage Caps

Date: 8/1/2015 10:14:54 AM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: AT&T

Description

As per the FCC rulings on net neutrality, ISPs should not be allowed to charge overage fees on home broadband. However, AT&T continues to charge overages for internet usage over the specified 150GB limit on their DSL service. The overage rate is \$10 per 50GB over the limit (rounded up). In the attached bill, ATT charges \$10 for each overage in the 2015 months of May, June, and July. The result is an increase of internet charge from \$47 to \$77 in the month of July.

Ticket: # 441534 - refusal to service

Date: 8/1/2015 10:18:34 AM

City/State/Zip: Hersey, Michigan 49639

Company Complaining About: Casair, Inc.

Description

Had CasAir internet since they had their initial tower in Osceola County, MI. Since then, there have been issues with service outage and unauthorized access on home network. There were reports of illegal bittorrent downloads using my internet connection. Times during which were when all home computers were offline and no one was home. These complaints were disputed with CasAir and they have subsequently disconnected our service stating that if they continued to provide service they would be in violation of FCC rules due to illegal bittorrent download activity. They also placed a "do not service" order on my address.

Ticket: # 441596 - internet caps

Date: 8/1/2015 11:16:18 AM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

After years of TV and (unlimited) internet service with Comcast, I decided to have just internet service. My internet bill now increased from \$55 to \$67 a month and subsequently a cap (300GB) was put onto my internet usage (Atlanta area). In a very complicated spin the explanation for this included 3 (I think) 'grace' monthly overages but then \$10 per 50GB would be charged. During a recent technical call, the tech person kicked into marketing mode and 'noticed' that I could receive TV / internet service (with a higher speed) for \$59.99! Would that be of interest? On the website there is no mention of any caps on 'bundled' TV / internet service . . . I took the bait. I continue to get cap alerts. Can you please revive the FCC's scrutiny of this practice.

[Ticket: # 441760 - Broadband usage caps and overage charges.](#)

Date: 8/1/2015 1:08:19 PM

City/State/Zip: Atlanta, Georgia 30341

Company Complaining About: Comcast

Description

For the last few years, Comcast has been doing a trial bandwidth cap in the Atlanta Metro area. On their site it shows "You have three monthly courtesy overages available. After using all three overages, you will be charged \$10.00 for each 50GB of additional data provided." Yet, on the occasion's that I've exceeded the cap they have billed me for the overage.

The cap is ridiculous and then they increase the speed allowing me to hit the cap that much faster. Supposedly the caps would go away when the Multi-Gig service was introduced. This has not happened.

A 300GB/month cap is ridiculous.

[Ticket: # 441803 - Data caps](#)

Date: 8/1/2015 1:31:13 PM

City/State/Zip: Destrehan, Louisiana 70047

Company Complaining About: Cox

Description

Limits on Data and parity within the community. Please make it illegal to cap data, it is bad enough that we only have 1 maybe two options if we are a consumer. Now we're stuck paying higher rates and having programs curtailed to who has the most money.

Ticket: # 441913 - Net Neutrality AT&T Data Tethering**Date:** 8/1/2015 2:31:47 PM**City/State/Zip:** Champaign, Illinois 61824**Company Complaining About:** AT&T

Description

AT&T offers several Tablet data plans. These are distinct from their mobile share plans in that they do not include voice or texting and are for tablets only and are priced according to how much data is consumed. AT&T offers at least three such DataConnect plans: 250MB for \$14.99/month, 3GB for \$30/month and 5GB for \$50/month. My complaint is the the terms on the website clearly only allow for data Tethering on the 5GB plan. I believe this is in violation of FCC open internet rules and I would like to see the commission force AT&T to allow tethering on the lower cost plans, as the motive seems to be purely economic and not related to any technological limitations. While I am not a customer of AT&T wireless at the moment the only reason is because I cannot subscribe to the 3GB plan and use tethering. More details of the plans I am referring to can be found here at this website <http://www.att.com/shop/wireless/plans/dataplans.html>

Ticket: # 441992 - XBOX Live mass hacking

Date: 8/1/2015 3:37:54 PM

City/State/Zip: Oak Ridge, Tennessee 37830

Company Complaining About: Charter

Description

Players are mass DOS attacking the XBOX server or the IP addresses that communicate with it and (b) (6) seems to have done something temporary a few days ago but now it's back to where it was before only worse. It's simply making the hackers angry and they seem to be able to hack the network overnight after patches.

Ticket: # 441922 - Data usage

Date: 8/1/2015 2:41:10 PM

City/State/Zip: Portland, Indiana 47371

Company Complaining About: Dish Network

Description

I'm a DISH customer and I've been on their 5mbps plan. All was good until the Net Neutrality rules were established. Now, every month I run out of my Data usage allotment in a couple weeks and they slow everything down on me. My recharge date is the 24th of the month and today they sent me a notice that I've used 90% of my allotment. One week this month and I've used my allotment. This is obscene. We, the consumer, are being bled for our internet service. I thought that this is what the new rules were intended to prevent. Is this the quality of our government? They allow the internet providers to bleed Americans for all the money they can get from them? This is proof that our government is working for the corporations and not the American people.

[Ticket: # 442129 - data cap](#)

Date: 8/1/2015 5:46:30 PM

City/State/Zip: Vinton, Louisiana 70668

Company Complaining About: Vyve Broadband

Description

All of the sudden is we use over 250gb we will now be charged extra above already outrageous prices.nothing said anything about this when I signed up.the company is vyve broadband.

[Ticket: # 442228 - Home Internet Data Cap](#)

Date: 8/1/2015 7:41:52 PM

City/State/Zip: Shawnee, Oklahoma 74801

Company Complaining About: Vyve Brodband

Description

I have been a broadband internet customer of Vyve Broadband since they took over Allegiance Communications in Shawnee, OK and have had unlimited broadband service for years and now on or about the morning of July 13 2015 I started my computer as normal and started my browser to read the news and I get a full page notice from Vyve broadband that I have used more data then the 250 GB set cap but I will get July free with no overage chargers. I had no prier notice of a set cap, nothing in my past bills and no emails, just this one popup...

[Ticket: # 442400 - Data limit on the Internet](#)

Date: 8/1/2015 11:42:23 PM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: Comcast

Description

Signed up for TV, Internet, and phone service with Comcast called Xfinity Triple Play. At that time I was never told that there would be a data limit on my Internet usage. I have my contract and also my first bill and it doesn't say it anywhere on it about how much data I used for the month. I found out by accident that I have it. When calling Comcast I was told that since I have a bundle package I have a data limit of 300 a month. If I just get Internet from them then it would be unlimited. I don't understand how they can get away with not informing their customer of this from the start and not have anything printed on the contract about it when you sign up with them. When was I going to find out after I went over my usage and had an astronomical bill.

[Ticket: # 442466 - Threatening letter re: data cap](#)

Date: 8/2/2015 8:12:31 AM

City/State/Zip: Joplin, Missouri 64801

Company Complaining About: Cable One

Description

CableOne promised there was no cap on their internet data, so I switched from AT&T DSL. The first month, I was presented with a letter claiming I was over the limit. I don't do torrents or anything...just Netflix and YouTube.

Ticket: # 442541 - Failure for over 4 months on part of COMCAST to fix my wifi connection

Date: 8/2/2015 10:50:36 AM

City/State/Zip: West Haven, Connecticut 06516

Company Complaining About: Comcast

Description

I have been filing complaints for over 4 months on the lack of wifi service some periods for days. I have gone through every test, with almost every Comcast contact, EACH ONE stating it's the final FIX. I have been transferred to multiple depts and many times sent to the "WIFI specialists" In a call over 3 months ago, the rep told us it was our Dell computer and the problem was with that computer. My husband and I are both disabled, my husband is LEGALLY BLIND and sees through a very small tunnel spot straight on ONLY. HE depends on our internet service to connect him and keep him up on everything in the world (we had made the font huge for him and the screen easy) Losing that is LOSING HIS ability to keep up with the world and people at a distance. (by the way we filed when we found he was legally blind a form and called several departments I I made many calls (finally frustrated gave up with not help form COMCAST)asking they send a large remote to help him and were told they do not have a big remote, yet the State of CT said they to and should supply, we gave up and he lives with frustration with hitting wrong buttons)

We stopped using the Dell for months and my sonin law and daughter who have a disabled son, went out (because of our fixed low income) purchased a minimac with a LARGE screen.

over 1700\$, they really didn't have money to spend on this but wanted him connected.

IT TURNS OUT IT WAS NOT OUR COMPUTER BUT WIFI ISSUE, SO FOR THE LAST 4 PLUS MONTHS I KEEP CALLING BEGGING FOR THE ISSUE TO BE FIXED, EXPLAINING OVER AND OVER. EVERY ONE SAYS THAT NOW FIXED. I HAVE PICTURES OF THE SCREEN WHEN IT SHOWS IT WON'T LOAD. IT STARTS TO LOAD AND STOPS. THEY EVEN ISSUED NEW PASSWORDS ETC.

PLEASE STEP IN ON OUR BEHALF, WE NEED THIS FIXED, WE LIVE IN A TOWNHOUSE MANY PEOPLE HERE HAVE COMCAST WITH NO ISSUE, ITS NOT THE AREA, NOT WEATHER, ITS THEM!!!!!!!

PLEASE PLEASE PLEASE , MY HUSBAND USES THIS DAILY

I HAVE BEEN ISSUED SO MANY TIMES 20\$(MAX CREDIT THEY SAY)

I JUST WANT THIS FIXED FOR MY HUSBAND.

ITS SPORADIC SERVICE AT ITS BEST , ON AND OFF ON ANY GIVEN DAY, THE WIFI SIGN IS ALWAYS FULLY LIT WITH SIGNIFIES ITS WORKING BUT IT DOES NOT LOAD AS THIS SYSTEM IS NEW I DON'T KNOW HOW TO LOAD A PICTURE OF THE PARTIAL LOAD BUT I DO HAVE IT ON MY PHONE. IF YOU HAVE A EMAIL I CAN EMAIL IT TO YOU.

THIS IS MY HUSBANDS LIFE, PLEASE FIX THIS CONNECTION ISSUE ONCE AND FOR ALL. AND ITS A ABSOLUTE JOKE THEY SUGGEST A NEW COMPUTER IS NEEDED AND WE ADHARE TO THIS NOT TO MENTION 20\$ CREDITS FOR ALL THIS IS NOT COMPENSATION FOR SUCH A MAJOR ISSUE... ON LAST CALL I EVEN SAID IM DONE FILING A FCC COMPLAINT.....

I

(b) (6)

WEST HAVEN, CT 06516

(b) (6)

[Ticket: # 442724 - NET Neutrality Protection](#)

Date: 8/2/2015 3:15:43 PM

City/State/Zip: Media, Pennsylvania 19063

Company Complaining About: Verizon

Description

I do not agree with offering different connection speeds. I believe that this will reduce the ability for quality service and internet speed. Please don't allow the cable providers do this. Thank you.

Ticket: # 442962 - Substandard transmission lines used for DSL, and telephone

Date: 8/2/2015 8:25:54 PM

City/State/Zip: Sarasota, Florida 34239

Company Complaining About: Verizon

Description

Verizon of Florida has not repaired, or replaced transmission lines in many years, causing inconsistent signal on Internet access.

[Ticket: # 443000 - AT&T blocking specific types of data traffic](#)

Date: 8/2/2015 9:24:57 PM

City/State/Zip: Paducah, Kentucky 42003

Company Complaining About: AT&T

Description

I have an unlimited data plan with AT&T. With the new net neutrality laws I do not understand how they are allow to block data tethering on my phone. If all data is equal then why are they allowed to do this?

Thanks

[Ticket: # 443019 - Comcast Internet service](#)

Date: 8/2/2015 9:56:53 PM

City/State/Zip: Lompoc, California 93436

Company Complaining About: Comcast

Description

Netflix streaming is accompanied by a severe drop in service speed. Download speed is not noticeably affected by time of day or day of the week. However, the exact moment that Netflix is started on any device; the speed of my internet is reduced to near dial-up levels.

[Ticket: # 443024 - Comcast Internet service](#)

Date: 8/2/2015 10:01:03 PM

City/State/Zip: Lompoc, California 93436

Company Complaining About: Comcast

Description

Complaints.fcc.gov is blocked by Comcast. They are intentionally trying to keep their customers from filing complaints.

[Ticket: # 443447 - Mediacom Data cap](#)

Date: 8/3/2015 11:03:00 AM

City/State/Zip: Teutopolis, Illinois 62467

Company Complaining About: Mediacom

Description

I live in rural Illinois and I only have one choice for internet provider: Mediacom. They cap my monthly usage at 350 gigabytes and charge \$10 for every 50 gigs after. I find this unsatisfactory because the relative remoteness of my home makes it hard to get content otherwise. Please look into whether this can be removed as a policy available to ISPs that hold a geographic monopoly.

Ticket: # 443532 - Internet DATA CAP charges

Date: 8/3/2015 11:30:52 AM

City/State/Zip: Milford, Pennsylvania 18337

Company Complaining About: Blueridge Communitations

Description

I have had this provider for approx. 2 years and they suddenly started charging for data overage. They are the only high speed company available to my area, and they must be aware of it. I received to bills of overage before they had service available to monitor data usage. There is no one home during the day to run this bill up, and my primary source of entertainment is Netflix as I have opted to not pay for cable television. Data should not be capped. I pay for a service, to both them, to Netflix, and to Amazon. I should be able to use all services to their fullest.

[Ticket: # 443610 - Comcast Data Cap/Limit](#)

Date: 8/3/2015 11:46:31 AM

City/State/Zip: Duluth, Georgia 30097

Company Complaining About: Comcast

Description

Comcast's 300gb data limit is a joke. I live in a family of 5 ,and we have to constantly change how and when we use our data all because Comcast is the only option we have. This Cap is putting stress on everyone I live with and is affecting our relationship with one another.

Please, end this. This is just ridiculous.

[Ticket: # 443618 - fed up with comcast data cap](#)

Date: 8/3/2015 11:48:56 AM

City/State/Zip: Peachtree Corners, Georgia 30097

Company Complaining About: Comcast

Description

300GB is not enough data. I have a family consisting of 5 members. A family of 5 is NOT abnormal and we're not the only ones fed up with it, a simple google search will prove so. With a verbally and emotionally abusive father who will find any excuse to blow up in our(me and my siblings') faces, we're fed up and Comcast is not helping our situation(he'll use an over-use of data just as an excuse to yell at us until we're crying and just embarrassed.) Comcast is running a monopoly, please, PLEASE do something about it. I'm 14 and even I have a problem with it and I know that this isn't right.

[Ticket: # 444491 - Data cap through Comcast](#)

Date: 8/3/2015 3:23:44 PM

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

Comcast has capped out internet usage and as someone who works from home this is a serious issue for my family business. Please make it illegal to cap data or allow companies to have "sponsored" data. This is a strain on the freedom of information.

[Ticket: # 444587 - Internet usage cap](#)

Date: 8/3/2015 3:44:55 PM

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

I was sold Comcast service to replace ATT. Sales rep never mentioned a cap on internet usage 300GB. When I called to ask him about the undisclosed cap, he claimed that he knew there was a cap but had no idea what it is because it always changes.

[Ticket: # 444578 - service squeeze](#)

Date: 8/3/2015 3:43:04 PM

City/State/Zip: New Buffalo, Michigan 49117

Company Complaining About: Comcast

Description

Limiting community service offices. since the new year they have closed offices in LaPorte and Valporaso and eliminated Saturday hours. I stood in line today for 50 minutes along with 25 other people to pay bills and get other service. Put some of your regulatory powers into local hands.

[Ticket: # 444718 - AT&T Intentional Unavailability of Unlimited Data](#)

Date: 8/3/2015 4:23:48 PM

City/State/Zip: South Portland, Maine 04106

Company Complaining About: AT&T

Description

Hello and thank you for your time. My complaint is that AT&T advised me that my service will face disruption for using more than 5GB of data. They claim that service will be "slowed," but in fact the service is completely unresponsive. This service disruption is directly related to my use of more than 5GB of data, which is a violation of my agreement for unlimited data.

Ticket: # 445035 - Comcast

Date: 8/3/2015 6:09:09 PM

City/State/Zip: North Quincy, Massachusetts 02171

Company Complaining About: Comcast

Description

Dear FCC,

Please, please do something about the stranglehold on innovation that Comcast has on this country. In my area I have ONE internet & TV choice: Comcast. The prices are outrageous, constantly fluctuating, and prone to come with sneaky fees. Our internet speeds are lower than most of the developed world. Furthermore, Comcast threatens to destroy the internet I've used for 20 years by attempting to clamp down on its openness, accessibility, and flat organizational nature. I feel Comcast's monopoly is completely at the expense of the consumer. It's amazing to me that in 2015 I still have to battle with an archaic corporate dinosaur that is not even slightly interested in putting any of its profits toward better service, innovation, or lower prices. I don't have all the answers, but I strongly encourage you to take a hard line on telecoms, and on Comcast in particular.

Thanks.

Ticket: # 445158 - AT&T INTERNET DATA LIMITS when I have been on UNLIMITED for 8 years.

Date: 8/3/2015 6:52:42 PM

City/State/Zip: Pahrump, Nevada 89048

Company Complaining About: AT&T

Description

FCC COMPLAINT, AT&T INTERNET

For the past 8 years I have been a customer of AT&T in this location, (not to mention the past 40 yrs in other locations). When I set up my account it was home phone and DSL service, which was the ELITE Plan. I was told that the ELITE PLAN gave me UNLIMITED DATA.

I have had to fight monthly with AT&T about my bills over the past year and one half. That is approximately 2 hours of my time a month to get my bill straightened out. They assure me that it is corrected, only for me to discover they next month they have done yet another convoluted thing to screw my bill up yet again. Example: change my billing date and then double dip me for payments, or charge me for requesting my old due date back monthly, AFTER they have taken the liberty to make the change in the first place. Neglect to send me notices of the changes they are making. There are just too many things to list.

Again, they HOLD me HOSTAGE with having to have a home phone because that is how their DSL works, and each time I complain they try to change my service down to remove features I have. They also slow down my speed, causing me to have to call them again and waste even more time.

During the last battle I accidentally discovered that my DATA rate had been limited to 150GB with no notification to me. They sent me a warning message regarding the fact that I was exceeding my DATA LIMIT. When I called to argue with them they said I never had unlimited. Considering that I call them once or twice a month you would think that the DATA LIMIT would have been incorporated into the conversation somewhere, but it was NEVER mentioned.

Well, if that is true why did I not have tracking information offered to me before this. They, in my opinion are scamming their customers. Not only that, they have a convoluted way of offering the tracking and their cell phone app as well as the one on the internet is constantly down, or not working properly.

They want to limit my usage but not provide me with up to date information as to what my usage actually is. For instance this is their message:

Note: DSL Internet usage information is not available for past billing periods. You may view recent usage or select another service.

What are AT&T's data plans, and what do they mean to you?

We're all using an increasing amount of data, or bandwidth. AT&T has experienced a dramatic increase in the amount of data that is sent and received over its wireline broadband networks. This

dramatic increase is driven primarily by a small fraction of our customers. In fact, the top 2 percent of customers use about 20 percent of the total capacity on our network and these lopsided usage patterns can cause congestion and slow Internet speeds for other users.

More than 97 percent of AT&T High Speed Internet users will not experience any change as a result of this updated policy because the new data plans offer far more bandwidth than the average person ever uses. We will notify you by email or letter several times before you incur any charges for additional data.

You can not determine in time that you have gone over with the current system they are using.

I also have a cell phone with STRAIGHT TALK. I can get up to the minute information about my usage from them. I question why a major corporation like AT&T can not offer services that are up to date and to the minute.

A message on my cell phone says I will not be charged the overage, yet online is says I will be charged the overage.

They also say that I NEVER HAD UNLIMITED but read this: Note: Display of some usage may be delayed. Usage not exceeding 100 GB will be measured weekly. After reaching 100 GB, usage will be measured daily. Usage is posted within four (4) days from collection.

Please note that the data usage collection period may not coincide with the billing date.

I am sick and tired of AT&T getting away with whatever they want to do and this needs to end.

Ticket: # 445683 - most of my state has one Internet provider.

Date: 8/3/2015 11:35:32 PM

City/State/Zip: Fairbanks, Alaska 99712

Company Complaining About: Gci

Description

My state of Alaska largest phone and home internet provider GCI just bought ACS, and pretty much cut off all there services and closed there stores. so now I'm stuck with one provider for home internet who slows my connection speed for no reason and has "unlimited data" till you hit a cap. Then they slow your connection down to 1995 speeds and make you pay an additional 10 dollars for 10 more GB if you want to up your speed back to normal till you hit the 10 GB wall. This is complete bullshit a lack of competition breeds shitty internet and phone plans and a lack of customer service. It's all about that Extra dollar right! In tired of phone and cable company's charging me out the ass for bullshit speeds and services that are shitty compared to 3rd world countries. Our government and many others around the world are bought and in the pockets of companies that lobby for shit like this it's ludicrous and wrong. Open and reliable internet is a right and should not be "monopolized" and treated like a fucking privilege. I'm sorry for the harshness of this compliment I'm just tired of being walked on by these companies who have no penilties for being out right criminal to an average joe who doesn't have 400 dollars to watch shit cable and have shit internet.

Sincerely (b) (6)

[Ticket: # 445714 - AT&T throttling](#)

Date: 8/4/2015 12:13:44 AM

City/State/Zip: Albuquerque, New Mexico 87121

Company Complaining About: AT&T

Description

Once again im submitting a compliant. A new billing cycle for the month and I've recieved a text from att telling me I've reached the 5gb limit and that due to network congestion I'm a user that they will be limited my data use.... It's funny because I'm sitting next to an att customer who PAID for additional data usage and their service is entirely unaffected. I will continue to write complaints until att is dealt with accordingly.

[Ticket: # 457446 - Scam - Telemarketer complaints](#)

Date: 8/9/2015 11:52:30 AM

City/State/Zip: La, California 90039

Company Complaining About: 1-888-994-4480

Description

Can not run internet browser. Screen shows to call the telephone number to fix the issue, but this is a scam. There no virus on my computer.

[Ticket: # 445864 - Data caps](#)

Date: 8/4/2015 9:12:33 AM

City/State/Zip: Slippery Rock, Pennsylvania 16057

Company Complaining About: Armstrong Cable

Description

My ISP caps out data usage. In addition they encourage you to buy bundles by granting extra data usage if you add TV and/or telephone.

Ticket: # 446032 - No Internet Connection

Date: 8/4/2015 10:28:18 AM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

A year ago internet was installed in my house and has had many issues. I have called about it for one year and last week Comcast finally sent a tech out to look. Within seconds he says, "this connector is ten years old, I don't know why the last tech used it." All my internet issue could have been avoided if the first guy did his job right. For the last year I have been paying on-time for a service that was less than par. They even increased my bill to blast service which raised my bill but didn't solve my problem. It was the connector the whole time. Infuriating. The tech just fixed it last week and now it's not working again. I want to be credited for the in competency of the tech who first installed it with a ten year old connector, lack of service, time and frustration of the many, many times I called in and for Comcast waiting a full year to have a new tech come out to see what's wrong. I shouldn't pay for something that wasn't installed correctly.

Ticket: # 446364 - Scams for money

Date: 8/4/2015 11:54:58 AM

City/State/Zip: Orlando, Florida 32836

Company Complaining About: Bright House

Description

The following is an email from someone who found my email online to ask I work for him. I never gave him any personal information so I know it's a scam. Please investigate him and put him out of business to prevent him from pulling it on others.

(b) (6)

Attachments Jul 29 (6 days ago)

to me

Dear Shopper,

The package for your first shopping assignment has been confirmed delivered by the post office. Please see below, for instructions to follow in completing shopping assignment and proceed .

The package contains a check of \$2920 to cover both your commission and all shopping expenses. You are required to deposit/cash the check at your bank. Do note that we deal with banks only, Reason is that we make monthly reports of our transactions and financial activities to the government through the bank, so the records are required.

SHOPPING INSTRUCTIONS ARE BELOW•

You will be evaluating your BANK and any APPLE STORES in your Area ,The payment will cover all expenditures including evaluation, shopping and your compensation (salary=\$300.00) for these surveys.

You will purchase Three(3) iPhone 6 from any Apple store in your area.
You can choose one colour or mix the colours depending on the availability.

Gold color / Space Gray

SPECIFICATIONS:

64GB

4.7-inch display

Unlocked and contract-free (SIM-free)

PRICE FOR ONE : \$700 (64GB) (PLEASE NOTE THAT THERE COULD BE A SLIGHT DIFFERENCE IN PRICE DUE TO FLUCTUATIONS SO IF IT DIFFERS, GO AHEAD AND SHOP ITEMS)

BELOW IS THE EXPENDITURES BREAKDOWN:-

AMOUNT RECEIVED : \$2920

iPhone 6 PLUS(3 PIECES) : \$2100
SALARY+LOGISTICS: \$300
LEFT OVER : To be known after all expenses

TAX ON PURCHASES (VARIES) DEDUCT THE TAX FROM THE LEFT OVER
LEFT OVER AFTER TAX : ?

Send us an email and a text immediately you purchase the iPhone 6 so we can tell you what to do with merchandise and the left over after tax (\$?).

SEND A TEXT TO: (b) (6)

PLEASE CHECK ATTACHMENT FOR ASSESSMENT FORM

Best Regards,
HR....Personnel

Ticket: # 446737 - Data Limit

Date: 8/4/2015 1:25:07 PM

City/State/Zip: Brunswick, Maine 04011

Company Complaining About: Comcast

Description

Comcast is rolling out data limits on internet usage, but only in select markets throughout their service area. The service area's selected are markets where Comcast faces little or no competition from other providers. These actions unfairly target Comcast customers who have no alternative options if they are dissatisfied with service or service limits provided.

In addition tools provided by Comcast fail to adequately measure real time data usage , thus preventing customers from preventing additional charges. Data limits also fail to account for "modern" internet data usage from multiple devices, only tools provided are for PCs and are delayed by 24 hours.

Repeated complaints to ISP about the ineffectiveness of data measuring tools and rationale behind the specific numbers chosen in limit are ineffective, ISP staff simply repeats the policy back to me.

As a result of ISP actions, I have been forced to limit my online activities, purchases, and usage, so as not to incur excess usage charges.

Ticket: # 449897 - Telemarketers & Scams

Date: 8/5/2015 2:22:53 PM

City/State/Zip: Prather, California 93651

Company Complaining About: Directv

Description

I have been receiving unwanted telemarketers for months , despite registering on the Federal "Do Not Call" list. I even received several calls stating the caller was from the IRS. These calls wanted gift card money or the Policewod come and arrest me.

All these calls must stop.

[Ticket: # 462636 - Unwanted and unsolicited emails](#)

Date: 8/11/2015 9:18:40 PM

City/State/Zip: Ridgefield Park, New Jersey 07660

Company Complaining About: Verizon

Description

I continually receive emails from spammers and attempted hackers.

[Ticket: # 447705 - web site they host allowing profanity, vulgarity to be posted by users!](#)

Date: 8/4/2015 5:21:34 PM

City/State/Zip: Tucson, Arizona 85734

Company Complaining About: Godaddy.com And Their Client Site Brietbart.com

Description

brietbart.com a web site hosted by godaddy.com is being allowed to post vulgar commentary, pornographic commentary/images which has no way to regulate it from under age viewers being able to access it!

[Ticket: # 447939 - Open Internet Comment](#)

Date: 8/4/2015 6:02:43 PM

City/State/Zip: Edina, Minnesota 55436

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 448187 - Charter is throttling Youtube traffic

Date: 8/4/2015 7:16:54 PM

City/State/Zip: Athens, Georgia 30606

Company Complaining About: Charter

Description

Video proof:

<https://www.youtube.com/watch?v=RdCEQX4ovzw>

HD speeds are barely unplayable through regular connection. VPN

[Ticket: # 448591 - Verizon blocking web access to their competition websites](#)

Date: 8/4/2015 10:57:36 PM

City/State/Zip: Fredericksburg, Virginia 22407-6538

Company Complaining About: Verizon

Description

Although they claim not, I am able from my smart phone but not my iPad on my wireless cable modem

[Ticket: # 454731 - Unable to view Republican presidential debate](#)

Date: 8/7/2015 12:37:58 PM

City/State/Zip: Oak Hill, Virginia 20171

Company Complaining About: Verizon

Description

FOX News required a cable provider to view the 8/6/15 Republican presidential debate online. We use an antenna to pick up broadcast TV, so no cable provider. Note that the debate was not available on FOX's broadcast channel either.

[Ticket: # 449162 - poor speeds and locked to city owned cable provider](#)

Date: 8/5/2015 11:45:04 AM

City/State/Zip: Mooresville, North Carolina 28117

Company Complaining About: Mi-connection

Description

company is not delivering on advertised speeds. frequent drops in connection. other providers are locked from servicing my address

[Ticket: # 449483 - Slow speeds, possible throttling.](#)

Date: 8/5/2015 1:02:44 PM

City/State/Zip: Tallahassee, Florida 32303

Company Complaining About: Comcast

Description

I'm sick of the slow speeds I am getting with Comcasts internet. I am paying for high speeds and only get 0.5mbps. I have multiple devices on my internet and even with just one it is a constant slow internet.

[Ticket: # 449603 - Comcast Data cap](#)

Date: 8/5/2015 1:34:18 PM

City/State/Zip: Franklin, Tennessee 37067

Company Complaining About: Comcast

Description

Comcast is unjustly capping their internet data and suggesting instead that customers quit using netflix and move to their services, which aren't capped. This is anti-competitive and needs to be stopped immediately.

[Ticket: # 449778 - Price increases yet service sucks](#)

Date: 8/5/2015 2:10:43 PM

City/State/Zip: Homewood, Illinois 60430

Company Complaining About: AT&T

Description

They keep increasing the price without increasing the speed or reliability of the DSL service. 10 years ago \$25 now \$ 38. Nothings changed no upgrades no plan changes . Wheres my money going? All they did was cap the data at 150GB.

[Ticket: # 455070 - FCC asks whether data caps and high prices hurt broadband access](#)

Date: 8/7/2015 2:17:55 PM

City/State/Zip: ..., District Of Columbia 00000

Company Complaining About: All Isps

Description

(b) (6)

A large black rectangular redaction box covers the majority of the description text. The text "(b) (6)" is visible at the top left of this redacted area.

Answer: YES!

[Ticket: # 450499 - Internet](#)

Date: 8/5/2015 4:14:04 PM

City/State/Zip: Detroit, Michigan 48208

Company Complaining About: AT&T

Description

Att took away my unlimited data now they send me unwanted data messages that have nothing to do with ATT

Ticket: # 451048 - Prolonged service issues, medical problems**Date:** 8/5/2015 7:03:17 PM**City/State/Zip:** Jackson, Mississippi 39211**Company Complaining About:** Comcast

Description

My husband has been dealing with Comcast regarding our service issues, he suffers from PTSD due to his military service, and has had to stop talking with their representatives due to the frustration and stress overload. I know that ur cable still is not working as it should, I say this because we pay almost \$240 a month, and nowhere does it say or imply that our picture should pixelate. Our sound should go in and out, our internet should never reach the agreed upon/ advertised speed. I watched Netflix with my daughter, and the movie, a Bratz movie, stopped 7 times, showing a percentage on the screen each time, then eventually started playing again. Eventually, it kicked us out of the movie saying that an Internet connection could not be established. On 7/31, 8/1, 8/2, 8/3, and 8/4, while trying to navigate the on demand menu, which is part of the service we pay for, the picture/guide froze up, then after approx. 20 seconds or so, it kicked me out to the original channel I was watching. My phone has a horrible Echo and buzz that is frequently heard, and, I keep getting error messages that state the following ;

1-were having trouble connecting to X1 platform

2-unable to play video

3-We're sorry but we're experiencing an issue at the moment

4-A subscription for this channel is required (showed while trying to watch showtime on demands and start on demand, both channels I pay for)

5-We're sorry you are having difficulty with this selection. Please try again. If the problem continues, please unplug your box for one minute and plug it back in.

Comcast is stating that my husband refused service, and that is absolutely not true. He is tired of multiple technicians that apparently aren't capable/competent coming in and out of our house, it makes him uncomfortable. This man, my husband has given A LOT TO PEOPLE, TO THIS COUNTRY, TO OUR FREEDOM, and quite frankly, it's downright deplorable to have us go through this. We have ALWAYS PAID OUR CONTRACT FEE/BILL ON TIME, IN FULL. Why can't we get our cable working without having to EXPERIENCE/SUFFER through these unwanted disruptions in our programming, slower then paid for Internet and wifi speeds, and poor digital telephone call quality? We have NEVER refused service, we just can't afford to keep putting our family's schedule in disarray due to poor service, technical and customer. Why can't Comcast send QUALIFIED technicians out to get these interruptions in our service remedied? Every technician that came to our residence, and entered our dwelling to attempt to repair our served found a new issue with the service/installation. The cable line from our main junction to our houses box/splitter was never buried, it was exposed and frayed. The signal was "vulnerable to a lot of noise and interference" per one of the technicians, and he requested a bucket truck out to attempt to modify said signal, the technician stated he lived on the next street over and that "he had problems with his cable too, but he knows how to fix it" why can't he fix mine like he has his cable service at his residence fixed? Is this disparate treatment, discrimination, bad faith? This issue is taking its toll on my husband, he has been in and out of the VA hospital 6 times in the past month, and I know he is stressed out because he feels as if he has no control over this situation, even though he is paying all this money for services and equipment that are not proper/acceptable. The bill is in my name, but trust me, he pays this and

every other bill that makes its way into our mailbox. Why are we being discriminated against? Why isn't our service working right all the time like it's supposed to?

Ticket: # 451201 - HBO GO blocked on PS4

Date: 8/5/2015 8:30:14 PM

City/State/Zip: Flint, Michigan 48507

Company Complaining About: Comcast

Description

I have Comcast Xfinity with HBO. I have HBO Go on my phones and ipads, but I would like it on my PS4. I attempted to log in and Comcast has it blocked so that I can not access it on my PS4.

[Ticket: # 451325 - Unable to watch and below what we pay for speeds](#)

Date: 8/5/2015 9:52:09 PM

City/State/Zip: Ocean Springs, Mississippi 39564

Company Complaining About: AT&T

Description

I just spoke with Amazon about not being able to stream movies and they pulled up my history and read the stats. AT&T servers are choking us off down here. 2.4 MB/sec average is ridiculous. Amazon said they have demanded more bandwidth and AT&T is not giving it to them. I bet they would if they were allowed to charge for it.

[Ticket: # 451519 - Data Caps - Unacceptabl](#)

Date: 8/6/2015 2:23:49 AM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

As I move to a new coty, Nashville, I was welcomed with Comcast having a datacap. At Charter, I never had any issues. As a gamer, who relies on gaming to talk to friends from home, it is unacceptable the way Comcast is treating their customers. I have been in town for 8 days and already have reached my cap limit by just watching Netflix and playing games. How in any circstance is this fair to the consumer. Times are changing and the world is becoming digital, so why in the world must Comcast and other ISP's live l'm the stone age. It is frankly unacceptable.

Ticket: # 451771 - Data Overage Complaint

Date: 8/6/2015 10:19:57 AM

City/State/Zip: Anna, Texas 75409

Company Complaining About: Sudden Link

Description

The data overages that Suddenlink charges amount to Paid prioritization. In effect it limits consumption of OTT video and other data unless you pay more for it after hitting the caps. This also has the effect of making the current Package more expensive.

Ticket: # 451833 - Comcast Internet Service**Date:** 8/6/2015 10:37:53 AM**City/State/Zip:** Maplewood, Minnesota 55109**Company Complaining About:** Comcast

Description

On July 24, 2015 I transferred service from my daughter's name (b) (6) to my name (b) (6). I was told that I would have to make an in person visit to Comcast (Roseville MN office located on (b) (6)), which I did. When my daughter originally got Comcast Internet she started at the intro price of \$29.00/month. Upon the one year mark her rate went to over \$80/month as Comcast hijacks their customers into buying TV service as well in that the internet and TV service combined is less expensive than internet alone, which is all my daughter wanted and needed. My daughter was a college student during this time and Comcast exploited her by forcing her to buy TV service, which she never used. Needless to say, college students' struggle and having her bill jump from \$29 to over \$80 a month was difficult for her. Now, I will jump to the present: my daughter moved out and I ended up at the Comcast office to transfer the account into my name. I met with rep Eric VanAlstine. I expressed to the rep that all I needed was internet and did not want service if he could not to better that \$80/month. I am disabled and on a limited income. He offered me internet for \$49.99 a month and told me that if I bought my own modem the cost would go down to \$39.99 a month. He also informed me that I would need to return the TV equipment sent to my daughter, which by the way, was never used and was in an unopened box at our home. Eric assured me that I could contact him via email once I bought a modem & he would reduce the price as well as telling me when my intro rate was increased one year from now I could simply email him and he would re institute a cheaper rate. So, I immediately ordered a modem online and received it one week later. I went back to the Comcast office as instructed by Eric to return the TV equipment and modem only to be told that we owned the modem we were returning and that we should have been charged a \$39.99 rate due to the fact that we owned the modem. I was not aware that my daughter bought the existing modem when she started service. So, I returned the modem I purchased and it ended up costing me shipping both ways as the vendor charged me their original shipping. I had to pay more for shipping than the modem itself all due to mis information from the Comcast rep. Since there are no phone numbers available to reach Comcast service centers I email Eric VanAlstine as instructed asking that he reduce my rate. I ended up emailing him 3 times since July 24th and have been completely ignored. I must also mention that Mr. VanAlstine informed me that once the rates increase in a year I must email him to get a reduced rate as calling Comcast and requesting a continued reduction does not work. This is game playing in my opinion. I just received my first bill for \$49.99 which includes a \$10 modem rental fee. In with this, Eric sold me internet only, but the \$49.99 I was billed actually is for internet and TV channels. I am beyond frustrated with this. It feels like Comcast play games with their customers to the point where they hope one just gives up and pays the bill as trying to straighten things out becomes such as hassle. I would like to get the \$39.99 rate that I should be getting and I would like to know if my daughter had been charged \$10 a month for modem rental when she had purchased one and should not have been charged. I looked at my daughter's past Comcast bills and it is not broke down in such a way that one could see if there was a rental charge or not. Can you please help?

Ticket: # 452486 - Cable One Broadband.

Date: 8/6/2015 1:40:00 PM

City/State/Zip: Commerce, Oklahoma 74339

Company Complaining About: Cable One

Description

Cable One advertises unlimited broadband, however in the fine print they state that if you go over their 300 GB data guideline three times you are forced to upgrade. This information actually takes some digging to find, it is not advertised on their service page. After some testing, this "soft cap" makes watching netflix as a primary movie and tv show content delivery system impossible for the full month. Under the guideline we get maybe a week of watching Netflix and then we go over the guideline, this also does not factor in other internet usage types either, just video streaming.

Ticket: # 453073 - Speeds lost

Date: 8/6/2015 4:21:27 PM

City/State/Zip: Marquez, Texas 77865

Company Complaining About: Windstream Communications

Description

She has Windstream and lives in a rural area. She has had the service for the last 3 years but in the last two weeks her service has dropped constantly and technicians come out and say that they are working on it. They say that they do not know when, if ever it will be fixed. They told her that they have exceeded her bandwidth and there is nothing that they can do but cancel her service. There is no other company that can service her. She operates her business from there and is not sure what she is going to do. They did offer some sort of substandard satellite service (10 mgbt down and 1 up) with a cap. Now she can't even put an anti-virus on her computer or even watch a video. They read her line feedback and said it has completely dropped the signal 62 times in 48 hours. ***CTR375-phone***

[Ticket: # 453089 - Time Warner throttling YouTube and other Google services?](#)

Date: 8/6/2015 4:24:22 PM

City/State/Zip: Durham, North Carolina 27707

Company Complaining About: Time Warner

Description

YouTube videos frequently load very slowly or load only the first 3–10 seconds, or do not load at all on Time Warner cable internet in Durham, NC. I've tried three devices (2 laptops, 1 smart phone) and this happens when connecting via my local wifi router or directly through ethernet to the cable modem. On my smart phone, if I disconnect from wifi and connect through cellular data (via Verizon), the videos then load immediately, leading me to believe the problem is specific to Time Warner's internet service. Other Google services, such as search and Gmail, are also similarly affected.

Ticket: # 453795 - Public IP Address

Date: 8/6/2015 9:13:06 PM

City/State/Zip: Crossville, Tennessee 38558

Company Complaining About: Frontier Communications

Description

There is a problem about the public IP address. (b) (6) in the Cumberland County - Putnam County Area. I will be writing a letter in regards to this. There is names and address being adding to a monitoring list that does not belong.

Ticket: # 453799 - TWC limits download speeds based on modem

Date: 8/6/2015 9:15:12 PM

City/State/Zip: Los Angeles, California 90064

Company Complaining About: Time Warner

Description

Hello,

I have my own high-speed cable modem that I'm using for my TWC service. It is a motorola sb6121 and it can handle speeds up to 160mbps (b) (6). I bought it because it was on a list of modems that TWC supports that can handle their high-speed service.

Apparently, I've been paying for 200mbps speed all this time and they know what type of modem I have at home, yet they still charged me the premium price for the speed, even though they knowingly limit the speed I can receive because of the modem I have.

I think that they shouldn't limit the speed that I have because I have a particular hardware. My hardware can handle the higher speeds, but they limit it anyway, making me either have to buy a different modem, or lease another modem from them.

Ticket: # 453808 - Online streaming services requiring Cable provider log-in

Date: 8/6/2015 9:21:33 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Frontier Communications

Description

Online streaming services, such as Hulu or Foxnews.com require users to log-in with an active Cable provider account, such as Comcast. On the one hand, it's none of these streaming services business if I do, or do not have a cable service. My log-in information should be confidential to me and that provider.

Their sites are supported by ads and other promotional content that a user already has to view/participate in. Or, in cases like Hulu, I pay for a premium account and still have to view their ads - as well as logging in with a cable provider account for some content.

I already obviously pay for an internet connection, so having to pay again strikes too close to "double dipping". These companies work with each other and exchange these fees or favors on the back end. It also seems that this practice should fall into purview of Net Neutrality. These companies work together to prevent internet users from receiving online content unless they are paid from 3 separate channels - Internet service, Cable service, and forced ad revenue.

[Ticket: # 453967 - Violation of privacy](#)

Date: 8/6/2015 11:40:29 PM

City/State/Zip: Phoenix, Arizona 85009

Company Complaining About: Camgirl.com

Description

There is a website called camgirl that is posting my image without my permission on there website under (b) (6) please have them remove it.

[Ticket: # 453968 - Violation of privacy](#)

Date: 8/6/2015 11:41:26 PM

City/State/Zip: Phoenix, Arizona 85009

Company Complaining About: Camgirl.com

Description

There is a website called camgirl that is posting my image without my permission on there website under (b) (6), please have them remove it.

Ticket: # 454250 - Suddenlink communications company

Date: 8/7/2015 10:01:23 AM

City/State/Zip: Nixa, Missouri 65714-8226

Company Complaining About: Sudden Link

Description

I am a subscriber to this company for my cable and internet. The cable company doesn't have a contract with viacom, so we can not get any of the viacom channels on our cable. The complaint I have is they also do not allow us to watch those channels online. Is that censoring?? Should they be able to keep part of the internet away from me even though it's not disclosed in their disclaimer that anything viacom on line is not accessible? this is their internet disclaimer: Disclaimer
Service availability, equipment needed & pricing may vary. Installation fees may apply. Download & upload speeds are maximum speeds; they may vary & are not guaranteed. Taxes, fees, surcharges & other restrictions may apply. A cable modem or network card may be required at installation. DOCSIS 2.0 modem or greater required. Speed comparisons are dependent on the High Speed Internet Service tier selected & are based on download speeds vs. standard 1.5 Mbps DSL service. Internet includes monthly data plan. Offer subject to change. Other restrictions apply. Netflix streaming membership required. ©2014 Netflix. All rights reserved.

Ticket: # 454582 - Manteca Unified School District Unfiltered, Unsafe devices

Date: 8/7/2015 12:00:34 PM

City/State/Zip: Manteca, California 95337

Company Complaining About: No Company

Description

MUSD is forcing tablets on students and families. They come with an app store with games such as Grand Theft Auto, Movie apps, and the ability to download proxies to block filters to access porn, chatting (Lync) and gives students the "option of opting out" of their filtered wi-fi. The units have no internal filter which means parents are responsible for trying to filter them at home, which we have not been able to do - even with our wi-fi filter (which we had to install just for these devices), graphic images show up. Porn has been accessed ON school campus. We have followed every complaint process through the district and state, and MUSD still refuses to remedy these issues but keeps giving our children these devices, claiming we are not allowed to refuse them. I read that through the Child Internet Protection Act, there are rules which they are clearly not abiding by.

[Ticket: # 454645 - yahoo message boards](#)

Date: 8/7/2015 12:17:03 PM

City/State/Zip: Phoenix, Arizona 85082

Company Complaining About: Centurylink

Description

A while after an informed poster on the YAHOO FINANCE PSEC message board started to produce evidence using PSEC own EDGAR filings that certain details that the company management had produced as truth were indeed false or incorrect with the intent to hide management dealings to enrich itself at the retail investor's expense this board has been shut down. Details are lengthy and institutional investors are almost absent from PSEC thus favoring management manipulations. The question is can yahoo be bribed to shut down a particular message board in order to help the management hide questionable activities?

Ticket: # 454809 - military romance scam

Date: 8/7/2015 1:02:40 PM

City/State/Zip: Siler City, North Carolina 27344

Company Complaining About: Charter

Description

I was approached by a man on a dating site who claimed to be deployed to Afghanistan in the 4th Infantry. I noted right away in our own conversations that his grammar was quite poor and that was a red flag....I just wanted it to be true, ah me. And, he started talking about loving me right away - another red flag. I was unable to locate him on any of the military romance scam sites though did a little investigating myself - his birthday is supposedly the 10th of August and I asked for his APO address to send him something - he said the army does not use those any longer and directed me to a (b) (6) - and I could not locate him online. And, he asked me to donate to the orphans that his supposed army group supports. I have not sent any money or shared any details besides pictures of myself and a fake email address.

His supposed name is Leo Green, in the 4th Infantry in Afghanistan and is supposedly returning to Apex, NC where he says he lives(though there is not sign of him there through whitepages.com) in November. He sends lots of lovely quotes, does not answer my questions for the most part, is always very polite and sweet though I think by saying there is no APO address and asking for a donation to the orphans(which I would do if it were really really)verified to me that he is a fake.

I do not have an email on him - though his yahoo messenger ID is leogreen565.

The dating site was OKCupid and his ID there was NCFitsmile. When I checked his photos out on Google images nothing came up either but the messages this morning felt like HUGE red flags that he is a scammer and not who he appears to be.

I wanted to share this in hopes that he does not attempt to scam anyone else and just grateful that I did not fall for this any further. I will say that he never asked me for money at any rate - at least not yet.

If you need to contact me further, please do....thank you for your assistance...ah what a bummer - it would have been so nice if this had been real.

Thank you for all that you do, (b) (6)

Ticket: # 455576 - Frontier internet service complaint

Date: 8/7/2015 4:12:40 PM

City/State/Zip: Willard, Ohio 44890

Company Complaining About: Frontier Communications

Description

Consumer have Frontier internet service that is not working. Consumer pays \$ 39.95 per month for internet service .Internet service is slow, signal drops and internet service goes down every day. Consumer talked to Frontier staff 6 times and no one comes out to his home to repair service.Consumer supposed to get 1.8 gigabits. consumer is not get the speed he pays for every month. Consumer's account number (b) (6)

Ticket: # 455628 - AT&T Has Never Reached Speeds Paid For

Date: 8/7/2015 4:31:43 PM

City/State/Zip: Fort Stockton, Texas 79735

Company Complaining About: AT&T

Description

West Texas has to be the least well connected place in the continental US. Especially AT&T wireline services. We pay approx. \$55 a month for 3 Mb/s, yet have always received half of that. Other DSL customers in the Fort Stockton area offer the same complaint. Every communications company out here experiences loss of service for everything! From landline, to DSL, to cell towers and 911 services, when one goes out, all the others do. There have been interruptions to these services at least seven times in the last two years.

Ticket: # 456170 - Lack of high speed internet and extremely limited bandwidth

Date: 8/7/2015 10:04:02 PM

City/State/Zip: Woodbine, Maryland 21797

Company Complaining About: Exede

Description

In the area of which I live, there is only one ISP that I know of, Exede Internet. This company only allows up to 12mbps download and 3mbps upload, with a maximum of a 25GB bandwidth, which is absolutely insufficient for a student in the 21st century such as myself.

[Ticket: # 456193 - Net Neutrality and Netflix](#)

Date: 8/7/2015 10:28:15 PM

City/State/Zip: Norfolk, Virginia 20634

Company Complaining About: Cox

Description

We have COX Communications. While watching Netflix, television shows and movies (we have experienced it with several) stop playing and reload to "25%" and stay there. During these spikes, I am still able to use the internet on my cellphone. I am unsure if this is because COX is preventing Netflix from receiving the bandwidth it needs or not, as I am aware they have their own service similar to Netflix.

Ticket: # 456208 - Arvixе Webhosting

Date: 8/7/2015 10:38:00 PM

City/State/Zip: New York, New York 10023

Company Complaining About: Arvixе

Description

A little over a week ago, I purchased a hosting package from Arvixе for my blog. It was a discounted promotional plan, to be paid on a month-to-month basis (I wanted to see if I liked them). After a few days of normal service, I got notifications from a plugin on my site (of which they are unaware) that notifies me if my site goes off-line for any length of time. I had two pages of email notifications telling me my website was down and then up for a few minutes and then down over the course of the past two days and was continuing. I reached out to them on twitter and got no response so I called them, and asked them what the problem was. They claimed "server trouble" they were "working on" When I complained that I should have been notified, they claimed I never signed up to receive emails re status updates. ??? The problem has continued and I signed up for hosting with another company who also move the website for you. For three days, they have been unable to access my website control panel to do this because it is offline. I have tweeted, called and received remorseful emails, but my site is still in their control and inaccessible. I have since heard similar stories from other bloggers and I feel they fleece blogger and then renege on services. While also holding websites hostage so that you can't move to another web host. This is fraudulent and illegal.

Ticket: # 456764 - Commercials being prioritized over video on streaming service.

Date: 8/8/2015 2:55:18 PM

City/State/Zip: Houston, Texas 77074

Company Complaining About: Comcast

Description

It seems that whenever I attempt to watch any videos on the Comcast online streaming service the videos do not work very well while the commercials are always working fine. The videos will normally stop working about half way through with just a message of "Your video will resume shortly". When I get frustrated with waiting for it to resume (normally 1 - 2 minutes) and I reload the video the commercials start again and work flawlessly. This will normally occur for several minutes (sometimes 30+) with just wanting to play commercials before I can continue watching the video.

[Ticket: # 456790 - Internet restrictions on data usage](#)

Date: 8/8/2015 3:06:47 PM

City/State/Zip: Atlanta, Georgia 30340

Company Complaining About: Comcast

Description

I'm complaining because my comcast service has limited me 300gb a month its not enough and every month I have to pay extra to use extra data I don't think they should be limiting my data usage because I have many devices that stream video for myself and my kids

Ticket: # 456930 - Sprint Data

Date: 8/8/2015 4:46:48 PM

City/State/Zip: Sacramento, California 95815

Company Complaining About: Sprint

Description

I have been a Sprint Customer since 1999. I have had unlimited talk,text,data and roaming since 1999; however since July 2014 I have had Sprint shut down my DATA Roaming every Month since 07/2014. This hadn't happened prior to July 2014. Now they say I go over my data roaming and shut my data off. How can they do this if I have UNLIMITED DATA ROAMING. I have been a Truck Driver since 2006 and never ad this issue before with them. This is a violation of my CONTRACT which they say I have no contract but then they say I have a CONTRACT..DOUBLE STANDARDS THAT WORK IN THERE FAVOR. PLEASE HELP. THANK YOU (b) (6)

Ticket: # 457067 - Price of internet doubled in 18 months**Date:** 8/8/2015 6:54:36 PM**City/State/Zip:** Ventura, California 93001**Company Complaining About:** Charter

Description

We started off paying \$30 a month in March of 2014 for internet through Charter Communications. It is now 18 months later and they have increased our internet bill by 100% to \$60 a month since then. There is no possible way that the cost of providing internet has doubled in the last 18 months. On the contrary, the cost of providing internet should be going down since most of the equipment used to provide internet capabilities has been around for decades and the cost of said equipment has been paid off many times over. Furthermore, this 100% price increase is anti-competitive in nature and threatens the foundation of an "Open Internet" since there are no other internet service providers in my area that I am able to switch to and Charter knows this and yet continues to price gouge its customers.

Charter has offered to lower my internet bill by adding "bundled services" to my account, such as TV or phone service. This brings up a few issues. First is that by using "bundled services" it obscures how much you're really paying for each service. Second, it goes against the "Open Internet" principle due to the ISP trying to coerce you into adding services that you may not need nor want just for the sake of getting a discount on internet. The other issue I have with this is that I have told their representatives time and time again that I do not want TV or phone service to be added to my account but they call me and send me letters almost daily offering the same thing. I have told them to stop calling about this since the answer will always be no, but they continue to call day after day.

[Ticket: # 457150 - Windstream Internet](#)

Date: 8/8/2015 8:14:13 PM

City/State/Zip: Odenville, Alabama 35120

Company Complaining About: Windstream Communications

Description

Our Internet has been down several times and days in the last couple weeks . We are loosing money from our monthly xbox livr cards we buy and cannot order parrs for my husbands job and spending more on our cell phone dats

Ticket: # 457267 - Online Software vendor company overcharge Customer

Date: 8/9/2015 12:07:51 AM

City/State/Zip: Spring Valley, California 91977

Company Complaining About: [Www.avanset.com](http://www.avanset.com)

Description

On June 03th I ordered online VCE Exam Simulator to practice CCNP exam. The online vendor www.avanset.com overcharge me many times. On the billing statement they named as "CERTPLEX" On June 03rd, 2015 they charge \$69.99 , then \$65.99 for the same product two times. On June 30th , 2015 they charge again \$65.99. Now July 31st 2015 they charge again the same amount \$65.99. I want to dispute these charge for one product. They mislead customer to hide the extra charge on the term & condition. Please help me to retrieve my money losing.

Ticket: # 457627 - Chronic Comcast throttling home inter

Date: 8/9/2015 4:17:18 PM

City/State/Zip: Baden, Pennsylvania 15005

Company Complaining About: Comcast

Description

For the last 7 years I have been forced to use the Comcast's local internet monopoly for my home ISP. I currently pay for 27 MB/s. If I am not using the internet for anything my speed tests show 29 MB/s. If I download a file of any size, 500 MB 1 GB 50GB, my download will peak at 3.5 MB/s and my speed tests will drop down to the range of 500 KB/s to 8 MB/s. Sometimes to the point where a quick download will take upwards of an hour and during that time I am unable to even open my browser without a Timing Out error. I have been in contact with Comcast about this issue on countless occasions over the years, have had numerous technicians to my home to test my home router modem and cable lines as well as my outside cable lines and Comcast's own external lines. In the months past I have finally been able to contact a maintenance supervisor and he had informed me that quite some time ago an issue within Comcast had been discovered, "passed up the food chain", and never perused. This was about a month and a half ago. I have not had any word from Comcast on any plans for a resolution to the issue. I am however still paying full price for my service with no option for compensation until a resolution to the issue is found. From my understanding this is not just an issue with my household but it is an issue with the entire service area in which I live.

Ticket: # 457650 - Website impersonates CNN

Date: 8/9/2015 4:46:31 PM

City/State/Zip: Carmel, New York 10512

Company Complaining About: The Inquisitr

Description

The Inquisitr ran a link to this site: h**(b) (6)**

(b) (6) As you can clearly see, it promotes false claims by **(b) (6)** that a pill enhances brain activity to unheard of levels. I am reporting this site based on the deliberately misleading nature of their site.

[Ticket: # 457714 - was made to wait two days for instal with no one coming](#)

Date: 8/9/2015 6:21:15 PM

City/State/Zip: Verona, Pennsylvania 15147

Company Complaining About: Verizon

Description

i was given a different time 5 times in one day when they would come then they told me the next day i would be top of the list at 8am didn't show kept telling me they wear on the way.this after leaving me with out service for two weeks.this Verizon .then i was told they only have one truck for the area .and still trying to charge me and making me take the equipment back.this was suppose to be a new install

Ticket: # 457862 - <http://www.sundiegolive.com/>

Date: 8/9/2015 10:21:10 PM

City/State/Zip: Yuma, Arizona 85364

Company Complaining About: Time Warner

Description

Can no longer be seen on time warner internet.

Ticket: # 457934 - Suspect throttling of service while watching streaming services

Date: 8/10/2015 12:49:07 AM

City/State/Zip: San Francisco, California 94123

Company Complaining About: Comcast

Description

Hi, I pay about \$85 a month for Blast Plus, which should be providing me with access speeds of 50 MB/S. However, I often find that when watching streaming services via a Roku player or Chromecast, the video will buffer constantly (sometimes as often as several times a minute). I don't have any other devices accessing the internet simultaneously. Regular browsing is not affected. The streaming issue occurs at different times throughout the day and affects all the streaming services that I try (Hulu, Netflix, etc)

[Ticket: # 457960 - Comcast is throttling my internet](#)

Date: 8/10/2015 1:59:06 AM

City/State/Zip: Kaysville, Utah 84037

Company Complaining About: Comcast

Description

My internet is too slow to do anything with my internet speed. I shouldn't be paying this much for such slow speeds.

[Ticket: # 458277 - Data usage](#)

Date: 8/10/2015 10:57:02 AM

City/State/Zip: Savannah, Georgia 31405

Company Complaining About: Comcast

Description

see attached

Ticket: # 1283242 - Profanity in newspaper headline

Date: 10/23/2016 11:55:42 PM

City/State/Zip: Richardson, Texas 75082

Company Complaining About: AT&T

Description

Imagine my shock when I turned on my iPad. Before even signing in, this screen pops up. I think this format started with the new IOS 10.2. I didn't sign up for the news and don't know how it get rid of it. However, I really liked seeing the headlines. Look at today's screen at the item under trending in the photo below. How can they get by with that in a headline? The kids can see it even when they aren't allowed on the iPad.

I bring this to your attention because there must be some way to activate some sort of filter to remove language that no parent or grandparent wants their kids to see. Pop up or unsolicited information needs to be G rated. I don't see that language in headlines for Yahoo, MSN, FOX, etc.

Sent from my iPad

Ticket: # 1283367 - FAIL TO SELL SERVICE/TURN ON SUSPENDED SERVICE AFTER MOVE

Date: 10/24/2016 8:47:41 AM

City/State/Zip: Milton, Vermont 05468

Company Complaining About: Fairpoint

Description

Comcast has just lost another customer for life. No big surprise their.

I stopped my service back in 2009. Comcast then overcharged me for equipment. Now when I moved 2 months ago we had service in my brothers name. NOW I will not turn on that service either. They want more money for 8 year old useless equipment. They also say I owe them more money. Even though I already settled that matter with their debt collection dept under SW Credit.(\$247) I will instead go with FAIR POINT. I would rather use DSL then be treated like this as a supposed customer. COMCAST your days are numbered. I was bounced around 5 different call centers and none of them helped me buy their service. I would have been a Comcast customer but even when I pay my old debt they want more money, before I even turn on new service. Comcast pointed me to a call center under (888-895-6045) Stacy as she told me her name was refused to put on her supervisor and she was supposed to be a sales person. Stacy demanded more money and said I need to call yet another person.(Billing) We need to take the utility out of Comcast hands. So If internet is a utility how come my debt that has been settled is stopping me from getting high speed internet. The customer service for Comcast sucks.

Ticket: # 1283383 - signal

Date: 10/24/2016 9:07:16 AM

City/State/Zip: Horsham, Pennsylvania 19044

Company Complaining About: Verizon

Description

always a weak signal, 4th light for internet is ALWAYS flashing instead of remaining solid as it should. Often kicked off internet (sucks when completing job applications and shuts down without opportunity to save all the information already submitted!) due to weak or NO signal. NO signal is the reason 95% of the time. SLOW connection when able to get on, slow for other internet applications. Had pc checked NOT our equipment** Also not able to log on to wifi at home!! what am I paying for?

Ticket: # 1284394 - AT&T Buyout of Time Warner/Charter

Date: 10/24/2016 4:07:20 PM

City/State/Zip: Zanesville, Ohio 43701

Company Complaining About: Time Warner

Description

I was unsure where else to put this complaint.

Block this merger with Time Warner.

I live in Ohio and Time Warner and AT&T are pretty much the only options for Internet that I know of. This merger would make a state-wide monopoly, and in my area a total monopoly as I know of no other existing ISP services that can compete with Time Warner or AT&T that have decent speeds.

I want more competition in this area, not less. With TWC I get low upload speeds and the like all ready and I want to do things like Twitch Streaming and me and my mom pay over a hundred bucks for a package deal and our speeds are decent enough, but I know AT&T's practices probably would throttle that.

I thought you all broke up the big Bell Corp. Why is it coming back to being this huge company again.

I don't want this. As a customer of TWC/Charter (seriously why did you okay that merger too?) I feel this is not in my interest.

Block this merger.

Ticket: # 1285719 - Cox Net Neutrality Violations

Date: 10/25/2016 11:39:48 AM

City/State/Zip: Gainesville, Florida 32609

Company Complaining About: Cox

Description

Cox Gainesville has notified its customers:

<http://www.cox.com/residential/support/tv/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-000000000000>

that all customers will not have data caps of 1 TB. Not only are there egregious penalties for overages, but the company is exempting its own on demand video services from the data caps. As a customer who does NOT purchase cable from Cox, this invariably means I will pay more for choosing to procure my entertainment from a third party source.

Ticket: # 1286840 - Time warner cable

Date: 10/25/2016 6:52:07 PM

City/State/Zip: Richlands, Virginia 24641

Company Complaining About: Time Warner

Description

I had Time Warner cable and my service was interrupted. Today i paid my past due balance of \$281.03 yet time warner has a lock on my service address because of an outstanding balance associated with this address owed by someone i don't know. They are telling me i have to pay someone else's past due amount. I'm not responsible for someone else's debt. It's their name on the debt. I even provided Time Warner with a copy of my lease agreement yet risk management wont lift the lock on this service address unless i pay someone else's debt. This is not good business practice and i feel as though i'm being extorted and treated unfairly by Time Warner. If i could find my local franchising authority i would get in touch with them as well.

[Ticket: # 1289101 - Loud commercials](#)

Date: 10/27/2016 12:59:31 AM

City/State/Zip: Sacramento, California 95818

Company Complaining About: AT&T

Description

The commercials while streaming from my Roku are extremely loud and unpleasant. These need to be lowered for viewers enjoyment.

[Ticket: # 1290356 - illegal browser/search hijacking](#)

Date: 10/27/2016 4:25:19 PM

City/State/Zip: Allen, Texas 75013

Company Complaining About: AT&T

Description

AT&T has decided all on their own to illegally hi-jack my default Internet search choices (Bing and Google) and replace it with their search results. 1) I explicitly signed up for an AT&T service that was supposed to prevent this, 2) the "opt-out" doesn't work and I never opted in, and 3) essential services which I used for my job no longer work. Since AT&T is the ONLY provider in my neighborhood I have no other choices. This behavior is wrong and needs to stop!

[Ticket: # 1291432 - Comcast Data Share Opt Out Broken](#)

Date: 10/28/2016 11:21:52 AM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

Hi there,

I recently heard that I can opt out of sharing data with my internet provider Comcast. I followed the link Comcast provided and clicked the button and got an un-described error. I've tried reloading the page, signing out and back in and nothing works to save the change, it just gives an error. Can you please pressure Comcast to make a functional method to opt out of data sharing as they are required to do by law. I have attached a screenshot to show the error which I am almost positive is built in intentionally by Comcast.

Thank you,

[Ticket: # 1292665 - HTML/JS Injection from ISP Comcast/Xfinity](#)

Date: 10/28/2016 11:58:17 PM

City/State/Zip: Sherwood, Arkansas 72120

Company Complaining About: Comcast

Description

My ISP (Comcast) is hijacking my HTTP connection and injecting Javascript and HTML code into my webpages before browsing. This is unsettling and quite frankly a HUGE privacy issue.

Ticket: # 1293557 - Internet issues

Date: 10/30/2016 8:54:33 AM

City/State/Zip: Ahoskie, North Carolina 27910

Company Complaining About: Centurylink

Description

Internet accessing 911 automatically. No home phone installed,modem only. Police coming out 2x saying 911 call placed and hang up.

[Ticket: # 1295811 - BuzzFeed reporting misinformation](#)

Date: 10/31/2016 11:11:27 PM

City/State/Zip: Green Bay, Wisconsin 54302

Company Complaining About: AT&T

Description

Buzzfeed, Inc and its related entities "reports" and "blogs" misinformation, getting hundreds of thousands of clicks and generates ad revenue based on misinformation in most cases. I would think that sites like this should see some sort of penalization for creating a stupid society and flooding our web with random junk.

Ticket: # 1295846 - Cyber Bullying

Date: 11/1/2016 12:17:18 AM

City/State/Zip: Memphis, Tennessee 38118

Company Complaining About: Microsoft

Description

I get ugly email from (b)(6) @hotmail.com

She called me trouble maker and email ugly messages by directing me to other horrific sights. Telling me that I need help for my brain by taking pills.

Ticket: # 1296376 - refusing to provide faster internet/BROADBAND ACTION AGENDA

Date: 11/1/2016 11:37:19 AM

City/State/Zip: Gosport, Indiana 47433

Company Complaining About: Smithville Fiber

Description

C. FOSTER COMPETITION AND MAXIMIZE CONSUMER BEN

-

EFITS ACROSS THE BROADBAND ECOSYSTEM:

The Plan

contains several recommendations to promote competition and empower consumers across the markets that make up the broadband ecosystem:

network services, devices, and applications.

These recommendations include removing bar

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riers to key broadband inputs; improving consumer disclosures and FCC data collection to better monitor and promote broad

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band competition; and promoting consumer choice in video navigation devices, such as smart video devices.

Remove Barriers to Entry by Streamlining Access to Key Broadband Inputs

The Plan recommends developing a coherent and effective policy framework for taking expedited action to ensure wide

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spread availability of key broadband inputs and achieve the FCC's goal of robust competition in business and consumer broadband markets.

[Ticket: # 1296458 - Cannot stop emails](#)

Date: 11/1/2016 12:17:26 PM

City/State/Zip: Midland, Georgia 31820

Company Complaining About: Usa Today

Description

USA today will not allow you to unsubscribe. This has been going on for at least 5 weeks.

[Ticket: # 1298968 - HughesNet Product and Service Complaint](#)

Date: 11/2/2016 4:00:03 PM

City/State/Zip: Tipton, Indiana 46072

Company Complaining About: Hughes Net

Description

1420 W. 300 S.

Ticket: # 1299634 - Net neutrality violations**Date:** 11/2/2016 10:03:34 PM**City/State/Zip:** Murray, Utah 84107**Company Complaining About:** Windstream Communications

Description

to whom it may concern, my apartment complex has admitted to both blocking access as well as throttling access to the internet. The leasing office has admitted that if a resident uses too much data (a conveniently unspecified amount), they are throttled for an indefinite time. if a resident accesses content that is deemed "inappropriate" (an example that comes to mind is trying to download a legitimate copy of a game, Grand theft auto, from a legitimate source (steam/ valve games)), they would be blocked from accessing the internet (effectively a new router would need to be installed, or the MAC address of the router would need to be changed to restore access). Additionally, the internet access to each individual apartment is well below the standard minimum connection. The leasing office claims to have a 400 mbps connection (which is then dispersed among 200+ apartment units; resulting in an abysmally low internet speed). I can get better internet using a cell phone data connection.

Ticket: # 1300995 - Email Not working - Comcast Will Not Fix the Problem**Date:** 11/3/2016 5:05:06 PM**City/State/Zip:** Naples, Florida 34113**Company Complaining About:** Comcast

Description

The consumer stated that she has bundled services from Comcast. She stated that she has a triple bundle that is comprised of TV, internet, and phone service. She stated that her email service has not been working for the past week/week and a half. She was not receiving anything to the inbox. She had a friend call Comcast because she is 93 years old and had already called several times, without any results. She stated that all of a sudden three emails populated into her inbox - However, she did not try reading them because when you click on them - it only highlights them but the emails do not open. Her friend was advised, by the Comcast rep, that it was a break down in their email service and that many customers were affected. When the consumer next called and questioned whether the break down had been repaired, she was advised that there was no such break down. The consumer stated that the three same emails appear in her email box and were sent on 10/18/2016. She has not received anything since that time. She normally receives, at least a few each day. The consumer stated that she pays \$151.00 per month for her services and wants the service for which she pays. She stated that she keeps getting the run-around when she calls Comcast. She stated that every time she calls she is told that they must open a ticket. The consumer requests immediate repair of her email service. She was very upset because her email is part of her communication with friends and services and provides a part of her entertainment along with her TV service. She was almost crying and stated that at her age, she does not have anything else. She again requested that the FCC stress, to Comcast, how important this is to her daily activities.

[Ticket: # 1302222 - Dating site](#)

Date: 11/4/2016 12:32:05 PM

City/State/Zip: Semmes, Alabama 36575

Company Complaining About: Pof

Description

A girl contacted me on a dating app and sent me here number to text her and then I texted her and she started send nude pictures of herself and then she tells me she is under age and she didn't care she has had a older boyfriendbefore. The next day I get a call for a different number and is her father saying he is gonna report me to the authorities for contacts a minor. Then he explains to me that he want report me if I pay him what his daughters phone cost because he had to take it any so she would be contacting anyone else but if I didn't pay him he was gonna report me.

Ticket: # 1302993 - Comcast blocking and redirecting all DNS requests

Date: 11/4/2016 4:41:09 PM

City/State/Zip: Renton, Washington 98056

Company Complaining About: Comcast

Description

I use Comcast as my ISP. I recently discovered that they are blocking all DNS queries originating from my home and redirecting them to an unknown DNS server. This means I cannot use a DNS server of my choice, leading to significant degradation of my internet service.

In addition, it essentially constitutes fraud, as Comcast has made no indication to my knowledge that they are redirecting all DNS requests. Instead, they are transparently reporting all DNS queries as coming from the same IP address I made the request to. This means it appears as though all DNS queries are coming from a given IP address, when in reality they are all coming from a server of Comcast's choice. They are misrepresenting the data.

Any services that I wish to use that are supplied through DNS are impossible to use because I am incapable of using those DNS servers - including security blacklists, additional three-letter domain support, et cetera. I am not being supplied internet access; I am instead being supplied an incomplete subset of internet access, which is being disguised as complete internet access.

I can only assume that many customers are affected by this issue without their knowledge.

Attached is a benchmark showing 26 different DNS providers and the speed reported back. The red bar is cached response time, something that should vary significantly depending on distance (among other factors). The fastest response is 80 milliseconds; the slowest is 94. There should be drastically more difference in response times, especially between such providers as Level3 and Cox.

[Ticket: # 1304652 - Two - Tier Internet Structure](#)

Date: 11/6/2016 2:44:33 PM

City/State/Zip: Montpelier, Vermont 05602-9284

Company Complaining About: Comcast

Description

Comcast is offering an HD Premier Triple Play upgrade, which, among other things, includes a Blast Internet with download speeds up to 150 Mbps.

Would not this HD Premier Triple Play upgrade be an illegal two tier offer, greater speed for a greater cost?

Ticket: # 1305169 - Verizon router service

Date: 11/7/2016 9:10:21 AM

City/State/Zip: Bloomfield, New Jersey 07003

Company Complaining About: Verizon

Description

Have Verizon tv internet bundle. Do not get wifi signal through out my house. Spoke to Verizon customer service they made me jump through the hoops with all the suggestions to remedy the problem. Still while on the phone with them, no signal in most rooms. Now going over on data for last two months and they start sending emails suggesting we up our data plan for added charges . My house is only about 3000 sq. Ft and this is very upsetting because we tv.internet, landline , and 4 cell phone accounts for over 5 years costing me over \$500 / month. Theses people do not care as long as your paying your bill. They will make no attempt to correct this . Also they have been charging an international value for about two which asked them several with no result

Ticket: # 1305173 - INTERNET SERVICE

Date: 11/7/2016 9:18:18 AM

City/State/Zip: Lithonia, Georgia 30058

Company Complaining About: Comcast

Description

I HAVE AN INTERNET SERVICE FOR MY HOME FROM COMCAST. IT WAS NOT THERE SINCE YESTERDAY (NOV. 6,16) MORNING . I CALLED CUSTOMER SERVICE OF THIS COMPANY MORE THAN TEN TIMES SINCE YESTERDAY, BUT NO BODY CARES ABOUT MY PROBLEM. ALTHOUGH I PAY MY BILL EVERY MONTH ON TIME. THE INTERNET SERVICE GOES EVERY TWO TO THREE WEEKS.CUSTOMER SERVICE IS IN MANILA,PHILLIPANIES,THEY DO NOT CARE FOR CUSTOMER. CUSTOMER SERVICE IS VERY POOR & RUDE,THEY HARRASSED CUSTOMER.

[Ticket: # 1305718 - We cannot get support from Comcast to fix technical problem with our service](#)

Date: 11/7/2016 2:03:06 PM

City/State/Zip: Charleston, West Virginia 25321

Company Complaining About: Comcast

Description

Support persons described our recourse thusly: "Honestly, you might just want to call back and see if you can open another ticket. Engineering won't call me back". This all pertains to a problem we've been trying to fix for 2 months related to a routing problem causing inconsistent traffic between two Internet sites. This pertains to a data circuit we have in Harper's Ferry WV.

[Ticket: # 1306911 - About Internet, phone, tv, and cell phones for LI-w/Dis.](#)

Date: 11/8/2016 2:17:44 AM

City/State/Zip: Erin, Tennessee 37061

Company Complaining About: Tec Also Known As Peoples Tel. Co.

Description

Well I live in this small town Erin tn Houston County. The phone co,cable,and internet Co is TEC Was called Peoples Telephone co. at one time. I have a bill for cable and wireless but it was in my husbands name {Same w/ elect and water co here as well.And we are still married he has been gone over 10 yrs now. Arizona anyway I am trying to move {my things into...} my new apt (b)(6) Erin,TN 37061 phone low inc. tax credit...Signed all of it on 10-31-16....It is housing mainly for elderly n disabled now low I mean LOW income. And mine is low w/ son still in school we get f/s, AFDC, Medicaid{still need help w/ buying my meds}need eye n dental....And I get SSI as of July 2015 I was approved for that. So can ya help us here in Houston Co. Tenn. Erin and TN ridge.....Plz we need this and I need your help to "stand up n fight" again. Its what I do best.

[Ticket: # 1307502 - youtube video](#)

Date: 11/8/2016 2:32:58 PM

City/State/Zip: Forest Hills, New York 11375

Company Complaining About: Time Warner

Description

a video about dora the explorer in which she dies repeatedly while a song is played is being shown on Youtube. This is very disturbing and we suggest all traces should be removed from the internet: preferably in a couple hours from now because my son has schoolwork and is afraid to go on internet now

Ticket: # 1307992 - Election bias

Date: 11/8/2016 6:40:42 PM

City/State/Zip: Prairieville, Louisiana 70769

Company Complaining About: Apple

Description

I find it unfair and unethical how the news has covered the presidential election this year. I feel that they abuse their power and have too much influence on voters that do not research the issues on their own. Throughout the entire election, my apple news feed has been cluttered with anti Trump and pro Clinton stories. How is there supposed to be a fair election if the news only shares negative stories about one candidate? Many Americans rely on the news to get their information and draw a conclusion as to who to vote for. How can they make an accurate decision if they are not getting an accurate representation of the candidates? One day, the top story on apple news was "Why Donald Trump does not deserve to become President", and the next day, "Hillary Clinton for President" was the top story. I have included a picture of today's news feed. I am disgusted with American journalism.

[Ticket: # 1308473 - at&t damage my comcast cable.](#)

Date: 11/9/2016 11:16:07 AM

City/State/Zip: Lithonia, Georgia 30058

Company Complaining About: AT&T

Description

PAST SUNDAY ,NOV.06 ,2016,AT& T EMPLOYEE WAS OUT SIDE MY HOUSE. HE WAS PUTTING FIBER CABLE IN GROUND FOR MY NEIGHBOR HOUSE (b)(6)

LITHONIA GA #30058. I TOLD HIM THAT THERE IS MY INTERNET CABLE IN SAME AREA WHERE HE WAS WORKING. SO PLEASE BE CAREFUL TO PUT NEW CABLE IN GROUND. ANY WAY , HE DEMAGE MY INTERNET CABLE INTENTIONALLY. I FOUND OUT MY INTERNET WAS NOT WORKING SINCE LAST SUNDAY. I LOOKED OUTSIDE OF MY HOUSE ,BUT AT & T EMPLOYEES WAS GONE THEN. COMCAST EMPLOYEE CAME ON NOV. 08,2016TO INSTALLED A NEW CABLE. AT & T EMPLOYEE WAS BAD.HE CREATED A PROBLEM FOR ME PURPOSELY.

[Ticket: # 1308945 - Net Neutrality](#)

Date: 11/9/2016 3:47:24 PM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1309282 - Xerox horrible customer service.](#)

Date: 11/9/2016 6:30:08 PM

City/State/Zip: Wichita, Kansas 67217

Company Complaining About: Xerox

Description

Xerox emails me up to 20 times a day with open job positions. I applied over a month ago but was denied a job. I already have a full time job. On the email there is no way to contact anyone from it. I searched Xerox phone number to ask for my email to be removed and the rep informed me it was going to be over \$100 to remove my email address. I told him to transfer me to a supervisor who then hung up on me once I request my email be removed again. I called the same number three more times and was hung up on every time but the supervisors not reps. Finally I found a different number who connected me to the legal department who has been avoiding my phone calls all day now. I'm just tired of seeing 20 plus emails from the same place every day. I just want it to stop.

Ticket: # 1310973 - CNBC Comment section

Date: 11/10/2016 10:45:22 PM

City/State/Zip: St. Petersburg, Florida 33705

Company Complaining About: Cnbc

Description

I want to file a complaint against CNBC. I have notice and made several comments on their website regarding their articles. My comment have been short and respectful yet I am banned. I have complained to them and they refuse to correct their action. I would like an investigation of CNBC for their bias against conservative comments. For example I stated : It time to go back to the Constitution.....thats why we elected Trump"

Hardly offensive unless you are are part of a left wing bias media. I want you to direct them to remove their ban on me. Rest assured I will continue pointing out to others that CNBC is bias.

I did ask that they remove their ban and they gave me a canned response regarding their policies with no basis for their decision. It obvious this was a political decision and if they favor one side over another their license should be removed.

[Ticket: # 1311287 - information concerning rush tech support](#)

Date: 11/11/2016 11:59:00 AM

City/State/Zip: Panama City Beach, Florida 32407

Company Complaining About: Rush Tech Support

Description

need info concerning a internet virus protection company

Ticket: # 1311947 - Media Distortions

Date: 11/11/2016 6:48:14 PM

City/State/Zip: Coalinga, California 93210

Company Complaining About: AT&T

Description

During this campaign, and since the election, the main media sources have posted hate filled articles, that to me, have encouraged the riots in this country. Rather than try and be positive and simply report the news, they have been incredibly biased toward one candidate, spread lies constantly and downgraded the other candidate's supporters. This is NOT news, it's demeaning trash. These sites need to be put on notice to get their act together and be more objective and a whole lot less biased. They have completely lost their credibility at this point and people do not believe them in the least. I have NEVER seen the media behave in such a manner, and feel it's totally unnecessary. While there may have been some bias and slant in the past, it has become so totally blatant that I find myself looking to other more objective sources for information. Is this what the American media has become? Simply a lapdog for one candidate to the detriment of any one else. This seriously needs to be stopped, NOW. Thank you.

Ticket: # 1312576 - Century Link

Date: 11/12/2016 3:07:12 PM

City/State/Zip: Oshkosh, Wisconsin 54904

Company Complaining About: Centurylink

Description

I have been unable to get on one website that I am normally able to get onto. I have been using Century Link for this website since 2014 and have never had an issue before. Since wednesday the 2nd of nov. 2016 I have been trying to figure out what is going on as I'm unable to access the site at my leisure. It will only connect during morning time on weekdays. They say they haven't blocked it, but that my area is suffering from a Bandwith exhaustion, of which they have no current plans to fix. I am unable to use the service I pay for in the way I want to on nights or weekends. And I have called several times in order to try and fix this issue. Each time I call I'm given the run around. I was first told it was an internet outage, then I was told by another that they'd send a technician (None was sent), then I was told the site was blocked because of a security issue, and then I was told that there is bandwidth exhaustion (But I can still access every single site except www.gaiaonline.com) Today I've been told that I am shit out of luck and have to deal with this problem, as it is persistent and they are not willing to fix them: I have called on Wed. 2nd, Saturday.5th, Monday.7th, and today, Saturday the 12th trying to resolve this issue. One of my reference numbers: Rx88643914

Some of the things they told me to try in order to resolve this issue: I have used different browsers on different computers and phones (All connected to CL's internet); I have reset and restarted the router/modem, I have powerwashed my computer and reset it to factory settings; and I have been directed by CL technicians to set some of my router settings differently. The site works on all of the devices when it is connected to any other ISP then CL.

But I am not the only one who is having this issue! <http://www.gaiaonline.com/forum/bug-report-technical-support/gaia-online-blocked-by-centurylink-isp/t.101118357/>

That link shows that I am not the only consumer who is having a problem with Centurylink and the website in question. It is not a security risk, and though the site sometimes works during the daytime, it is always down in the evenings and weekends (which is when I am most online).

I have looked into getting other internet services. NTD wanted to run a fiber cable to our area, and got 80% of the customers that use Century Links awful service to sign up with them, but at the last minute CL blocked the deal, and is monopolizing this area. This is unfair and NTD told us that if we want to see it changed-we need to contact the BBB and FCC.

Please contact me ASAP to help me with this issue. Thank you
Amanda

Ticket: # 1312934 - CNN advertising is MUCH LOUDER than news videos

Date: 11/13/2016 3:17:23 AM

City/State/Zip: Templeton, California 93465

Company Complaining About: AT&T

Description

I obtain all my internet news from CNN. Today, and everyday, I go to the CNN site and watch their news videos. Each commercial is twice as loud as the news video.

[Ticket: # 1313525 - Anti Hispanic Hate Mail in my inbox](#)

Date: 11/13/2016 11:02:54 PM

City/State/Zip: Cockeysville, Maryland 21030

Company Complaining About: Comcast

Description

I received an email which I feel is hate mail delivered through the internet to target Hispanics.

The sender states that he will "get" me.

This is a violation of Federal Law.

I expect the FCC to take action.

Ticket: # 1314692 - Internet Service

Date: 11/14/2016 5:36:28 PM

City/State/Zip: Milpitas, California 95035

Company Complaining About: AT&T

Description

Hello I have been trying to set up internet service for the last month and a half, I have been rerouted to so many different call services and supervisors and no one has been able to assist me. My daughter is way behind in her online homework this is getting frustrating, I need internet service in my home, but apparently they cannot disconnect the previous tenants without the tenants approval. I have proof she no longer lives there and I am the new tenant. But again there is nothing they can do, "what they say" I really need help in connecting my services and my daughter is getting way behind in her school work.

PLEASE, PLEASE HELP ME I HAVE ATTACHED A CONVERSATION WITH THE LANDLORD AND THE PREVIOUS TENANT.

PLEASE TELL ME YOU CAN HELP ME.

Ticket: # 1314830 - Billing Issue with Optimum - Did Not Honor Money Back Guarantee

Date: 11/14/2016 6:38:49 PM

City/State/Zip: Bronx, New York 10463

Company Complaining About: Optimum

Description

The consumer stated that he signed up for service, with Optimum. He signed up for the "Cord Cutter" package which includes a free digital antenna to pick up OTA signals and broadband internet service. The consumer stated that his internet service is not working as promised. It never has worked properly. The service is not compatible with his Smart TV or his laptop. He stated that neither connection is working. At one point, one of their techs had remotely confirmed that there is a service problem and saw that one device had not worked for over 20 days. The consumer stated that the modem/router was then rebooted as per the conversation over the phone/with the tech on that day. Optimum and the techs have constantly promised to deliver the service that was subscribed and have never done so. He has been promised advance tech visits to fix the reported issues. However, no appointments have ever been scheduled with him. Employees just "show up" without an appointment. None of the actions taken, thus far, have resulted in the correction of the service not being delivered as promised. Optimum has never responded to his home, when requested, or set up a formal appointment. The consumer stated that twice now they simply showed up with no appointment. (The consumer stated that he was on his way to a surgical visit during one of these unannounced visits). Because the service does not work properly, the consumer requested a refund, as per their advertisements. Optimum has not and will not provide a refund. Their advertisements guarantee satisfaction or your money will be refunded. However, they are stating that it has now been over 30 days. The consumer stated that this is not his fault and he feels that Optimum purposely dragged this matter out and now will not refund his monies. The consumer requests the promised refund. He also requests that they deliver the service for which he pays. The consumer stated that he was also promised Optimum's WiFi service. ..as part of his package. However, he cannot even receive the WiFi service on his smart phone. He stated that the system does not recognize his password. The consumer also stated that he ended up purchasing his own antenna to obtain digital TV signals because the one that was provided did not work as promised. The consumer requests that Optimum refund his fees/monies to him (as per their advertised guarantee), provide the necessary repairs to provide services as promised. At this point he has been paying for services that are not being delivered as advertised or promised by Optimum and their staff.

Ticket: # 1314915 - Frontier Communications Billing Problems

Date: 11/14/2016 7:28:33 PM

City/State/Zip: Marina Del Rey, California 90292

Company Complaining About: Frontier Communications

Description

We recently moved from one apt to another, using first Verizon and then Frontier. The change was 4 months ago, and since that time, most of the billings were very] incorrect and they would not give me an explanation of the bills starting with 9-4-16. Have spent many hours on the phone trying to correct the amount, which should be \$52.32. Always the person from Frontier ends up telling me to pay the lesser amount, and they will correct the bill next month. That hasn't happened and each month it gets larger and I pay a late fee also. The last bill on 4 Nov I paid \$102.65 but only because I don't want to hurt my credit rating at this time. There are strange designations for charges that make no sense and they tell me to "see Page 4" which has no info on it at all. Please if you can get this corrected, my money returned, and the monthly bill corrected in the future it would be greatly appreciated.

Ticket: # 1315274 - Problems with HughesNet Service**Date:** 11/15/2016 2:09:17 AM**City/State/Zip:** Flagstaff, Arizona 86004**Company Complaining About:** Hughes Net

Description

Constant excessive data depletion without usage! I have been dealing with tech support for over a month now since I signed up for this service to no satisfaction being told I need to learn how to manage my data. I have gotten nowhere with tech support other than to go days without service disconnecting from modem so that test can be run with no notification back on what the results are. I also called 301-428-5500 to contact higher tech support and was told that I needed to call 866-347-3292 as that was the only support available.

I have read other post to see if I could diagnose how and what is happening and from one post installed the full version of GlassWire and from what I see I am not using anywhere close to the high usage of data that HughesNet is reporting that I am using. When my computer is connected to the HughesNet modem I can just sit her and watch from the HughesNet System Status go down one tenth of a GB at a time. I tried to install the HughesNet Status Meter Setup and all I get is an error message "Installation directory must be on a local hard drive."

It is my diagnosis that the problem is coming either from HughesNet software and/or hardware problem as it only happens when connected to the computer. Also, I feel that it is being caused by corruption on data as packets that are being sent & resent with HughesNet charging & re-charging for that corrupt data and the failed packets. One time it took me 12 hours to upload two files that were 2.5 MB as they kept failing and looking back now I think that is what used up GB's of data as I really needed to send those network drawings for work that I had done. Just writing this post has cost 3/10th of a GB up to this point where I have only uploaded 1.16 MB of jpeg files. I also tried downloading AutoCAD Omega Alpha for Beta Testing (2.23GB) and those files were corrupt and I was not able to install. This service after all the data is depleted is then throttled down to a 56k connection on download.

Last time I called in I was told that I would be given a 3GB added to my account which either was never done or it was depleted while I was disconnected from the modem. The service is supposed to be 5MB downstream and the highest speed I have ever seen was only 500k and when I call tech support all I get is apologies and told that that speed is not available in my area and that HughesNet will be sending up a satellite in December that will fix that problem, yet in the meantime here I am being charged an excessive high price, for as they have admitted it "Not fully functional system" that is working as I would describe it "Like a leaking water meter" where I am paying for the leaks of their broken equipment. I am also getting daily e-mail messages from HughesNet and Web pages that come up when I try to go to other Web pages saying that I am past due on my monthly fees that they tried to deduct automatically from my bank account even though I had never authorized that. I had then called HughesNet to find out that they do this without telling the customer they are doing that to save them a \$5.00 charge on the bill that is a discount for automatic payment even though I was never informed that when I first signed up for the service. I then told them that there was a problem with me making a payment as I was not able to make a deposit to my out of state bank account due

to the poor depleted service every time I tried to deposit a check using a smartphone or iPad and that I would have to mail the deposit to the bank which last time I did take seven days.

Another thing that bothered me was that during the install I was asked to sign things for the install from a small wireless device without being given the ability to read or know what I was signing, as I was a little worried from when they were drilling into the new roof and that might be doing damage and I was signing a release from their damage from the install. I paid \$168.98 on 10/06/2016 for the install and first month's service, having to wait some time past that for the install now wondering if it may cost thousands to repair the roof before winter if I need to remove the poor working satellite service. Another thing is that HughesNet does offer the option to purchase Tokens for more GB's of service and at the rate that there leaking system is going losing like 20GB in a week it would cost me like an additional \$480.00 on top of the \$79.39 bringing it to a total of \$559.39 more than that of the monthly cost of a T1 line totally unaffordable for just home service.

Ticket: # 1315953 - Blocking of "Fake" News by Google and Facebook**Date:** 11/15/2016 2:53:49 PM**City/State/Zip:** Aurora, Colorado 80010**Company Complaining About:** Centurylink

Description

With Google and Facebook's announcement of no longer allowing "fake news" or "propaganda" to appear in AdSense. That is completely understandable and somewhat commendable that they are attempting to stop the spread of biased or untrue news. However, the inclusion of certain sources such as Infowars seems a little extreme if they are not going to include such publications as New York Times or Washington Post. There are several editorials that are not clearly marked as such that the mainstream news networks such as CBS and NBC then air on their various news programs as if it is news and not opinion. This move by Facebook and Google feels like discrimination to me. Especially since they are now only promoting the news that they claim is news by filtering out advertisements for alternative news sources. I think the FCC needs to step in and take steps to ensure that the Internet and the people's free access to information is not being hindered by Google's actions.

[Ticket: # 1316742 - Net Neutrality axed out?!!](#)

Date: 11/15/2016 9:45:48 PM

City/State/Zip: Dallas, Texas 75209

Company Complaining About: Time Warner

Description

So i got notice from "demand Progress" that our new president wants to get rid of net neutrality. I know your trying to fix this. He can't get rid of something so many americans protested for and fought for. He is nothing but a criminal.

Ticket: # 1318322 - Porn on the Internet

Date: 11/16/2016 10:14:17 PM

City/State/Zip: Passaic, New Jersey 07055

Company Complaining About: Directv

Description

Law enforcement has gone after people posting on sites like backpage, and gone after pedophiles on other sites... yet you allow pornography, prostitution, and pedophilia to run rampant on sites like twitter and facebook. How much are they paying you folks to look the other way????????????????

And why the fuck don't you have "pornography" or "pedophilia" in the "Internet Issues" drop down field - yet another indication that your paid to look the other way about these issues.

BTW, all the details below - access method, company name, my name, address, etc. is pure bullshit... just like your agency.

[Ticket: # 1318430 - Verizon suddenly blocks customers from using custom domains with outgoing email](#)

Date: 11/17/2016 12:47:17 AM

City/State/Zip: Newton, Massachusetts 02458

Company Complaining About: Verizon

Description

For years Verizon FioS service has allowed customers to send outgoing personal email with a custom domain name through the outgoing SMTP server. Suddenly today they started to block this - requiring all customers to send mail only with a verizon.net email address. This is anti-competitive and they are restraining trade, because if consumers are forced to use a Verizon domain, they cannot easily switch providers. They have materially reduced their service offering without a price reduction. I also see this as a loss of net neutrality because they are favoring their own traffic. Bottom line, for \$180/month and in this day and age, it is outrageous that my Internet Service Provider does not fully support outgoing email!!

[Ticket: # 1319130 - Charter cables](#)

Date: 11/17/2016 3:17:20 PM

City/State/Zip: Spring, Texas 77486

Company Complaining About: Charter

Description

Charter has left their cables and wires laying out in our neighborhood for over 3 months. A crew came out to lay the lines and then stopped. They left behind all the cable line and all their trash

Ticket: # 1320181 - Mobile Game: Mobile Strike War Game

Date: 11/18/2016 2:53:31 AM

City/State/Zip: Bellingham, Washington 98225-4834

Company Complaining About: Epic War

Description

I own a Motorola Droid Turbo and have Wi-Fi from Comcast and data package from Verizon Wireless and have downloaded on my smartphone the Mobile War Game: Mobile Strike. In the past, I used some strong language when my problem didn't get fixed. Now the Support people are intentionally introducing problems into my account in the game in hopes to run me off. When i report a problem, that problem never gets fixed but instead they just introduce another problem. First, i reported i had problems with the chat in the game. For example: If i typed a message in the Alliance Mail All chat, message will get sent OK but after i closed the chat and go back into it later, that same message i just sent would appear as a unsent copy in the Alliance chat. Then when I typed a message in the Alliance Chat and send it and after close the chat and later reopen it, an exact unsent copy will be in the new message box along with the original copy showing it was properly sent, 2 copies of the same message in two different places in the Alliance Chat. I reported the problem to Support, next thing i no longer had access to deployment banners in the Mobile Strike game. I reported that to Support and instead of being fixed they introduced a new problem on top the each of the old problems. Now, when i access the Shooting Gallery in the war game, i can take my shots ok but they have it programmed so i never receive the reward. They never fix any of the old problems, just add new ones on top of the old ones without fixing nothing. I guess they are trying to run me off for being so harsh with them in the beginning. They are trying to get revenge. All the problems i have reported to the Game Support people never got fixed, just new problems added to the pile of old ones. In the Mobile Strike game, my player name is: (b)(6)

[Ticket: # 1320271 - Exclusive Internet wiring contract](#)

Date: 11/18/2016 8:36:53 AM

City/State/Zip: Des Plaines, Illinois 60016

Company Complaining About: Comcast

Description

No competing Internet companies are allowed to wire our building because Comcast has forced our condo board into an exclusivity contract.

Ticket: # 1321388 - Comcast

Date: 11/18/2016 6:59:19 PM

City/State/Zip: Moorestown, New Jersey 08057

Company Complaining About: Comcast

Description

Today I received an email from Comcast that I had exceeded my email send limit. I have been a Comcast customer for probably 20 years and was never informed that I had an email send limit. Now my email send does not work. I am a residential user and don't believe I use the email, excessively. I must say I am not surprised because Comcast has often made changes without informing me or didn't honor commitments made. The email did not inform me who to call or what to do.

Ticket: # 1321943 - Inappropriate wireless modem ID

Date: 11/19/2016 2:54:34 PM

City/State/Zip: Thousand Oaks, California 91362

Company Complaining About: Time Warner

Description

I have someone in my neighborhood who has named their wireless modem as the following:

(.) (.) Boobies. This is viewable by my wife, my teenage daughter and my 2 teenage sons. This is a inappropriate naming that has been in place for years and is in our face every time we have to connect to our wireless because it is range of our home. Please assist us if you can.

[Ticket: # 1323083 - Comcast is intercepting and modifying Internet content I access](#)

Date: 11/21/2016 11:04:34 AM

City/State/Zip: Ann Arbor, Michigan 48104

Company Complaining About: Comcast

Description

See screenshot attached. Comcast appears to be intercepting my Internet browsing and injecting their own content.

[Ticket: # 1323451 - harassing calls](#)

Date: 11/21/2016 2:11:52 PM

City/State/Zip: Jackson, Georgia 30233-4418

Company Complaining About: AT&T

Description

A company from 855-217-3788 calls and states that I owe for 3 payday loans. I explained that I have never done that and he states that he has all the information where I did this. I explained that when I do a loan it is thru my company. I explained that i had identify stolen form me and he states there is nothing he can do about it, so good luck and hung up.

Ticket: # 1323456 - <http://www.nytimes.com/2016/11/21/opinion/trump-making-america-white-again.html>

Date: 11/21/2016 2:14:24 PM

City/State/Zip: Hayward, California 94541

Company Complaining About: Unknown I Rent

Description

The above article and its heading is inappropriate and racist. Its heading implies that white people are racist. The Presidency is a office is one of respect and honor at all times. This inappropriate content is racist in and of itself. The office of the presidency is to uphold American Values, one of which is freedom of the press. However, the article violates that freedom by leaps and bounds. That is you do not have the freedom to violate my individual rights not to be perceived as a racist person due to my skin color. Strict regulation is further required to filter this inappropriate content.

<http://www.nytimes.com/2016/11/21/opinion/trump-making-america-white-again.html>

Ticket: # 1323460 - <http://www.nytimes.com/2016/11/21/opinion/trump-making-america-white-again.html>

Date: 11/21/2016 2:15:08 PM

City/State/Zip: Hayward, California 94541

Company Complaining About: Unknown I Rent

Description

The above article and its heading is inappropriate and racist. Its heading implies that white people are racist. The Presidency is a office is one of respect and honor at all times. This inappropriate content is racist in and of itself. The office of the presidency is to uphold American Values, one of which is freedom of the press. However, the article violates that freedom by leaps and bounds. That is you do not have the freedom to violate my individual rights not to be perceived as a racist person due to my skin color. Strict regulation is further required to filter this inappropriate content.

<http://www.nytimes.com/2016/11/21/opinion/trump-making-america-white-again.html>

Ticket: # 1323879 - Sean Zandarski (plex Glass Fail) on youtube

Date: 11/21/2016 5:13:11 PM

City/State/Zip: Warren, Ohio 44483

Company Complaining About: Sean Zandarski

Description

this is the link: click hear-----><https://youtu.be/aVLMKM9ymog>

[Ticket: # 1323955 - Bandwidth in certain public places](#)

Date: 11/21/2016 5:47:35 PM

City/State/Zip: Bronx, New York 10459

Company Complaining About: Time Warner

Description

I think someone is playing fast and loose with the WIFI and Internet connections and I think it's the cable companies

Ticket: # 1324958 - spam email that could involve Asian Women kidnapped for sex slave trade

Date: 11/22/2016 1:06:19 PM

City/State/Zip: Denison, Texas 75020

Description

spam email from:

https://u3348031.ct.sendgrid.net/wf/click?upn=Y7NkP86lvKAyywwu0trINrZQh49jo7VfbuHFaqEkv10cqIRI5w7UOS6RGjmYew69OJHq43B-2FWiNHUHMctcFbqLH8sO2cgGWIUF11ZrQXgXoJU6rMAhGnuYoeZ84kdXLf_B3f4XqPKUfCzPvCNrxJHypzi0O94TZscef0ZDIyIIPM9g03eVX9GffSPjWeDvMud3ZYcOZWKKilU0tnG4W5pMb1VJi9uv0oTdxr0j5WfGsDx2reZI-2Fq15X-2BSNnn2cilMwUJaE7dkxWEzNMcuy7TMQ33m90zPDteVTJ9TWJbKUE4JqyGWirp2ifmP4W8RqRYeRKS-2FIlnAIX3cEPyO0xypBETtbun4iFrejvSTz8667ICBT5iFgz1ZSP7IGtRzgf6-2B-2FF-2Bnq-2FUY9mWebAVGeNn4-2F2y6Sla-2FaGFIFCbt698UX9g-3D

or:

https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824

I received this spam email today. What bothers me is these "English" speaking Asian women could be some who are kidnapped to be used in the sex slave trade. Maybe they are or maybe they are not kidnapped. All I know is if they have been kidnapped, whoever has them now is brazen enough to drum up business via spam emails.

[Ticket: # 1328083 - Unable to have Internet Essentials Installed](#)

Date: 11/25/2016 4:44:29 PM

City/State/Zip: Berlin, Pennsylvania 15530

Company Complaining About: Comcast

Description

I qualify for the Internet Essentials Program. I have tried for 2 months to have service installed. They state they cannot process my application because the address is locked for service because of a previous customer having a past due bill. The previous customer is myself. They say the only resolution to this is to drive 60 miles to the nearest store center to show identification. This is impossible for me to do. There are no other internet service providers in my area. I would like the address to be UN LOCKED so that service can be installed . I meet all of the qualifications , as my child receives free school lunch.

[Ticket: # 1328611 - YouTube](#)

Date: 11/26/2016 11:25:35 AM

City/State/Zip: Sauquoit, New York 13456

Company Complaining About: Youtube

Description

YouTube should be help to the same standard as American Television as to how video uploaders act. Teens are big consumers of youtube content and uploaders should be able to be fined for uploading offensive content.

Ticket: # 1330246 - ATT UVERSE COMPLAINT

Date: 11/28/2016 12:57:13 PM

City/State/Zip: Sunny Isles Beach, Florida 33160

Company Complaining About: AT&T

Description

Hello FCC,

I would like to file a complaint against ATT Uverse, I have/had an account with them for 3-4 years, I was in the past 1-2 months out of the country and on Wed (day before Thanksgiving) they disconnected my services WITHOUT ME TO KNOW, when I got back home on Wed there was no internet and once I called them they told me that they closed my account without notifying me, this is against the law, I call about 10 times and all of the calls went to the Philippines to people who don't speak English so I had to call again and again until I got someone from Miami, he also said that the account is closed and I must to pay the balance (which I did provide my card number to charge the balance) then he said that they will need to open a new account and that will take 4-7 days from Wed, this is ridicules and against the law, this company need to be closed for business and a disgrace to this amazing country, companies as theirs making this amazing country's name very bad, this country doesn't need a disgusting company in our country, the people who work there are unprofessional and very rude over the phone, the whole holiday we didn't have internet, after I spoke with the last person from Miami, once I hung up the internet started working for 45 minutes then got disconnected, I am suing this company for \$10,000, I want a compensation from ATT free services for 6 months and \$5000.

I want someone from the FCC to contact me ASAP to phone number (b)(6)

[Ticket: # 1331193 - Profanity in video on Yahoo](#)

Date: 11/28/2016 9:05:53 PM

City/State/Zip: San Leandro, California 94578

Company Complaining About: AT&T

Description

Main post on Yahoo talks about how Rosie believes Barron Trump has autism. In the video around 5minutes 30seconds you hear a guys voice on the video in which he just starts swearing and cussing non stop. My 5 year old son was in the room as I was watching this and asked what some of the words were. I hope something can be done about this because its not right to have this kind of profanity on a website like Yahoo that gets millions of views daily.

Ticket: # 1331402 - Violation of Net Neutrality - AT&T-DirecTV Now Services

Date: 11/29/2016 1:31:35 AM

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: AT&T

Description

I am a paid subscriber of Sony Entertainment's Playstation Vue internet TV services. AT&T is also my ISP. I was just made aware of AT&T's new internet TV streaming package known as DirecTV Now which offers many of the similar services, albeit less for now, as my Playstation Vue service. The main difference is that DirecTV Now would not count against my limited data cap whereas my current Playstation Vue service does. As DirecTV is a subsidiary of AT&T, this feels completely unethical as AT&T is forcing me to choose between a quality service in Playstation Vue in favor of its new service. I am requesting that you look into this matter as I believe it may violate the net neutrality rulings by the FCC. See the following link for more information.

<http://www.theverge.com/2016/11/28/13768612/att-users-directv-now-data-free>

[Ticket: # 1331609 - AT&T DSL internet](#)

Date: 11/29/2016 10:25:26 AM

City/State/Zip: Charleston, South Carolina 29492

Company Complaining About: AT&T

Description

We are a local small business and have to have internet for work. We have been trying to get our internet fixed for the past 3 hours with no help from AT&T. I have been transferred on the line many times before being disconnected. We have been doing business with AT&T for over 20 years and they have terrible customer service and tech services.

Ticket: # 1332007 - AT&T/DIRECT TV NOW

Date: 11/29/2016 1:39:51 PM

City/State/Zip: Woodhaven, Michigan 48183

Company Complaining About: Sprint

Description

I am troubled by the Practices of AT&T /DIRECTV NOW, With letting their customers being able to view direct TV free of charge while using there wireless service. It's a very unfair advantage for people like me that has other sources of Internet providers. Also disturbs me that in order to keep premium channels of direct TV now you must sign up to an agreement. I feel the FCC needs to regulate and stop the Monopoly of AT&T gobbling up Media company's and creating loss of free enterprises for our Freedoms of choice.. It simply wrong... Thanks in advance.. (b)(6)

[Ticket: # 1333151 - AT&T Zero rating](#)

Date: 11/30/2016 12:55:13 AM

City/State/Zip: Green Bay, Wisconsin 54301

Company Complaining About: AT&T

Description

AT&T's new idea for "Zero Rating" data is completely anti-consumer. Due to the fact that if they begin their own businesses in the areas of video streaming/ music downloading etc, this will give them a massive unfair disadvantage to anyone else in the market since they're services will not count towards the customer's data cap (yet another completely unnecessary and ridiculous restriction). Especially if AT&T were to establish their own digital games distribution network similar to Steam. Video Games can take up massive amounts of data, and they're getting even larger year by year. The average game nowadays can be anywhere from 20 GB all the way up to 60 or 70 GB. That's a lot of data, and its not going down anytime soon. As you can see AT&T would be at a large advantage owning and operating various markets in order to secure their hold on everyone. It's funny how when Google moves into an area, suddenly all competition lowers they're prices and somehow TWC and AT&T can afford to give people 4 times the bandwidth at the same price. These companies do not want to compete with one another, they want to strangle the market and to suck every nickle and dime from people that they can. They do not want to innovate, since there is no money in that.

[Ticket: # 1333216 - T-Mobile "Binge On" and Net Neutrality](#)

Date: 11/30/2016 7:01:44 AM

City/State/Zip: Danbury, New Hampshire 03230

Company Complaining About: T Mobile

Description

As a T-Mobile customer, I am gravely concerned about T-Mobile's Binge On service and how streaming certain content providers violates net neutrality principles. Other wireless providers are now following suit. I request that T-Mobile discontinue this service and all zero rating practices.

Ticket: # 1333625 - Suspected retaliation

Date: 11/30/2016 1:10:58 PM

City/State/Zip: Seattle, Washington 98108

Company Complaining About: Centurylink

Description

I had 4 analog phone lines and a 20mbps DSL line with Comcast. I cancelled the 4 lines and ported them to a competitor providing VOIP, clearly articulating that I wanted to keep my 20 MB DSL. CenturyLink cut my service twice, downgraded me to 7 MB, sent two different technicians, sent me in circles with customer service each one of whom told radically different stories about the existence, state, and accuracy of my order. Orders were cancelled without explanation. Honestly, it's hard to know whether the bizarre, incoherent and contradictory explanations and service failures were a deliberate attempt to punish me for switching service or gross incompetence, but the end result is that my chemical manufacturing employees were unable to call 911 emergency (on our new VOIP service) or conduct business during these extended outages. It appears there were several orders placed and cancelled and placed again in an effort to allow me to keep my existing service. Most recently I was bounced to 6 different people over an hour and 22 minutes repeatedly ending up in the consume division, told that my order didn't exist, that it did and was completed, that it did but there was no scheduled tech visit, that it did and there was a scheduled visit, but errors prevented execution, and that despite all these repeated errors on there part there was nothing they could do to expedite restoration of my service.

Ticket: # 1334044 - Verizon mini cell towers on utility poles

Date: 11/30/2016 4:01:50 PM

City/State/Zip: Huntington, New York 11743

Company Complaining About: Verizon Wireless

Description

Verizon as installed a mini cell tower on the utility pole at the corner of Bayview Dr. and View Place without any resident seeking or getting any resident approval. In fact they have installed many of these in the neighborhood. The mini cell tower is approximately 30" W. X 12" D. X 48"H. It is an ugly nuisance to our neighborhood and is unwanted and unneeded. When Verizon was contacted about this unapproved intrusion they hung up which is unprofessional and unappreciated.

I wonder if they even got FCC approval for the mini cell towers? Another concern is safety off our utility poles with such large windage addition to our already overloaded (and in my case badly leaning) utility pole. I live at (b)(6), Huntington, NY 11743. As you know Long Island is subject to winds in excess of 50 MPH and utility security is a concern. This brown boxes at unattractive and are a real eyesore to our beautiful neighborhood.

Does Verizon have FCC approval for these mini cell towers on utility poles???

I request that the FCC have these hidious boxes removed as soon as possible. Again no resident was asked for or granted permission for these monstrosities. Please Help. I have been a FCC liscensed Amateur Radio Operator for over 50 years, (b)(6), and know the FCC can rectify this situation. Again Please help. Thank You.

Ticket: # 1335656 - Re: Comcast Internet speed**Date:** 12/1/2016 3:25:35 PM**City/State/Zip:** Port Charlotte, Florida 33952**Company Complaining About:** Comcast

Description

This is a follow-up to your previous request #1121469 "Comcast Internet speed"

This problem continues to exist. Comcast indicated from the last time this issue was reported that they had line splice issues (on their end) as well as channel problems with their amplifiers at the head.

Now, this problem exists again. A Tier 3 representative (Dawn Thompson) has confirmed that they are yet again having "Plant issues" and have provided no information as to when they will resolve this issue. They have yet again sent out a technician to my home even though they have previously replaced each and every single coaxial line coming into my location from the street and still they waste their time sending technicians.

Even with the Tier 3 representative confirming it is a plant issue, they sent a standard in-home technician to my home. When that technician arrived on 11/30/16 at 5:15 PM, he recognized me and stated "I don't know why I am here. I've worked with you before and you know your stuff. If you say there is a problem, then there is a problem. I'll escalate to my supervisor"

I have attached additional diagnostics as I had last time, showing the packet loss is an ongoing issue and needs immediate resolve. Comcast has provided me with a Case# ESL02787779. I first reported this issue to a Tier 3 technician on 11/26/16 who promised to call back to follow up on the issue. As of the date of this additional complaint, that representative nor the supervisor Dawn Thompson (after leaving 3 voicemail at the direct number she gave me to contact her) have been returned. From all of this, this had lead to a series of phone calls into Comcast in which all of them end the same way... We'll file a ticket and send a technician to your house (which never solves the issue, as the issue is not located here).

From all of this, and I have put Comcast on notice, I am in jeopardy of losing my job as I work from home. To be clear, I am not running a business from my home in which Comcast would wish to sell me business class service (and they have tried) which does not resolve the issue either as the net traffic moves across the same nodes. However, my job has placed me on a final written warning for issues relating to my Internet issues as I cannot work when these issues occur.

Kindly,

(b)(6)

Ticket: # 1336145 - ATT

Date: 12/1/2016 7:08:39 PM

City/State/Zip: Richardson, Texas 75081

Company Complaining About: AT&T

Description

Hello,

I am very concerned about the number of businesses that AT&T is buying. It reminds me of the days in which Ma Bell was the only game in town (the nation) and the federal government stepped in to break them apart so that consumers could have options.

We are back to this point again. AT&T is controlling too many companies, and from what I hear they are wanting to buy Time Warner. Us consumers must have options.

What can you all do about this?

Ticket: # 1336466 - Charter is hijacking non-https web pages

Date: 12/2/2016 12:40:04 AM

City/State/Zip: Duluth, Minnesota 55811

Company Complaining About: Charter

Description

When attempting to visit non-https web pages, I am getting redirected to <http://tandc-browsermessaging.charter.net/?sub=bnrOTRyKqHKID6imClftbg%7C73QUoGctTVQtYlHJ6QqQn48EO7hMzSyZT5cfaGptSe3517CIQRcLiCH8nShQadREVBSE26epSLJxxumWb07T7VTI6FEXSeTmehQcOcALcwN66YtoEQ1fDXgOOMSjVn0ehyZS8TD0qR9vfBHx8D54Q&originalURL=http%3A//www.d.umn.edu/&ack=24.217.29.129>

(the originalUrl is the url to which I navigated)

This appears to be being done by replacing the expected html with:

```
<!DOCTYPE html><html><head><noscript><meta http-equiv="refresh"
content="0;URL=http://24.217.29.129/cgi-bin/noscript?policy=62&polycyname=tandc-
accept&category=tandc&stage=1&time=1480243504"></noscript><title></title><script
type="text/javascript">var version=2; var webServer="http://24.217.29.129";</script><script
type="text/javascript" src="http://24.217.29.129/dyn/bg/tandc-
redirect/index.js"></script></head><noscript><frameset><frame src="http://24.217.29.129/cgi-
bin/noscript?policy=62&polycyname=tandc-
accept&category=tandc&stage=1&time=1480243504"></frameset></noscript><body
style="margin:0;"><script type="text/javascript">Bulletin("policy=62&polycyname=tandc-
accept&category=tandc&stage=1&time=1480243504");</script></body></html>
```

[Ticket: # 1336654 - Open Internet -- Received following Ad from Comcast \(See Description below\)](#)

Date: 12/2/2016 11:13:12 AM

City/State/Zip: Alexandria, Virginia 22304-8607

Company Complaining About: Comcast

Description

Fast, wireless and reliable cable internet

Cable Internet service is on when you need it. Sign up today.

Comcast Business Internet

Internet 5 X The Speed of DSL! Bundle Services for Extra Savings

Business.Comcast.com/Internet

Ticket: # 1336791 - Your Employees

Date: 12/2/2016 12:26:36 PM

City/State/Zip: Charlotte, North Carolina 28273

Company Complaining About: Fcc Representative

Description

[REDACTED]

[REDACTED] And now AT&T is trying to charge me additional equipment money. I would like a representative of the FCC to give me a call regarding this issue. Today, I am able to afford to drive to the Starbucks to use their WIFI, but recently I had to call because of course I no longer have WiFi in my apartment.

Ticket: # 1337013 - Comcast Xfinity inaccurate data usage

Date: 12/2/2016 1:59:40 PM

City/State/Zip: Spring, Texas 77379

Company Complaining About: Comcast

Description

I was notified as of today 12/02/2016 that within only 2 hours that my data usage went from 1GB to 19GB in less than two hours on one day. This is impossible and I have in NO way used that much data.

[Ticket: # 1337052 - Constantly poor service level](#)

Date: 12/2/2016 2:19:32 PM

City/State/Zip: Westport, Connecticut 06896

Company Complaining About: Comcast

Description

We are the VoIP provider to a Comcast Business cable customer. Comcast has been delivering very poor service (high packet loss and latency as well as outages) over the last month. They keep on blaming us when we have logs and trace routes that show the issue being on their network. We have reason to believe that this is done on purpose to cause disruption of our VoIP phone service as to force the customer to switch to them (as their technician suggested to them...). Customer is Capitol Sausage, 101 Reserve Rd #14, Hartford, CT 06114. We have spent a considerable amount of time and money over their false accusations.

Ticket: # 1337103 - Property Damage-Broke front yard sprinkler system

Date: 12/2/2016 2:48:55 PM

City/State/Zip: Norcross, Georgia 30071-3350

Company Complaining About: Comcast

Description

Dear FTC,

We live in a brand new subdivision where there is no Comcast yet to the residents. Comcast dig our front yard in order to lay down new big orange cable line and damaged our sprinkler system which is now non functional. I opened the damage tickets 3 times and every time they closed it with same reason "Invalid Address". They even didn't care to contact me by phone or e-mail. Tickets number are :

1. Ticket # 039166178 (opened on 11/1/2016, closed on 11/3/2016)
2. Ticket # 039375592 (opened on 11/15/2016, closed on 11/18/2016)
3. Ticket # 039491755 (opened on 11/23/2016, closed on 11/29/2016)

Comcast appears to be doing these intentionally. Hope you can help me in getting Comcast fix our property damage. Thanks you.

(b)(6)

[REDACTED]

[REDACTED]

Ticket: # 1337904 - Violation of CALM Act

Date: 12/3/2016 1:38:44 AM

City/State/Zip: North Hollywood, California 91601

Company Complaining About: AT&T

Description

The CW streaming station is playing commercials at least 3 times louder than their television shows. While watching Jane the Virgin online via my television, I play the show at "30" on my volume and to get the same sound level on the commercial I have to turn the volume down to "7."

[Ticket: # 1338284 - Net neutrality](#)

Date: 12/3/2016 3:07:48 PM

City/State/Zip: St. Louis, Missouri 63117

Company Complaining About: Charter

Description

Respectfully, I believe that the FCC should fully support net neutrality.

[Ticket: # 1338345 - Complaint against website www.twitch.tv](#)

Date: 12/3/2016 4:22:37 PM

City/State/Zip: Carmichael, California 95608

Company Complaining About: Comcast

Description

The website www.twitch.tv has advertisements play before and during the video content created and streamed by users. Advertisers are allowed by twitch.tv to override the ability of spectators to control their audio. This should be illegal for all websites. The advertisers disable the ability of users to mute the advertisement and increase audio volume over 200% probably breaking 80db and many laws concerning the protection of hearing. Users of the internet should be protected from audio hijacking. Users should be able to mute all audio and control the volume at all times.

Ticket: # 1341863 - Complaint about Comcast Customer Support**Date:** 12/6/2016 5:32:06 PM**City/State/Zip:** Danvers, Massachusetts 01923**Company Complaining About:** Comcast

Description

On 10/26 while using my Comcast email, everything in my inbox prior to that disappeared. I opened a ticket. Called to get status 2 weeks later - it had been closed the same day it was opened with no action. One 11/16 I opened an escalated ticket. Called 1x to get status - no updates, please call back. I called today and believe I was lied to - the ticket was not updated when I called in. She put me on hold then came back and said it had been escalated 2x but they could not fix the issue. She then stated "I don't know why you called back when you've already been told the emails are gone and there is nothing we can do." (A previous rep committed to checking the servers, the cloud etc.). I have spent over 5 hours of my personal time to get zero resolution, be lied to and condescended to - and can only get voicemail prompt hell trying to reach anyone at Comcast!

[Ticket: # 1342315 - supermariologan jeffy](#)

Date: 12/6/2016 10:58:03 PM

City/State/Zip: Lincoln, Nebraska 20850

Company Complaining About: Boost Mobile

Description

its about retarded videos

Ticket: # 1342650 - Conexion issue

Date: 12/7/2016 11:03:41 AM

City/State/Zip: Aventura, Florida 33180

Company Complaining About: Comcast

Description

I have been without COMCAST internet connexion for 8 days ... yesterday Dec06, finally i had an appointment scheduled for 3 to 5, received a call to be earlier because a crew was coming from 12 to 1. It was a NO SHOW. Spoke to several agents, the last one at 10:17 pm. It is Dec 07, 9:53 am and there is no answer from COMCAST to let me know if somebody is going to fix may problem. I have been without internet, TV and phone for 8 days. Payments are religiously done. My wife and i work with the internet.

Ticket: # 1342743 - Illegal telemarketing source

Date: 12/7/2016 11:42:58 AM

City/State/Zip: Alexandria, Virginia 22314

Company Complaining About: Comcast

Description

The following domain is used for illegal activities:

gaveqwicker.com

Registrar URL: <https://www.namesilo.com/>

IP: 208.77.148.226

ISP: VIRTBIZ Internet Services / Mainstreet Data Systems Ltd.

Please shut them down.

I also notified the registrar and ISP.

Ticket: # 1347227 - Charter internet

Date: 12/9/2016 9:48:24 PM

City/State/Zip: Clarksville, Tennessee 37042

Company Complaining About: Charter

Description

My internet is not receiving a good signal at all, on my gaming system I have constant lag and my nat stays on moderate at best, watching movies, tv or even surfing the internet is almost impossible, everything lags, using my data on my phone is faster and better than my wifi, I'm sick of charter and their horrible internet but unfortunately I'm stuck with them because they are the only company that will provide service to my area, the last time I filed a complaint with you they sent someone out immediately and fixed the problem with no charge and everything worked awesome for six months, but now it's the same garbage they are charging me 75 bucks a month for, their idea of troubleshooting is to unplug my modem, I know they know the real problem they just don't wanna do anything about it until I contact you, please help

Ticket: # 1347258 - restoration of service time

Date: 12/9/2016 10:14:47 PM

City/State/Zip: New Richmond, Wisconsin 54017

Company Complaining About: Frontier Communications

Description

Hello,

My ISP is Frontier Communications and I have had very poor QoS over the past 3 days now. When I speak with their customer service they have acknowledged there is an issue but the respond time is set for 6 business days from the time I called.

I would like to know with the new rules in place as Internet as an Utility what the correct response time with these new rules in place.

The second question is what is the current rate I should be charged for my internet if the service they provide is called "Simply Broadband Ultra Plus" were it's only 12 mb down and 1.25 up. The new rules state that broadband is classified now as 25 mb down at least. I currently feel I pay to much if that rule is true and would like help on how to proceed about this issue with my ISP.

Ticket: # 1347713 - It is very hard and impossible to cancel ATT services

Date: 12/10/2016 4:30:30 PM

City/State/Zip: Austin, Texas 78746

Company Complaining About: AT&T

Description

Hi,

I was trying to cancel ATT u-verse and TV services. There is only one way to cancel is to call 800-280-2020. I experienced long waiting time on the phone.

Even when I connected to the agent, after ten minutes of talking about my request, they "seemed" not hear me then they hang up. After few tries, I connected to live agent again to request canceling my ATT u-verse internet and TV, they put me on hold for special agent. Then after 50 min waiting, I got back to the main menu and started a cycle again. I then connected to a new live agent, the same story, she put me on hold again while I insisted cancelling and told her what I experienced. In short, after spending 2 hrs talking to 3 agents and waiting and waiting, I was not able to cancel the service. While I understand that for business reason, they tend not to make service cancelling as easy as ordering new ones. However, this is go too far that customers cannot cancel service. Please investigate this business practice and protect customers. Thanks

Ticket: # 1347714 - It is very hard and impossible to cancel ATT services

Date: 12/10/2016 4:30:31 PM

City/State/Zip: Austin, Texas 78746

Company Complaining About: AT&T

Description

Hi,

I was trying to cancel ATT u-verse and TV services. There is only one way to cancel is to call 800-280-2020. I experienced long waiting time on the phone.

Even when I connected to the agent, after ten minutes of talking about my request, they "seemed" not hear me then they hang up. After few tries, I connected to live agent again to request canceling my ATT u-verse internet and TV, they put me on hold for special agent. Then after 50 min waiting, I got back to the main menu and started a cycle again. I then connected to a new live agent, the same story, she put me on hold again while I insisted cancelling and told her what I experienced. In short, after spending 2 hrs talking to 3 agents and waiting and waiting, I was not able to cancel the service. While I understand that for business reason, they tend not to make service cancelling as easy as ordering new ones. However, this is go too far that customers cannot cancel service. Please investigate this business practice and protect customers. Thanks

[Ticket: # 1348069 - Verizon is not abiding by net neutrality](#)

Date: 12/11/2016 9:40:08 AM

City/State/Zip: Greenwood Village, Colorado 80111

Company Complaining About: Verizon Wireless

Description

Verizon wireless has a deal with the NFL to provide customers with streaming access to out of market of NFL games through its NFL mobile app. Streaming these games does not count against one's data usage; however, streaming video from services such as Amazon Prime, Netflix, Hulu, or HBO GO does. To the best of my knowledge this does not in-fact abide by net neutrality regulation. Rather than limit the data speed of these video services which is an obvious violation of net neutrality regulation, Verizon is essentially subsidizing the use of its partner's services (the NFL). This is not fair to consumers and Verizon ought to be investigated and coerced into either removing the NFL deal, or more preferably exempting all video streaming from its data caps.

[Ticket: # 1348132 - Facebook harrassment with their ToS](#)

Date: 12/11/2016 12:36:40 PM

City/State/Zip: Murrayville, Georgia 30564

Company Complaining About: Hughes Net

Description

All the sudden without warning, I was blocked 3 days by Facebook stating I had shared something with nudity or the like, and I have no damn clue what it was about. This is a violation of my civil rights to self-expression and harassment due to I do not know the source of this. Have I lost my Constitutional rights that anyone can accuse me of anything without representation? PS. This has nothing to do with my ISP. This is a direct abuse with Facebook social services.

Ticket: # 1348520 - Explicit videos and images on the Internet

Date: 12/11/2016 9:45:43 PM

City/State/Zip: Long Pond, Pennsylvania 18334

Company Complaining About: Blue Ridge Communications

Description

Dear FCC:

The widespread and unrestricted access of online pornography has become alarming omnipresent to the point that anyone can view it, anywhere and anytime.

We are a 1st world country and yet we have succumb to a level of disgrace that is destroying the fabric of healthy individuals, couples and families everywhere.

Why isn't there a way to block all explicit images/videos and perhaps designate these with its own domain? Again, this is a 1st world country and yet we do not have such a limitation on something that is silently deteriorating the goodness of our people.

We need censorship on the internet with regards to pornography. There is currently none. Even if you use parental blocks on your household computer, kids can still access these websites on their mobile devices.

Thank you for your time in reading this and I appreciate your efforts in trying to find a solution to this impressively huge issue that many are quite frankly embarrassed to even discuss.

[Ticket: # 1350361 - Net Neutrality Complaint](#)

Date: 12/13/2016 8:11:10 AM

City/State/Zip: Jefferson City, Missouri 65101

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1351307 - email & computer intrusion

Date: 12/13/2016 4:06:33 PM

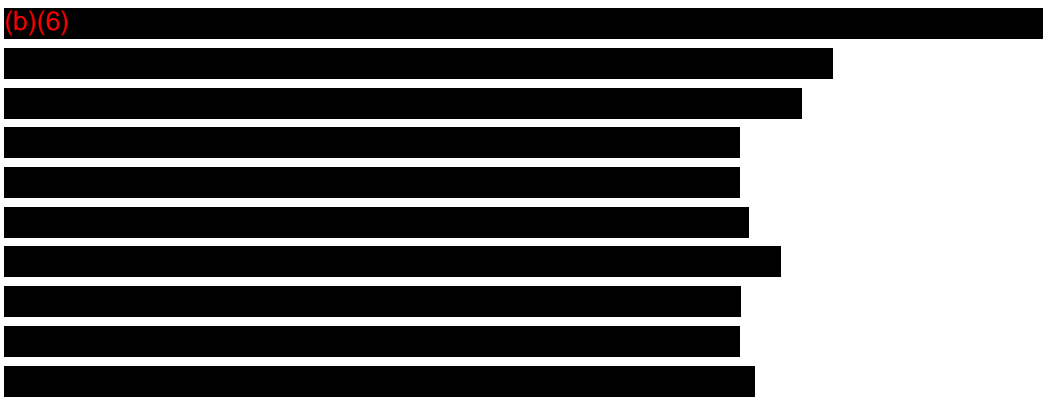
City/State/Zip: West Haversrtaw, New York 10993

Company Complaining About: Hicksville Library Internet, Hicksville, Ny

Description

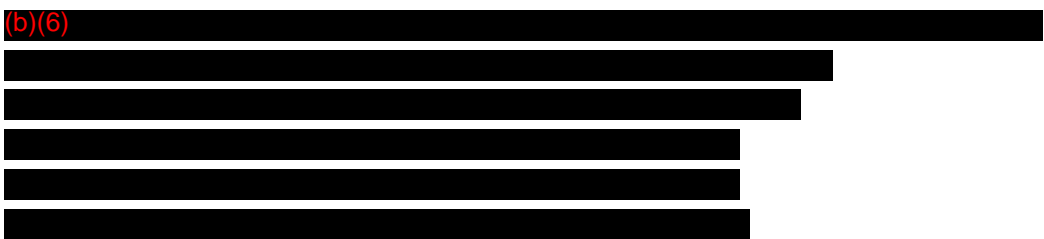
My ex has tried to kill me twice in the past. He along with his friends and associates have terrorized my family for 2+years. They have trespassed onto my property without authorization or invitation to vandalize my property. Along with the destruction to my property they have also remotely accessed all of my electronic devices including my children's electronic devices as well as my other family members electronic devices. Most these events took place while my children were minors and continue to take place today. This concerns me because they have captured intimate moments of my children which i equate to child pornography. I have never employed these individuals to alter my residence, vandalize my property, or damage my home. Also I have not given consent for them to hijack my server, hijack my email, engage in computer intrusion, cyber fraud, cyber bullying, harassment, device cloning, or cross device tracking. These people feel empowered and embolden to trough a paycheck to act recklessly. I was shocked when I saw these people tampering with my electronic devices and destroying my property. They have struck fear and terror in the heart of a single female with minors in the home. As an american I am outraged at this behavior. This country has men and women fighting for freedom and civil liberties overseas meanwhile these individuals are in their middle class neighborhood, in their own backyard invading and trampling on their neighbors freedom and civil liberties. It is my firm Christian belief that individuals have a seared conscious. I consider them to be the new face of terrorism. I feel that their behavior is a form of terrorism and if they can do that then what is there to stop them from disarming cars equipped with blue tooth technology or disarming an air plane. There are many people involved in this, here are a few of them

(b)(6)

A series of ten horizontal black bars of varying lengths, redacting the names of individuals mentioned in the text.

These specific individuals have trespassed on my property and vandalized my property

(b)(6)

A series of five horizontal black bars of varying lengths, redacting the names of individuals mentioned in the text.

On all my electronic devices they have installed files in the root of the device called ...

- Password Formats (to capture passwords),
- http password-manage user files for basic authentication (stores user names & passwords),
- Apache Module mod_dav_loc (generic locking API)
- Apache Module mod_dav_fs (file extension to access resources in the servers file system)
- Apache Module mod_user track (provides tracking of user though a website via browser cookies),
- Apache module mod_remote ip (replaces original client IP address for the connection with the user agent IP address list presented by a proxies or a load balancer via the request headers)
- Apache Module mod_user directory (allows access to user specific directories)
- Apache Module mod_echo(echo server to illustrate protocol modules)
- Apache Module mod_vhost_alias (provides for dynamically configured mass virtual hosting)
- Apache Module mod_alias (provides mapping for different parts of the host file system in the document tree and for URL redirection)

In recent events they have disabled my incoming and outgoing text messages to certain contacts, they tampered with cable boxes, and as of October 31st, 2016 they changed my email password on one of several email accounts.

I got an email from google on Monday October 31st, 2016 at 2:06am advising that someone has my password to (b)(6)@gmail.com. Then google sent another email advising that the IP address was (b)(6). Then I noticed that different IP address were accessing my emails. On 11/15/16 IP address 129.49.101.16 & 129.49.101.0 both accessed my email accounts. the host name belongs to (b)(6).wifi.stonybrook.edu. I believe this is one the people who are remotely accessing my device.

I had pop up that said *****THIS DEVICE HAS BEEN BLOCKED*** ERROR CODE HX245013 CONTACT APPLE SUPPORT & SERVICES IMMEDIATELY AT +1-888-392-8836. PLEASE DON'T IGNORE THE CRITICAL ALERT. IF YOU CLOSE THIS PAGE, YOUR DEVICE ACCESS WILL BE DISABLED TO PREVENT FURTHER DAMAGE TO OUR NETWORK. IT HAS ALERTED THAT YOUR DEVICE HAS BEEN INFECTED WITH A VIRUS & SPYWARE. THE FOLLOWING INFORMATION IS BEING STOLEN...**

-LOG IN CREDENTIALS

-CREDIT CARD DETAILS

-PHOTOS STORED ON THIS DEVICE

YOU MUST CONTACT US IMMEDIATELY SO THAT OUR ENGINEERS CAN WALK YOU THROUGH THE REMOVAL PROCESS OVER THE DEVICE. CONTACT SHORTLY TO PREVENT YOUR DEVICE FROM BEING DISABLED.

I called the phone number 888-392-8836 from (b)(6) and a man named Adam claimed to be an Apple representative asked me to verify my device serial number. I told him that my device was registered to Apple and my phone number as well so my information should pop up since I made the call from the phone number associated with the products then I hung up. I got a call back from 212-683-2600 advising that the call was disconnected and that I should give my credit card information to be able to download some software to clean my computer. Again I hung up then blocked the the number then I started to get calls from 347-325-9042, 718-775-7785-315-895-1834, 315-858-5003, 315-503-5182, 786-448-0283, 516-568-5407, 580-382-7433 and to my trac phone (b)(6) I was getting calls from 309-314-4430, 516-858-0075-917-749-0253, 516-216-7681, 623-414-2828, 516-729-9190, 516-263-7537, 347-998-6279, 516-939-8489, 678-577-8596.

I have made 15 email accounts, purchased 6 computers, 3 laptops, I have changed cell phone carriers 5 times and purchased 10 cell phones because I thought something was wrong with the devices. My current phone number is (b)(6) through Boost Mobile but because the phone is being hacked and cloned it registers as (b)(6) in NY and my other phone number is (b)(6) also through Boost Mobile both devices are Apple Iphone 6+S, the device for phone number (b)(6) was stolen on 12/9/16 between 1pm-2pm. Previously I had service with T-Mobile, on 9/15/15 They wrote to advised that an unauthorized party accessed certain Experian servers so my child's personal information may have also been hacked.

<https://mail.google.com/mail/u/0/?ui=2#inbox>

<https://get.adobe.com/fashplayer/completion/adm/?exitcode=30&type=intall>

```
var PS_J=function (a,b)
{this.x=PS_c(a)?a:0;this.y=PSc(b)?b:0};PS_J.prototype.clone=function(){return newPS_J9this.x,thisy}}
```

Which of the following were used in this incident? (Check all that apply.)

- Spoofed Email
- Similar Domain
- Email Intrusion
- OtherPlease specify: device clone&cross device tracking

[Ticket: # 1353276 - Internet Monopoly](#)

Date: 12/14/2016 4:47:07 PM

City/State/Zip: Kingston, Pennsylvania 18704

Company Complaining About: Service Electric Cable Tv & Communications

Description

I believe that this internet service provider is over charging, and they should address this issue. They won't even allow any type of negotiation. They are the only company in this area, so they are a monopoly. They are continuing to raise prices every year.

Ticket: # 1354375 - Internet service reported to be hacked

Date: 12/15/2016 12:21:19 PM

City/State/Zip: Swainsboro, Georgia 30401

Company Complaining About: Hughes Net

Description

Message came on my drop down area of my smart phone, that my phone. May be hacked. Called yahoo, they claimed that my computer ,cell phone is hacked.

And wanted to charge me. \$199.99

To fix my computer. I replied no.

Who is responsible for the safety of my service? Is it yahoo, hughnesnet my internet service, or myself? Please help me, as of now I have no service, after dealing with these people. And I feel as if they're giving me the run around. My home number is (b)(6) . Please me if needed.

Thank you. These are just. Few of the issues, in this situation.

Ticket: # 1355394 - MYDOMAIN Company Hijacked my website

Date: 12/15/2016 8:00:36 PM

City/State/Zip: Camas, Washington 98607

Company Complaining About: Mydomain

Description

MYDOMAIN has been regisitering my domain, apparently they have been sending renewal information to an old email address. They turned off my merchant website. I called and have had several chats to try and pay my bill and get my website up and running. They asked that I email them a government issued ID to verify my identity. I did, its been 48 hours and they have not asked for payment, nor turned on my website, Its the busiest time of the year and I am loosing valuable business

[Ticket: # 1355694 - Internet data](#)

Date: 12/16/2016 1:20:39 AM

City/State/Zip: Bismarck, North Dakota 58504

Company Complaining About: Verizon Wireless

Description

I started out with 5 gigs I usually had close to 2 gig by the end of the month. Then all of a sudden my data started soaring. I called and asked what's up. They gave a excuse my husband was watching videos. Funny he's doesn't have the Internet on his phone. They then said I was using alot on my jet pack. I am the only user on my jet pack, another lie. I keep track of the time I am on it at night I turn it off the next morning and a gig has been used. Now they tell me for 10.00 more I can move to the next plan . What a joke they are like they don't get enough already.

Bismarck ND

[Ticket: # 1355817 - Lack of competition](#)

Date: 12/16/2016 9:09:30 AM

City/State/Zip: Federal Way, Washington 98003

Company Complaining About: Comcast

Description

Due to the lack of competition in this industry Comcast abuses their customers by implementing unneeded data caps. Their own CEO has admitted on record that data caps are just a money grab and doesn't actually effect their network infrastructure.

Ticket: # 1355861 - CenturyLink (Centurytel) Internet service on the Key Peninsula

Date: 12/16/2016 10:06:00 AM

City/State/Zip: Lakebay, Washington 98349-0787

Company Complaining About: Centurylink

Description

For years Centurylink has advertised 20mbs/sec of internet speed. They have never delivered on the Key Peninsula in Pierce County. Their service is a monopoly since it's the only service available on the Key Peninsula South. In today's environment, internet reliability is a necessity. The schools have the children doing their homework on an on-line site. They can't do that if the service for the internet is too bogged down due to outdated equipment or the service cuts in and out.

Many people on the Key Peninsula have complained to Centurylink directly and have been told that they are going to do anything to fix their service. We are being told that it's an "exhausted switch" (too many customers on the line) and they aren't going to spend the money to upgrade or even maintain what they have there now. This is discriminatory in light of what Centurylink is doing in the Seattle/Tacoma area (upgrading to 1Tbit/sec).

Many of the people on the Key Peninsula are giving up trying to get anything done because of the frustration when they talk to Centurylink.

[Ticket: # 1356740 - Data Speeds](#)

Date: 12/16/2016 4:48:03 PM

City/State/Zip: Rosedale, Louisiana 70772

Company Complaining About: Star Telephone Company

Description

Star Telephone Company in Maringouin Louisiana is her internet provider and the only provider in her area. She pays for 10 Mgb of data and only gets 4-5 Mgb of data. She works from home and is not able to stay on line due to interruption of service. She called them and they said they are working on it or they blame it on the number of devices operating or the company she works for.

Ticket: # 1357808 - Site deletion

Date: 12/17/2016 4:35:07 PM

City/State/Zip: Plainfield, Illinois 60586

Company Complaining About: Facebook

Description

My son has/had a business on Facebook. On October 24th they unpublished all the businesses sites. All our customers pages too. We have been given generic reasons from "negative fan feedback" to posting malicious links. The last was for a site with no posts. We cannot get in touch with anyone nor file a grievance with a real person. We would like our business pages reinstated and the offense in writing with time to remove it. We would also like assurance that once given back because someone asked they wont be taken away as soon as the news/judge/government entity is gone. They have done that before. All we are asking is to be allowed on a level playing field. They post scam ads, fake news, but our pages were G and posted no fake news nor scam ads. They have to listen to you as you control the Internet. Maybe make them a "public utility" that will stop the random unpublishing of pages just because they can.

[Ticket: # 1358162 - Internet working fine but no streaming services will work](#)

Date: 12/18/2016 10:55:33 AM

City/State/Zip: Marlborough, Massachusetts 01752

Company Complaining About: Comcast

Description

No streaming services are working despite my speed test - conducted in the same room- indicating that everything is working as expected. We pay handsomely for the internet service and it's incredible frustrating to be shutout of other services for which we're also paying.

Ticket: # 1362113 - AT&T Anti-competitive Data Practices**Date:** 12/20/2016 11:34:22 PM**City/State/Zip:** Springfield, Illinois 62704**Company Complaining About:** AT&T

Description

AT&T has shown a continued interest in violating the basic tenets of net neutrality. They introduced data caps a while back claiming that it was due to network congestion, but they enforce these caps even in areas and at times when network congestion is not a concern. That alone is annoying, but doesn't seem to violate any neutrality ethics. However, they have made a couple of recent moves that are more concerning. First, they are zero-rating their new product DirecTV now, while charging for data used on competing services. This seems like a very clear example of AT&T using their dominance in one business to unfairly disadvantage competitors, like Netflix, Hulu, Sling, and even YouTube.

More recently, they decided to introduce a new "product" called Stream Saver. They'll be throttling and reducing the quality of all video BY DEFAULT. The feature is being added to all accounts and "turned on" by default. This is not consumer friendly and seems likely to push more people to using AT&T video products to get better quality. Even in the guise of saving people data and money, this is a very transparent and non-consumer friendly way to disadvantage online video competitors.

Also, the email is very deceptive. It really makes it seem like they are introducing a competing product to T-Mobile's Binge On, which zero-rates all popular video apps. (A practice which also seems to violate net neutrality, but appears to be consumer friendly and at least NOT an antitrust concern.)

Ticket: # 1362888 - Remaining FCC Commissioners Promise to Gut Net Neutrality 'As Soon As Possible'

Date: 12/21/2016 2:45:15 PM

City/State/Zip: Dc, District Of Columbia 00000

Company Complaining About: All

Description

Hey FCC Republicans,

The Govt is suppose to work and help the public with access and affordability. Where is the compassion for the masses? Or would you rather hold on to your GREED?

source:

<http://gizmodo.com/remaining-fcc-commissioners-promise-to-gut-net-neutrali-1790363416>

Ticket: # 1363719 - fake ICWA email for Alaska CINA Case: 3PA-16-00028/29/30/31CN

Date: 12/21/2016 10:36:02 PM

City/State/Zip: Anchorage, Alaska 99503

Company Complaining About: AT&T

Description

(b)(6) @gmail.com- Fake Email which was set up during a State of Alaska worker (b)(6) "Indian Child Worker". It was on an unsecured line from the Wasilla-OCS Office

(b)(6)
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I am guessing it was to illegally obtain information regarding my son's murder trial State vs. Sharpe because me and my children are key witnesses and Detective (b)(6) (b)(6) @ci.wasilla.ak.us) with the Wasilla Police Department and (b)(6) (b)(6) @alaska.gov) with the prosecuting team is not protecting us as witnesses in Alaska case number 3PA-14-00877CR.

I am guessing (b)(6) @alaska.gov) defending (b)(6) his attorney and my CINA Case Attorney (b)(6) @alaska.gov) (b)(6) @gparvinlaw.com) are in cahoots to discredit me and my family by creating mass confusion.

I have also been trying to document at BearLawFirm@gmail.com and anchoragefbi@ak.net . None of my emails are secure and these identity theft tyrants keep accessing everything around me. Please maintain full coverage around my emails, feel free to access and infiltrate everything around me internet web browsing history and emails.

(b)(6)

[Ticket: # 1364177 - apparent pedophile-directed online content](#)

Date: 12/22/2016 12:24:09 PM

City/State/Zip: Effingham, New Hampshire 03882

Company Complaining About: Time Warner

Description

Crackle.com and Hulu.com both have a show which has a cartoon character which appears to have the end of the male body part sticking out of its stomach a short distance away from the face of a young person whose mouth is open in an "oh" shape. This looks pornographic, and since it is a cartoon, it looks like it can be used for pedophile grooming. I complained to Hulu when my mother was paying for their service, and no one from Hulu answered. Is there any way to get pedophile-looking content off of websites owned by companies which own major t.v. stations?

Ticket: # 1365103 - Very scared

Date: 12/22/2016 9:39:59 PM

City/State/Zip: Santa Rosa, California 95403

Company Complaining About: AT&T

Description

I read this article:<http://www.recode.net/2016/12/12/13919952/net-neutrality-fcc-rosenworcel-trump-senate/> and quite frankly I am very scared about what rules you are going to make to the internet under his presidency. Please keep the internet open and free for all of us. I beg of you.

Ticket: # 1366336 - Re: [FCC Complaints] Re: Problems with HughesNet Service

Date: 12/24/2016 1:41:35 AM

City/State/Zip: Flagstaff, Arizona 86004

Company Complaining About: Hughes Net

Description

This is a follow-up to your previous request #1315274 "Problems with HughesNet Ser..."

Gear FCC Complaints,

As it has now been 11 days since I have sent you my response in regards to Hughes Net's response and have not gotten any reply back, I am concerned that you may not have gotten my e-mail even though it shows being sent. My other concern is that when I sent you my response "HughesNet New Letter.docx" file that was 9.66 MB it took overnight to send costing my data usage about 5GB of that data just to transmit with no response of you receiving my communication or that file. Would you please let me know what is going on, as I can no longer handle HughesNet's lack of service with them automatically taking money from my bank account even though I never gave them permission and them not holding up their end of the contract of giving a customer usable service.

Best Regards,

(b)(6)

Dear (b)(6) (FCC Complaints),

Attached is my response to the letter of response from Hughes Net.

Best Regards,

(b)(6)

Advanced Computing

[Ticket: # 1366443 - Illegal streaming](#)

Date: 12/24/2016 11:39:40 AM

City/State/Zip: Fort Worth, Texas 76114

Company Complaining About: Cody Online Streaming

Description

Cody online streaming service is illegal and using Netflix and Hulu and movies for free. This is illegal and hurts cable and Netflix too. Needs to be shut down or jobs will be lost

Ticket: # 1367548 - Comcast ibone server issues for over a month every single night

Date: 12/26/2016 9:13:02 PM

City/State/Zip: Cincinnati, Ohio 45248

Company Complaining About: Time Warner

Description

I have been dealing with issues with a server owned by Comcast for over a month straight and it happens every single night during peak internet usage. Their server is causing packet loss of around 20% on average.

I have contacted them directly and they say their is no issue on their end and that what is happening is normal. I have collected data for at least a week straight from Pingplotter Pro showing the issue as well as called Time Warner cable technicians and had them verify the problem as well. Comcast will not acknowledge the issue and now ignores all of my attempts to contact them to get the issue resolved.

I am not a Comcast customer directly but their server is many of the hops along the route to my end destination so I am forced to use their servers.

Here is a link to a forum post concerning my issue.

https://www.pingman.com/forums/ubbthreads.php/topics/2978/Comcast_won't_acknowledge_a_pr#Post2978

I have more PingPlotter Pro software files (.pp2 files) that show the issue more and emails from their technical support before they stopped responding about the issue. Comcast will not even look into the issue as they say their server is working as intended.

Let me know anything you else you need from me. I have exhausted all means trying to get the issue resolved and you are my last hope. My ISP says they can't force Comcast to do anything and Comcast last told me to contact my ISP even though the problem is on Comcast's end.

Ticket: # 1367615 - TWC failure to address on going problem with internet traffic priority through Austin Tx

Date: 12/26/2016 10:22:08 PM

City/State/Zip: San Antonio, Texas 78228

Company Complaining About: Time Warner

Description

During peak hours usage hours (4pm-12am) there is major congestion passing through Austin, Texas Time Warner Cable servers every single day for almost a year now, ping times upwards of 500ms some times, averaging around 150. (connections that do not pass through this node do not experience high latency) I have contacted their customer service about this issue around 10 times. Had many techs come to my house, some with supervisors . Escalated to tier 3 quite a few times with promises for call backs, with out one following through. You dont even want to know how many times ive restarted my router and unplugged things. The supervisor exp was very frustrating, they came to look at all my equipment which of course as been all checked out many times, so I brought up WINMTR (the traceroute tool i use) and was showing them exactly what the problem was, and how easy it was to replicate. He said he would " put a watch on the lines and call me back " (these people provide a telephone service and never once called me back heh)I pay ~\$124 per month for their 200megabit package. No fix after such a long period of time to me is unacceptable , i feel ignored because i do not matter, pretty sure the congestion is from database backup swarms that all the tech businesses sprouting in the region do at the end of day , while TWC has 2000s era infrastructure , and limited PRIORITY bandwidth from contracts . Honestly 1/2 the time I call the rep just says " ur signals seem good, ill have to send a tech " even after ive told them my long history (and they recognize their ends log) of techs coming out . More often than not they refuse to escalate to lvl 2, 3 as well, like flat out denied. Ive collected logs and sent them for "engineers to review" with no call backs as well, so they have had actual data on the problem, and not fixed it =c . There is no other ISP in my area , not even a DSL service. I will provide you with the same tracert (from WINMTR)logs that I sent them as well as some CHAT customer service logs that I found especially interesting, there is no way to return to a prev chat session , so every time you reboot or unplug you have to start over with a new person . The trace routes are from the second half of the year with the collection times in the doc title , but I am experiencing the EXACT same problem, with same ping times to this day which I also provide a log of . the destination ip is a game server that is in Chicago, however the problem is also easily shown by pinging google.com, or any other major destination that requires me to pass through Austin. Please help, and thank you for being here.

[Ticket: # 1369405 - romance scammer long history](#)

Date: 12/28/2016 11:15:46 AM

City/State/Zip: Lewes, Delaware 19958

Company Complaining About: Not Pertinent

Description

While searching on PlentyofFish dating site, I came across a picture that had 'scam' written all over it, as I have had dealings with these lowlifes in the past. I uploaded the photo to TinEye and BINGO I was correct. This guy has had a long scammer history. I myself have not dealt with this person but the long history is so disturbing. Dating sites supposedly help someone to find a date or relationship, not a predator. These sites constantly register the same photos of people known to be scammers. Potential victims of these scams pay to register on dating sites but are prey to scammers. My point is these sites are unethical in allowing known scammers back onto their sites, their disclaimer of not being responsible for what occurs after someone registers is morally wrong and needs to be rescinded and made into something where they become accountable towards their clientele. For example, if I buy something, is the company totally absolved of their responsibility to the customer? No- they have some degree of accountability. Why should it be any different with dating sites? Their business practices are very wrong- dating sites have become another way criminals operate and this is increasing quickly. We really need a better way of being protected against these amoral subhumans that steal to the tune of \$20 million every 6 months. Please take this seriously; these thieves take not only money but also take people's hearts, minds, trust, et al. The victim is left with not even the memory of an actual person but of a phantom, causing the questioning of their own sanity.

Ticket: # 1374223 - Comcast Code Injection

Date: 12/30/2016 11:15:58 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Comcast

Description

Comcast is INJECTING CODE into browsing sessions. I'm am getting pop-ups on all websites warning of Hugh data usage.

They are literally taking my browsing traffic and adding code to enable these pop-ups.

THIS SHOULD BE ILLEGAL! Not to mention it is a HUGE breach of privacy.

Ticket: # 1375296 - unwanted unrelenting email;s

Date: 1/1/2017 8:39:03 PM

City/State/Zip: Mogadore, Ohio 44260

Company Complaining About: Quantum Code [Http://www.the-quantumcode.com/special-new.php?clickid=6bbdd1eb-78b1-449c-953c-e5fc633e3575&aff=l503&c=us&tid=102d8f6d544e995e9ed419a6a8df05&aff Id=8848&aff Sub3=&aff Sub4=&source=](http://www.the-quantumcode.com/special-new.php?clickid=6bbdd1eb-78b1-449c-953c-e5fc633e3575&aff=l503&c=us&tid=102d8f6d544e995e9ed419a6a8df05&aff Id=8848&aff Sub3=&aff Sub4=&source=)

Description

I receive numerous unwanted and unsolicited emails that come from different emails daily

http://profit-maker10.com/?u=bl3pte4&o=xbmkvzg&t=s_opt_sp

scanner@megaview.net

Yesterday I made a crazy deal to buy a new house with garden and swimming pool. Now I'm just sitting in cafes and drinking flavored lattes with the idea that it is unfair to hide the happiness from the world.

So I share this link with you and a few randomly selected people me, as once shared with me my German friend.

The incredible achievement of scientists from Germany, the program, which making successful trades in the exchange market, it has changed the lives of people like me forever.

As long as man is prone to impulsive decisions and makes errors in anticipation of profit, BankBot operates on the market based on thorough market analysis. It does everything for you, you're just enjoying the growth of your income. If it's not a miracle, what is it?

This email has been scanned by the Megaview Security Gateway service.

Ticket: # 1375641 - Malicious Google Review- (b)(6)

Date: 1/2/2017 12:32:47 PM

City/State/Zip: Brunswick, Ohio 44212

Company Complaining About: Google Inc.

Description

A former patient, (b)(6), filed a malicious, inaccurate review on Google Review. (b)(6) is more than a little shady,...he gave a bogus insurance card with no dental coverage, which is essentially fraud, then refused to pay the balance. Google, located , in Santa Clara, has steadfastly refused to remove the false and malicious review from Google Reviews, of www.crosscreekfamilydental.net.

Ticket: # 1375666 - Spectrum Communications, Tampa, Florida

Date: 1/2/2017 12:58:15 PM

City/State/Zip: Spring Hill, Florida 34606

Company Complaining About: Spectrum

Description

I just finished talking to the billing and internet departments for the new owners of our Internet, Wireless, and telephone company. Spectrum took over for Brighthouse this month (January). I talked to first Aracelie about my bill going up \$15 and then waited 25 minutes to talk to Lyn at Internet Services. Lyn was in Philippines and it was impossible for me to hear her or her to hear me. I recorded almost 5 minutes of our last conversation to show how ridiculous this company is. She tried to call me back to make connection better but it was to no avail. Please call me and I will play back this conversation. When you hear it, you won't believe your ears.

She would and could not provide me with a local number for me to get help here in the Tampabay area. I can find no one to help me with this company.

[Ticket: # 1377648 - high speed internet](#)

Date: 1/3/2017 3:42:18 PM

City/State/Zip: Galax, Virginia 24333

Company Complaining About: Centurylink

Description

CenturyLink is billing me for High speed nearly \$60 a month. I regularly check my speed with the Cnet website test. I was told by a friend that your definition of high speed internet is 25 M. I definitely only get between 5 and 7 M. CenturyLink told us a couple of years ago that they were installing Fiber Optics. We never saw the results if they did.

[Ticket: # 1377665 - Lude ad on internet](#)

Date: 1/3/2017 3:47:13 PM

City/State/Zip: Kenai, Alaska 99611

Company Complaining About: AT&T

Description

Naked man masturbating.....his email: (b)(6) @reply.craigslist.org

[Ticket: # 1378455 - re: My privacy](#)

Date: 1/3/2017 9:19:39 PM

City/State/Zip: West Hollywood, Arkansas 90046

Company Complaining About: AT&T

Description

People Finders/Reddit

There are many companies such as these that are providing all of my (myself &) families personal and private information and selling it without my information. I feel threatened and very vulnerable. I do not want to have this information on the internet and I do not want anyone to have access to my information. Please do something to stop this. /Can you help me get my information off of these sites and off of the internet. Thankyou

Ticket: # 1380139 - The open internet

Date: 1/4/2017 5:21:54 PM

City/State/Zip: Hayward, California 94544

Company Complaining About: Comcast

Description

I am extremely worried about the path the internet is taking. If net neutrality goes away I believe the internet will lose what makes it great. It will become controlled by cronies and you'll only be able to find information they want you to find. It will not be a platform for the open exchange of information. It will be a tool used by those in power to control what the masses know....nothing more than a propaganda machine. The internet should be open and should show no preference for one piece of data over another. I'm already being RAPED by my ISP every month and it's about to get WAY WORSE now that they have enabled a DATA CAP which I know I will surpass. It's especially frightening because I depend on the internet for my livelihood. If I don't have open access to the internet I am not employable. The FCC has the power to prevent me from becoming homeless...so please do.

Also the question, Have you contacted your provider about this issue? are you joking me? like they give one s*** ...they love it...they revel in it...they hate their customers and anyone who wants to stop them from bullying us into paying their outrageous prices.

[Ticket: # 1382837 - Offensive answer from Siri](#)

Date: 1/5/2017 10:43:40 PM

City/State/Zip: Vicksburg, Mississippi 39180

Company Complaining About: AT&T

Description

I asked Siri "how big is an acre?" And her reply was a page full of entries such as "how big is a Nigga"! I was SHOCKED that that would be in her vocabulary. Very offensive

[Ticket: # 1383953 - Yahoo Fantasy Spam](#)

Date: 1/6/2017 3:35:47 PM

City/State/Zip: Salem, New Hampshire 03079

Company Complaining About: Yahoo

Description

Email sent from yahoo fantasy baseball that is unsolicited and more importantly, doesn't have an unsubscribe link in it.

Ticket: # 1386613 - NEW COMCAST COMPLAINT

Date: 1/9/2017 11:52:51 AM

City/State/Zip: Miami, Florida 33179

Company Complaining About: Comcast

Description

A NEW COMPLAINT

THIS IS BULLSHIT, WE STILL HAVE PROBLEMS WITH THE INTERNET, WE FILES A LAWSUIT AGAINST COMCAST FOR \$50,000 3 DAYS AGO AND WILL FILE A LAWSUIT AGAINST THE FCC IF WE WILL NOT GET ANY HELP FROM THIS SHITTY COMPANY, COMCAST NEEDS TO BE CLOSED FOR BUSINESS, THEY HAVE THE WORST SERVICE IN ALL OVER THE U.S., MOST OF OUR CALLS WITH OUR CUSTOMERS ARE GETTING DISCONNECTED WHILE WE TALK WITH THEM BECAUSE OF THEIR SHITTY SERVICE

Ticket: # 1390013 - Natural Face Serum and Glow Cream for Face Cream

Date: 1/10/2017 6:39:18 PM

City/State/Zip: San Francisco, California 94121-3505

Company Complaining About: AT&T

Description

I ordered these 2 items last November 23 2016 for just samples only charged shipping, \$5.99 & \$4.95 but seller charged \$94.95 for Serum, \$89.95 for Glow on December 7 2016 to my bank account. I called customer service then I cancelled these items both on same day December 7 2017 also. I had cancellation number of both items from customer service representative. #1569807 for Serum and #1569810 for Glow. But they not money back today so far. Then I called customer service again today Jan. 10 2017. They said cancel available within 14 days. I said order Nov.23, cancelled order call Dec. 7 just 14 days but they didn't accept, said No Money Back! This is Fraud! Please help me, I need money back total \$184.90

[Ticket: # 1390377 - My service no work](#)

Date: 1/10/2017 10:18:19 PM

City/State/Zip: Las Piedras, Puerto Rico 00771

Company Complaining About: Puertorico Telephone Company (claro)

Description

I dont have service on my home the day jan 2 2017 at date no have service

The company tell me at jan 9 2017 my service is fixed and i dont have service.

Ticket: # 1390632 - CAPITAL ONE LET A FEMALE TO OPEN AN 360 CHECKING ACCOUNT USING MY PERSONAL IDENTIFICATION WITHOUT MY CONSENT! IDENTITY THEFT !

Date: 1/11/2017 9:45:55 AM

City/State/Zip: North Miami Beach, Florida 33181

Company Complaining About: Capital One Online;

Description

LAST YEAR ON MARCH 17, 2016; CAPITAL ONE LET AN INDIVIDUAL ((b)(6)) WITH ITALIAN NATIONALITY AND RESIDENT LOCATION ((b)(6)) MIAMI BEACH FL 33139 TO OPEN A 360 CHECKING ACCOUNT # ((b)(6)); USING MY SOCIAL SECURITY NUMBER AND PERSONAL INFORMATION; AFTER THE ACCOUNT WAS OPENED; THIS PERSON USED AN ATM CARD PROVIDED BY CAPITAL ONE UNDER MY NAME TO PERFORM FINANCIAL TRANSACTIONS; AND ALSO TO PAY UTILITIES UNDER MY NAME ON WHICH SHE HAS OPENED AS WELL (LIKE ATLANTIC BROADBAND; APPLIED ON SEVERAL BANKS INSTITUTIONS FOR CREDIT AND FINANCIAL ACCOUNTS, INCLUSIVE TRY TO OBTAIN A LEASE UNDER MY NAME AT SAME ADDRESS MENTIONED ABOVE.

ON DECEMBER 2016 I FOUND OUT ABOUT THIS ACCOUNT THEREFORE I CALLED CAPITAL ONE AND CHANGED IMMEDIATELY ALL THE SETTINGS; INFORMATION AND TELEPHONE NUMBER ON THAT ACCOUNT.

WHEN I GOT TO OBTAIN ACCESS TO THAT ACCOUNT UNDER MY NAME FULLY OPEN WITH A BANKING HISTORY; I OPEN A SECONDARY ACCOUNT AND TRANSFER FUNDS TO THE NEW ACCOUNT AVOIDING THAT PERSON WHOM MAKE FRAUD USING MY PERSONAL IDENTIFICATION TO GAIN ACCESS TO THE ACCOUNT.

THE PERSON ((b)(6)); THINK THAT HAD CONTROL AND THAT SHE CAN CONTINUE CREATING CRIME IN OUR NATION! THEN SO HER STEP WAS TO CALL CAPITAL ONE REPORTING FOUNDS ON THAT ACCOUNT BEEN TRANSFERRED WITHOUT HER CONSENT.

WHAT A SHAME@ SHE GOT THE WRONG US CITIZEN TO DO THIS FRAUD.

THE ACCOUNT WITH CAPITAL ONE IS UNDER INVESTIGATION SINCE SHE CREATED THAT STORY; BUT THIS IS THE REAL STORY AND I HAVE SUBMITTED THE PERTINENT REPORTS FOR IDENTITY THEFT; FEDERAL DEPARTMENTS OF THE US; AND I HOPE TO OBTAIN YOUR COOPERATION TO STOP THIS CRIME COMMITTED IN A DAILY BASIS IN OUR COUNTRY.

LAST UPDATE I CALLED CAPITAL ONE TO RECEIVED UPDATES BUT THE ANSWER WAS ACCOUNTS ARE BLOCK AND UNDER INVESTIGATION.

HOPE TO RECEIVED ASSISTANCE IN ORDER TO CLEAR MY NAME AND AVOID ADDITIONAL DAMAGE TO MY CREDIT.

I AM SUBMITTING SOME DOCUMENTATIONS I HAD FROM (b)(6) AND SHE ALSO GOT A LICENSE AS OF REALTOR! THAT'S SCARY; SHE IS HANDLING SOME OTHERS PERSONAL INFORMATION.

THANK YOU

(b)(6)

[Ticket: # 1390903 - AT&T U-Verse / YouTube Peering & Caching](#)

Date: 1/11/2017 11:55:27 AM

City/State/Zip: Allen, Texas 75013

Company Complaining About: AT&T

Description

We have an over 50Mbps connection from AT&T U-verse. Most popular videos on YouTube buffer at a high rate of speed (20Mbps+), but less commonly viewed videos (those with less than 15 million total views) buffer very slowly. I suspect the cause to be caching on AT&T's side. Only the "popular" videos on YouTube buffer at a high rate of speed while other (commonly less viewed ones) do not. I personally believe this to be deceptive because U-verse is not providing anywhere near the claimed speed of our internet plan for most of the videos on YouTube, only for the most commonly viewed ones.

[Ticket: # 1391333 - comcast](#)

Date: 1/11/2017 2:36:24 PM

City/State/Zip: Richmond, Michigan 48062

Company Complaining About: Comcast

Description

worst company to be in business with for two months now they've turned my internet off and you can't call and talk to someone you have to schedule a phone call with them so I did the chat that they encourage people to use and Manan was no help to me and lied about not being able to help me with fixing my internet because when this happened last month they had no problem doing it and no Manan told me I have to wait 24 hours.

[Ticket: # 1394408 - Disconnected without being notified for my neighbor?](#)

Date: 1/12/2017 7:22:43 PM

City/State/Zip: Aubrey, Texas 76227

Company Complaining About: AT&T

Description

See Attached too much to type here looks jumbled

Ticket: # 1394548 - Lack of connectivity and inconsistent , reliable service

Date: 1/12/2017 9:00:56 PM

City/State/Zip: Rock Spring, Georgia 30739

Company Complaining About: Windstream Communications

Description

I have ongoing issues with Windstream Communications. Their service of providing DSL/Internet to customers is extremely unreliable. It is very inconsistent and has been an ongoing issue for quite a while. However, I am in a rural location in North Georgia, where there are limited providers. I have contacted them over and over about the situation, and I have had their supervisor/engineers to call me and explain to me the reason. They advised that the copper line was old, pieced together and had many flaws in it. He also advised me that they weren't going to do any maintenance or try to repair it. I am tired of paying for a service that is unreliable and is not up to par as other areas that are surrounding me. My download speed is less than 3 mbps and upload speed is less than 1 mbps. Some providers close to me are providing 100 mbps up/down for less money than I am paying Windstream Communications

Ticket: # 1395727 - Re: AT&T/DIRECT TV NOW

Date: 1/13/2017 2:56:58 PM

City/State/Zip: Woodhaven, Michigan 48183

Company Complaining About: Sprint

Description

(b)(6)

Nov 29, 2016 12:39 pm

I am troubled by the Practices of AT&T /DIRECTV NOW, With letting their customers being able to view direct TV free of charge while using there wireless service. It's a very unfair advantage for people like me that has other sources of Internet providers. Also disturbs me that in order to keep premium channels of direct TV now you must sign up to an agreement. I feel the FCC needs to regulate and stop the Monopoly of AT&T gobbling up Media company's and creating loss of free enterprises for our Freedoms of choice.. It simply wrong... Thanks in advance.. (b)(6)

Ticket: # 1396148 - SCAM

Date: 1/13/2017 4:55:42 PM

City/State/Zip: Branson, Missouri 65616

Company Complaining About: Potter And Smith

Description

Got a phone call from 928-239-5476, they claimed that they are a search company. They are hired by a company POTTER AND SMITH 844-830-1280. So I contacted this number and they stated that I had a civil laws suit from US CELLAR and that they were calling to collect the money. they ask me for my last four numbers of my social security number, which I gave. Then he said my year of birth, I hung up. Then I called US Celluar and they look up and I hae never had an account with them or business with them and no law suit.

[Ticket: # 1397369 - hacking by building server](#)

Date: 1/14/2017 7:34:06 PM

City/State/Zip: Chicago, Illinois 60605

Company Complaining About: Rcn Cable

Description

server in building i live in is hacking my rcn wi-fi account

Ticket: # 1397580 - Inaccurate data usage calculations**Date:** 1/15/2017 12:57:58 AM**City/State/Zip:** Joliet, Illinois 60435**Company Complaining About:** AT&T

Description

Att is misrepresenting the amount of data that being used... I recently began tracking my data usage in hopes of "cutting the cord" and spoke to a rep on 13 th and informed that I would be looking to cancel my TV services with them and using an streaming service for cable. Ever since that conversation seems like they are miscalculating my data usage. As evident by the attachment that reflects data usage already for a day that has not occurred when the picture was taken. I checked my usage on 1-14 at 10pm cst, and they were already reflecting data usage for 1-15-17... And when I called all they talked about it was irrelevant due to the fact as long as I keep my tv service that I "have unlimited data" but the issue is that I explained that I was going. To cancel my tv service previously and then I would be subject to a data cap. Seems to me they are intentionally over calculating my data usage to prevent me from canceling my top tier tv package I maintain with them.

Ticket: # 1398157 - Internet issues

Date: 1/15/2017 8:29:56 PM

City/State/Zip: Madison, Mississippi 39110

Company Complaining About: Comcast

Description

We are Comcast Xfinity customers who have had Comcast for several years. Over the last year we have had several issues with our internet speed. We have contacted Comcast and things seemed better for a while. Last month Dec 2016 we called to complain about internet issues and ended up increasing our speed from 25mb to 76mb and added cable too.

A week later we were having issues again but waited to see if it just had not been switched over. Two nights ago we ran a speed test which showed 5.6 Mbps. We contacted customer service who ran several tests, had us unplug and reboot but nothing changed, in fact we lost connection all together. The tech said he wanted to do one more thing but that he didn't want to keep us waiting so he would hang up and do the test then call us back. After 30 minutes we had service back but still below 8 Mbps and the tech never called back..

[Ticket: # 1405385 - news source wants President elect killed](#)

Date: 1/19/2017 2:07:34 PM

City/State/Zip: Cable, Wisconsin 54821

Company Complaining About: AT&T

Description

The news source known as CNN is advocating the killing of President elect Trump and VP Pence. I am not a supporter of Trump but what is being done by CNN is against any and all regulations of the FCC and the laws of the USA. I want this complaint filed and to receive an answer from the FCC as to what will be done.

[Ticket: # 1410062 - Intolerable choice of language on Yahoo headlines](#)

Date: 1/22/2017 2:00:21 PM

City/State/Zip: Kyle, Texas 78640

Company Complaining About: Yahoo

Description

I was shocked when headlines referenced a derogatory term usually referencing female genitalia for any age to read. It is referencing the illegitimate female March. So hypocritical & sad way for them to feel empowered.

Ticket: # 1410221 - Internet Content Enforcement

Date: 1/22/2017 5:46:07 PM

City/State/Zip: Glenview, Illinois 60025

Company Complaining About: AT&T

Description

I want to report two websites I believe need to be investigated for fraud:

<http://www.sexualemployment.com>

They say they hire people but really steal money off peoples' credit cards. Is this true? Who can investigate this and take it seriously?

<http://www.adultstaffing.com>

Says they hire people but when I apply for jobs I get MAILERDAERMONS on the site. It seems bogus. Who will entertain this? Anyone?

Ticket: # 1410612 - Spam with broken Unsubscribe links no "no cost" way to Opt Out

Date: 1/23/2017 7:17:58 AM

City/State/Zip: Columbia, Kentucky 42728

Company Complaining About: Windstream Communications

Description

Keep receiving advertisements with broken "opt out links" requiring a mail in option to a postal address

<Ford - iMotors> <=?UTF-8?b?PEZvcmQgLSBpTW90b3JzPg==?=>

Ticket: # 1412027 - Maintain Net Neutrality!

Date: 1/23/2017 5:28:47 PM

City/State/Zip: Santa Cruz, California 95060

Company Complaining About: All

Description

I am very concerned about the FCC's apparent intention to end Net Neutrality under the leadership of Chairman Pai. As a 25-year veteran of the Internet, I cannot oppose this move strongly enough. The Internet is a vital public resources which is vital to the health of our nation's economy and the quality of life for all Americans today. Restrict the ability to access or utilize it for financial reasons would do a great disservice to those Americans who have been the most economically disadvantaged and powerless in our country, because they have been forgotten and passed over by the corrupt leaders of our past. I urge the Commission to preserve and protect Net Neutrality, so that our nation can continue to thrive on the open market of ideas that has made the United States the great nation that it is.

Ticket: # 1412661 - Please defend net neutrality

Date: 1/24/2017 12:31:03 AM

City/State/Zip: Palmer, Alaska 99645

Company Complaining About: Fcc

Description

A lot of people are worried about the new FCC chairman and his opinions on net neutrality:

<http://www.theverge.com/2017/1/23/14338522/fcc-chairman-ajit-pai-donald-trump-appointment>

Please classify internet service providers as common carriers. Please defend net neutrality.

Ticket: # 1412747 - upset

Date: 1/24/2017 5:57:36 AM

City/State/Zip: New York, New York 10010

Company Complaining About: Streamlive.to

Description

here we are rightfully paying for cable and here people are giving it out for free and paid services. The websites www.streamlive.to gives both free offering and paid and www.ustvnow.com is also mainly paid. People have many complaints between the two of getting ripped off or not getting value.

Ticket: # 1413009 - Preserve Net Neutrality

Date: 1/24/2017 10:58:35 AM

City/State/Zip: Brooklyn, New York 11222

Company Complaining About: Spectrum

Description

I urge the new FCC Chairman to stand with internet users and preserve Net Neutrality. Open and fair access to the internet should be a fundamental right in our age. Allowing ISPs to implement throttling, or pricing tiers to favor certain content or content providers poses a direct threat to our freedom of speech.

[Ticket: # 1413159 - Keep Net Neutrality](#)

Date: 1/24/2017 11:40:04 AM

City/State/Zip: Cary, North Carolina 27519

Company Complaining About: AT&T

Description

FCC Chair Ajit Pai please maintain Net Neutrality, internet freedom is key to a free society where information is not filtered by those who want to control it for their own gain. Thank You.

[Ticket: # 1413209 - Protect Net Neutrality](#)

Date: 1/24/2017 11:51:46 AM

City/State/Zip: Knoxville, Tennessee 37996

Company Complaining About: All Companies

Description

I'm asking FCC Chair Ajit Pai to stand with internet users and protect Net Neutrality.

[Ticket: # 1413210 - Preserve Net Neutrality](#)

Date: 1/24/2017 11:51:49 AM

City/State/Zip: Madison, Wisconsin 53704

Company Complaining About: Charter

Description

I am asking that FCC chair Ajit Pai stand with all citizens and preserve net neutrality.

Ticket: # 1413237 - Possible scam

Date: 1/24/2017 11:58:20 AM

City/State/Zip: Andover, Massachusetts 01810

Company Complaining About: Comcast

Description

I was on the computer and a popup stating that it was Apple website which it was not came up virus alert and to call 855-459-6660 I did call Apple to verify it was not an apple phone number this issue is not related to internet provider Comcast which I believe has nothing to do with issue

Ticket: # 1413943 - Re: I am unable to to maintain a 3mbps RTSP connection

Date: 1/24/2017 2:48:26 PM

City/State/Zip: Pensacola, Florida 32526

Company Complaining About: T Mobile

Description

This is a follow-up to your previous request #1309120 "I am unable to to maintain a 3mbps RTSP connection"

T-Mobile petitioned the FCC to close my complaint on the grounds they were working with me to resolve it. I received a voicemail from T-Mobile advising me that The backhaul provider is selected by them and that their backhaul provider does not have the bandwidth to handle a 3 Mbps data stream and that there is not a fix for this.

They have advised me there is no fix because they lack an apparent desire to actually provide the service they are advertising. Their Peering provider Zayo Networks does not have sufficient bandwidth capacity then they should use an alternative backhaul provider. This application works flawlessly when I am routed along a level3 communications route.

I have not yet been offered any credits or adjustments to my bill over this and it is still not fixed. It is my belief that T-Mobile should either A come clean about their inability to provide a route capable of 3Mbps or invest in a peering provider that can.

[Ticket: # 1414214 - 2015 Open Internet Order -](#)

Date: 1/24/2017 3:58:10 PM

City/State/Zip: Brooklyn, New York 11228

Company Complaining About: AT&T

Description

I want Ajit Pai to protect the 2015 Open Internet Order because as a citizen I firmly support Net Neutrality.

[Ticket: # 1414676 - Net Neutrality](#)

Date: 1/24/2017 5:50:50 PM

City/State/Zip: Clearwater, Florida 33764

Company Complaining About: Any And All

Description

I'm urging FCC Chair Ajit Pai to stand with internet users and preserve Net Neutrality.

[Ticket: # 1414786 - Net Neutrality](#)

Date: 1/24/2017 6:31:00 PM

City/State/Zip: Andover, Massachusetts 01810

Company Complaining About: Verizon

Description

I am writing to say that I support Net Neutrality, and I expect the FCC to preserve Net Neutrality in spite of the new administration.

[Ticket: # 1415101 - obscene add](#)

Date: 1/24/2017 9:22:35 PM

City/State/Zip: Royersford, Pennsylvania 19468

Company Complaining About: Verizon

Description

A Youtube add contained obscene content. Please see attached screenshot.

[Ticket: # 1415692 - Net neutrality](#)

Date: 1/25/2017 11:19:54 AM

City/State/Zip: Deerfield, Illinois 60015

Company Complaining About: AT&T

Description

I urge te new FCC chair, Ajit Pai, to stand with internet users and preserve net neutrality.

Ticket: # 1416131 - New FCC Chair Ajit Pai

Date: 1/25/2017 1:19:00 PM

City/State/Zip: Canonsburg, Pennsylvania 15317

Company Complaining About: Comcast

Description

My name is (b)(6), a registered voter living in Canonsburg, PA. I am filing this complaint as a follow up to my call that I placed earlier today, in which I stated that I want to urge the Chairman to stand with internet users and protect Net Neutrality.

Thank you.

[Ticket: # 1416308 - Preserve Net Neutrality!](#)

Date: 1/25/2017 2:03:53 PM

City/State/Zip: Tacoma, Washington 98405

Company Complaining About: Other

Description

I am a citizen in Tacoma, Washington. I am deeply concerned about threats to net neutrality, which is, at this point in history, a key part of preserving our Bill of Rights and the democratic republic in general. Thank you for doing all you can to resist efforts to curtail net neutrality!

[Ticket: # 1416368 - Net Neutrality is Vital These Days](#)

Date: 1/25/2017 2:15:31 PM

City/State/Zip: Greenville, South Carolina 29609

Company Complaining About: Fcc Chairman

Description

I'm writing to urge FCC Chair Ajit Pai to stand with internet users and preserve Net Neutrality. If ISPs are granted permission to discriminate against sites and services at will, it would not only create a scenario in which access to information is only for those who can afford it, but it would have a chilling effect on free speech.

Given the White House's recent penchant for lying openly to the American people and the fact that television networks must tailor their coverage to please their corporate sponsors, citizens must retain the ability to share facts and perspectives freely.

[Ticket: # 1416404 - Protect Net Neutrality](#)

Date: 1/25/2017 2:23:18 PM

City/State/Zip: Canterbury, Connecticut 06331

Company Complaining About: Charter

Description

I am opposed to the push to end net neutrality. Please keep the web neutral!!

Ticket: # 1416581 - Net Neutrality - Open Internet

Date: 1/25/2017 3:05:03 PM

City/State/Zip: Brooklyn, New York 11216

Company Complaining About: Comcast

Description

The FCC needs to maintain its respect for the 'Open Internet Order of 2015' and continue to enforce policies that keep the internet and its providers neutral with regard to the traffic they serve.

Keep the Internet Neutral. Enforce the Open Internet Order.

[Ticket: # 1416584 - Net Neutrality and Open Internet Order 2015](#)

Date: 1/25/2017 3:05:34 PM

City/State/Zip: San Antonio, Texas 78261

Company Complaining About: AT&T

Description

I would like the newly appointed Commissioner to preserve the Open Internet Act of 2015 and support net neutrality.

[Ticket: # 1416714 - Urge FCC Chairman Ajit Pai to stand with Internet users and preserve Net Neutrality](#)

Date: 1/25/2017 3:42:32 PM

City/State/Zip: Boise, Idaho 83706

Company Complaining About: Centurylink

Description

Ajit Pai's past positions on Net Neutrality leaves me very concerned with the state of the free an open Internet. I, like millions of other American citizens, require equity for minority gender and race for nternet access, equity for all users in content distribution, as well as keeping corporate censorship through market control. I want to register my very strong concern, and ask that Chairman Pai take into consideration the people that would be vastly and negatively impacted by weakening net neutrality.

[Ticket: # 1416829 - Open Internet Act of 2015.](#)

Date: 1/25/2017 4:09:14 PM

City/State/Zip: San Antonio, Texas 78209-2323

Company Complaining About: N/a

Description

I like to request that Chairman Pai support the Open Internet Act of 2015.

Ticket: # 1416922 - Hacker

Date: 1/25/2017 4:31:34 PM

City/State/Zip: San Mateo, Tennessee 32187

Company Complaining About: T Mobile

Description

i have Internet hacker on my cellphon ,tv the are having hacking Harasment ,cyberstalking , stalking, conspiracy of murder they are up and down the road 24/7 aday if they are not walking the are diving hacking into my cellphones and internet and some how they Hack my tv to wait on me to come out side so they can kill me the all so using remote excess in a from st augustine fl they having some one from memphis tn to hacking in to my cellphone they are using wi-fi and bluetooth to so i know the are close by they are having people to watching ever move that i make they are hired killer from st augustine fl i do have proof and some valuable information and pic and Ets one of the hacker name is (b)(6)

[Ticket: # 1417053 - Preserve Net Neutrality](#)

Date: 1/25/2017 5:06:03 PM

City/State/Zip: Brooklyn, New York 11209

Company Complaining About: Time Warner

Description

I'm submitting a complaint to FCC Chair Ajit Pai to urge him to stand with internet users and preserve Net Neutrality. I urge Chairman Pai to preserve consumer protections and to focus on driving down prices and expanding choices for all essential communications services while preserving the Commission's recent pro-competitive and consumer protection rules and actions.

Ticket: # 1417202 - Net Neutrality

Date: 1/25/2017 5:42:31 PM

City/State/Zip: Pittsboro, North Carolina 27312

Company Complaining About: Time Warner

Description

I'd like to request that FCC Chair Ajit Pai stand with internet users and preserve Net Neutrality!
Information and access should be available to ALL.

Ticket: # 1417221 - Net Neutrality

Date: 1/25/2017 5:46:48 PM

City/State/Zip: Denver, Colorado 80212

Company Complaining About: Open Internet

Description

As a marketing executive with a software/hardware/IoT technology company, I am against Ajit Pai running the FCC if he is going to be pushed for a closed internet with ISPs and telecoms deciding what sites garner faster speeds.

The open internet is a key driver for our business and many of our partners. To be forced to add additional expenses and have our customers suffer using smart technology because of this money grab is unacceptable.

[Ticket: # 1417441 - Demand to preserve net neutrality](#)

Date: 1/25/2017 7:05:44 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Centurylink

Description

I am writing to demand that Ajit Pai preserve net neutrality. Our democracy depends on all having equal acces to information and analysis. the value of one's voice, researched facts or opinions cannot be suppressed by corporate interests. Whether or not we agree with other sources we must be heard to have a discussion. Our democracy depends on it.

[Ticket: # 1417458 - Please Retain Net Neutrality!](#)

Date: 1/25/2017 7:13:20 PM

City/State/Zip: Denver, Colorado 80247

Company Complaining About: Comcast

Description

I'm writing to let you know that I am very concerned about the appointment of Ajit Pai as FCC Chair, because of his views on Net Neutrality. Net Neutrality is vital for open access for all. I fully support Net Neutrality and plead with you to recognize its importance. Thank you!

[Ticket: # 1420077 - Net neutrality](#)

Date: 1/26/2017 11:24:50 PM

City/State/Zip: New Haven, Connecticut 06511

Company Complaining About: My Complaint Is Not Related To A Company

Description

Hello,

I am writing to ask the FCC to protect and enforce net neutrality in light of Ajit Pai's new position. I'm calling on him to protect the 2015 Open Internet Order and I want to register my personal support for net neutrality.

Sincerely,

(b)(6)

[Ticket: # 1420493 - Save Net Neutrality](#)

Date: 1/27/2017 11:13:00 AM

City/State/Zip: Austin, Texas 78729

Company Complaining About: All Of Them

Description

The Internet is essential to modern life and to our very democracy. Please preserve net neutrality despite threats against it from the new administration.

[Ticket: # 1422020 - Porting Problems and More](#)

Date: 1/27/2017 6:14:37 PM

City/State/Zip: Port Jervis, New York 12771

Company Complaining About: Total Wireless

Description

Please see attached file

Ticket: # 1422071 - Net Neutrality

Date: 1/27/2017 6:35:32 PM

City/State/Zip: Wilmington, Illinois 60481

Company Complaining About: Comcast

Description

I want Ajit Pai to protect the 2015 Open Internet Order and that you support net neutrality. As a retiree I feel I have just as much right to an open internet access without having to skip buying groceries to pay my internet bill. As it is, there is not enough competition, as we once enjoyed in the days of active AntiTrust laws and thus companies like Comcast and AT&T have pretty much cornered the market. This is a means of important communication, more so than ever before, just like our telephones and there should NEVER be levels of service based on how much money a person does or does not have! For a free Democracy to be free, it needs the protection of its form of (free?) government AND its citizens. All rights should not go to just those who can afford them. That isn't what our constitution intended and that isn't what Democracy looks like. Please respond with great care and protect our voters' rights.

Ticket: # 1422496 - FCC Administration Complaint

Date: 1/28/2017 3:47:10 AM

City/State/Zip: Seattle, Washington 98104

Company Complaining About: Fcc Administration Complaint

Description

Do not allow recently appointed chairman Ajit Pai to undermine important net neutrality regulations.

The citizens of this country cannot afford to lose access to free and fair internet. We need the FCC to look out for the interests of consumers because it is in the best interest of the existence of the free exchange of information that we enjoy today.

If corporate interests are allowed to discriminate against data and monetize certain traffic over others, it will assuredly harm small business and individual freedom and access to information on the internet by prioritizing those who companies and individuals who can pay for "preferred traffic" over those who cannot.

Net Neutrality does not harm internet service providers big or small and the extension provided to small service providers was to allow them time to enable their infrastructure to provide transparency data reporting. A recent proposal suggesting a 5 year extension to this is beyond a reasonable timeline, and expanding the extension to allowing ISPs from 100k to 250k subscribers to no longer report data (especially when they are already doing it) just makes for less transparency. Why should we scale back transparency reporting that is already in effect? This is an effort to undermine Net Neutrality and should not be allowed.

Ticket: # 1422526 - DIRECTV now service impossible to be addressed

Date: 1/28/2017 7:57:56 AM

City/State/Zip: Bellevue, Washington 98006

Company Complaining About: Directv

Description

After subscribing to DIRECTV Now streaming service I was not able to use the service in any meaningful way at all. The reason I subscribed was because a 72hour rewind feature but I couldn't use it at all and it is unavailable. I patiently waited for 2 months but this is absurd since I am paying for a service I am unable to use. I can't ask for any assistance since DIRECTV now removed any chat or phone contact information from the website. It seems clear this service was target in some way so people would subscribe to AT&T to get decent service I can't ask for refund at all

[Ticket: # 1422886 - Comcast and the Yes channel](#)

Date: 1/28/2017 3:37:46 PM

City/State/Zip: Middlebury, Connecticut 06762

Company Complaining About: Comcast

Description

Their dispute seems to be heading into a second season of no Yankee game broadcasts. This is very unfair to consumers. It is hard for me to understand why the FCC does not intervene keeping in mind we are still being billed as before the dispute. The situation is very frustrating and disappointing. The two entities spend money blaming one another. And the consumer is being punished.

Ticket: # 1423383 - Censoring, "shadowbanning", net neutrality violations by Twitter

Date: 1/29/2017 12:07:15 PM

City/State/Zip: Miami, Florida 33136

Company Complaining About: T Mobile

Description

I consider Twitter to be an essential communication service.

However, Twitter insists on censoring and "shadowbanning" my efforts to communicate.

While Twitter isn't the only social media platform, it has become the premier messaging tool on the planet.

The FCC should consider regulating Twitter as a "communication" service, if Twitter insists on imposing its political views on its users, and censoring users who disagree with Twitter's political views.

Hence, Twitter is violating the ideas of "open Internet" and "Net Neutrality". Net Neutrality should not only apply to Internet Service Providers. It should also apply to Application providers.

Ticket: # 1423555 - India Knight called for President Trump's assassination on Twitter

Date: 1/29/2017 4:27:15 PM

City/State/Zip: St. Clair, Michigan 48079

Company Complaining About: Comcast

Description

Please investigate this threat to President Trump.

NY Times columnist and author India Knight has called for the assassination of U.S. President, Donald J. Trump.

During a days-long invective against the newly inaugurated President, on Twitter in which Knight called Mr Trump a “moron”, “mad”, “needy”, and an “arse”, among other things, before telling him to “shut up”, she mused “the assassination is taking such a long time.”

Ticket: # 1423803 - Fox News - promoting vehicular homicide

Date: 1/29/2017 10:33:12 PM

City/State/Zip: Thornton, Colorado 80602

Company Complaining About: Fox News

Description

I saw a disturbing video promoted by Fox as instructional for running over protesters. The song in the video targets women and the video is very violent and graphic of people getting hit by cars. This looks like terrorism to me. <http://nation.foxnews.com/2017/01/29/here-s-reel-cars-plowing-through-protesters-trying-block-road>

Ticket: # 1425937 - Comcast Xfinity - Data cap and blacklisting my modem

Date: 1/30/2017 7:41:14 PM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

I would like to file a complain against Comcast Xfinity internet service in regards to three issues I've recently had:

1. I received a notification after browsing to an unrelated web site in regards to my data cap usage. I am not using Comcast DNS servers therefore they are modifying server responses which have nothing to do with Comcast. I feel this is very wrong and should illegal for an ISP to do. They have no right modify my client and server communications.
2. I feel the data cap is extremely anti-consumer. I have filed a complaint about Comcast creating a data cap on my internet usage before and received a letter about how it was pro-consumer which was full of lies and misinformation. Do I receive any sort of refund for data I don't use? The truth is Comcast has implemented these data caps to increase their profits and decrease the damage "TV Cord Cutters" are doing to their net profits.
3. I was recently informed my modem was "blacklisted" as it reached end of service life. I was then receiving an error trying to reach the Comcast domain. As a security professional I appreciate Comcast taking steps to improve end user security, however, I feel it is wrong to blacklist their equipment without their consent. If I want to use an insecure modem that is my prerogative as a paying customer. The Comcast agent I spoke to said it was due to "reputational damage" against Comcast which is completely ridiculous. Are all basic web vulnerabilities Comcast's fault too? No. They are trying to use this as an excuse for people to upgrade to their modem. It is pathetic.

Please stop large ISPs which have local monopolies on internet service from creating policies which ultimately hurt customers and stop the flow of free information.

Ticket: # 1427254 - ATT ACCESS

Date: 1/31/2017 2:09:20 PM

City/State/Zip: West Hollywood, California 90038

Company Complaining About: AT&T

Description

AT&T is still charging me at a higher rate and refusing to provide my internet discount. They have for two years been having me pay \$100 a month on \$45 packages with the expectation that Access would be approved eventually, and when you call the only information they get be you is an additional application. We applied over five times this month (now everyday) and they say it's not approved because they only received application (after 14 months) but all the information was attached to the same email with the application. It's a 14 months runaround just lying about Access Program to keep an additional full price subscriber. They still are charging twice for equipment (charging \$7 a month still after I paid \$129 on installation). No one can reach office of the president or talk to the office that manages applications. FCC should force them to return 12-months of payments because they still today are offering \$10, by pay \$60 to instead, making me agree to overpriced plans compared to their customers competitor but making you think for a year that your internet would be \$10 within a bill cycle or two, exactly like today. My \$45 package is now \$79 before any taxes or fees. I want to subscribe to charter if they refuse to provide Access discount. I am cal fresh and SSi approved and sent that with the application.

[Ticket: # 1428337 - Net Neutrality is necessary!!!](#)

Date: 1/31/2017 6:39:57 PM

City/State/Zip: Bartlett, Tennessee 38135

Company Complaining About: Comcast

Description

The only thing America does well anymore is the internet. Angie's list was a small startup and net neutrality let it become gigantic. If you gut net neutrality and side with billionaire corporate greedheads you are signing the death warrant for the internet as we know it. All Ajit Pai and Verizon want is the ability to charge businesses on a tiered plan for the right to have their businesses load quickly on people's computers. If you let ISPs charge both consumers and website owners the internet will become yet another dead medium like radio and television. A medium run by huge companies, a medium which is largely irrelevant.

[Ticket: # 1428414 - text messages](#)

Date: 1/31/2017 7:14:32 PM

City/State/Zip: Wichita, Kansas 67216

Company Complaining About: Cricket

Description

I received a text message that states I can make new money

[Ticket: # 1428469 - YouTube ad volume](#)

Date: 1/31/2017 7:42:00 PM

City/State/Zip: New York, New York 10011

Company Complaining About: Google

Description

My hearing is adversely affected by the sudden and dramatic increase in the volume of online ads, particularly on YouTube.com. How can this be permissible? The volume jumps so drastically that my neighbors have been woken up.

[Ticket: # 1429469 - Internet service problems with Mediacom](#)

Date: 2/1/2017 1:05:17 PM

City/State/Zip: Milton, Florida 32583

Company Complaining About: Mediacom

Description

Experiencing internet problems with losing the signal. Call Mediacom Saturday 1/28/2017 and requested service. A service call was ordered #565259 for Tuesday 1/31/2017. Mediacom called on 1/30/2017 at noon to reconfirm the scheduled maintenance call from 8-12 on Tuesday 1/31/2017. No one showed up and I called Mediacom at 12:03 to inquire and was told the service call was cancelled. No explanation or apology and was told I would have to re-schedule. I requested a supervisor and was told no one was available. I request a call back. At 4:20 pm I call mediacom again and spoke to tech support (CEL) and he verified that an email string was sent for a supervisor to call me. As of late no calls from Mediacom.

Ticket: # 1430985 - Linden labs

Date: 2/1/2017 10:04:37 PM

City/State/Zip: Wesley Chapel, Florida 33544

Company Complaining About: Bright House

Description

I was banned unfairly, I have asked them for proof they refuse to answer me.

They have hackers copy bidders and people who grief others and can do damage to their PC.

as of late someone that none of my friend knows TeresaShillings had been messaging my friends she seems to know a lot about why I was banned.

Linden labs has a habit of banning people out of the blue, when an appeal is made they never contact the person back.

Since they have no way of checking real age I am sure there are many real minors on Adult sims which violates their TOS

[Ticket: # 1432552 - twitter/google+](#)

Date: 2/2/2017 4:23:49 PM

City/State/Zip: Sacramento, California 95811

Company Complaining About: Comcast

Description

constantly prevented from sharing posts on G+, twitter locked my acct. bc i tweeted trump & conway over ruining the country. WHAT HAPPENED TO FREE SPEECH?

Ticket: # 1434146 - Hacked sbcglobal email

Date: 2/3/2017 12:48:30 PM

City/State/Zip: Southfield, Michigan 48034

Company Complaining About: AT&T

Description

My sbcglobal email has been hacked by someone and is sending out indecent and inappropriate messages. I attempted to discontinue the service but there is no option to do that. I queried the internet and was informed everyone abandoned sbcglobal so leave it alone and it will go away in time. Meanwhile, the spamming to everyone on my list continues. I just want to get rid of it. That email address is (b)(6)@sbcglobal.net PS: ion

Ticket: # 1434288 - Spectrum/TWC is charging me for Extreme internet while only providing Standard speed

Date: 2/3/2017 1:24:55 PM

City/State/Zip: Oswego, New York 13126

Company Complaining About: Time Warner

Description

When I pull up my bill on timewarnercable.com, I see that the service level of internet I am being charged for is Extreme for \$59.99/month. On the website it is listed for 30mbps however my speed test barely tops 13mbps. When I called and questioned this, they indicated that I am actually only at the standard level, and they had no explanation why my bill says I pay for Extreme. They have done nothing to correct the bill. I also live in an area where there are no other options for internet. Looking at the rates I am charged vs those in areas where there are other options shows I am being charge more for the same or a lower level of service. In some areas, a much lower level of service. Since TWC has a monopoly in my area, they are able to charge me more with no repercussions. When I talked to the customer service representative, they said "it is what it is."

Ticket: # 1435701 - Net Neutrality, Lifeline program, Ajit Pai

Date: 2/3/2017 9:53:23 PM

City/State/Zip: Stockton, California 95219

Company Complaining About: Comcast

Description

Net Neutrality is the ONLY approach that makes sense for the Internet. Open access for all, always. But for those that can't even afford access to the Internet, they're being left behind at an alarming rate. Pulling back on the Lifeline program is a tremendous mistake. As for Ajit Pai, if all he is going to do is be a rubber stamp for the Republican party, at least just have the common courtesy to come right out and say so. A true FCC commissioner would do what's in the best interests of the American PEOPLE! NOT American corporations. I'm hoping Mr. Pai can shed his corporate blinders and start to think about what's best for the citizens he serves.

[Ticket: # 1435703 - Ajit Pai and the squelching of communication](#)

Date: 2/3/2017 9:57:54 PM

City/State/Zip: Los Angeles, California 90031

Company Complaining About: Time Warner

Description

I am highly disappointed in Mr. Pai's opposition to net neutrality and open internet. It is counter to the philosophy on which this nation was established to minimize communications, disallow forums for people to exchange ideas and leave channels of communications only available to the rich.

Ajit Pai has voiced his dislike for an open internet and I would like to join millions of others across the nation to express my opposition to Mr. Pai's actions.

Ticket: # 1436013 - Net Neutrality

Date: 2/4/2017 12:35:04 PM

City/State/Zip: Desoto, Missouri 63020

Company Complaining About: T Mobile

Description

This is a complaint directly towards the FCC new chairman. I hope you are smart enough to understand that by not investigating into "zero rating" you are allowing ISP's to not treat the internet fairly. The internet was created by the government, for the American people. Not for companies to use the Internet to screw people over. The internet is ONE entity, across the globe it's for everybody. How is it ok for companies to not treat the internet the same across the board. By allowing companies to treat their Internet service different than someone else's internet service is anti consumer. Not to mention, the internet is a huge opportunity for entrepreneurs, but with these actions, it will make it harder. So, as a government official, you should do the right thing and protect the American people and the money they spend, not protect these big companies that spend billions upon billions of dollars lobbying to get what they want.

Ticket: # 1436299 - Net Neutrality

Date: 2/4/2017 4:36:05 PM

City/State/Zip: Enid, Oklahoma 73703

Company Complaining About: AT&T

Description

I, an American citizen, want Net Neutrality. I think you should NOT be changing it. It isn't fair that my internet could be slowed because I chose to watch SlingTV over Direct TV and I'm on AT&T. I HATE that you think you can just do what you want when Americans want Net Neutrality as a utility.

[Ticket: # 1436600 - Net neutrality](#)

Date: 2/5/2017 12:14:01 AM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Century

Description

Keep net neutrality! Keep the net running at the same speed for all. No fast and slow lanes.

Ticket: # 1436709 - Do not dismantle LifeLine

Date: 2/5/2017 10:17:28 AM

City/State/Zip: San Jose, California 95124

Company Complaining About: Comcast

Description

Removing Internet access from low-income Americans affects their ability to be educated, communicate with the world, and participate in our political process. Please STOP

<http://www.chicagotribune.com/bluesky/technology/ct-fcc-chair-internet-poor-20170203-story.html>

[Ticket: # 1436858 - net neutrality](#)

Date: 2/5/2017 2:24:51 PM

City/State/Zip: Evergreen Park, Illinois 60805

Company Complaining About: AT&T

Description

The internet needs to be available to everyone. The access to information can not be determined by one's ability to pay.

[Ticket: # 1437572 - Net Neutrality Rule](#)

Date: 2/6/2017 10:58:59 AM

City/State/Zip: Atlanta, Georgia 30307

Company Complaining About: Applies To All Companies

Description

Please do not change the Net Neutrality Rule. Equal access to information is critical for all. A change in this rule would create different classes of internet users and advertisers. This would give more power to big corporations. It's a disservice to the people the FCC serves. The internet must stay open.

[Ticket: # 1439307 - Net Neutrality](#)

Date: 2/6/2017 6:17:11 PM

City/State/Zip: Peachtree Corners, Georgia 30092

Company Complaining About: Comcast

Description

Doing away with net neutrality will be detrimental to the majority of Americans, especially those of us who depend on the open internet for our small businesses. Please do not allow this measure to succeed.

[Ticket: # 1439436 - Net neutrality](#)

Date: 2/6/2017 7:06:13 PM

City/State/Zip: Toms River, New Jersey 08753

Company Complaining About: Verizon

Description

So your at it again. Trying to force the american people to pay a premium to access the internet. I didn't vote for the high chancellor and i dont care if who ever is reading this did. Would you like to pay a premium to watch youtube or pay extra for wikipedia? I won't. The way things are doesn't hinder innovation. The way things are allows for greater innovation. But then again pai is a sellout stooge. Tell your paycheck signer we won't take this laying down.

[Ticket: # 1439452 - Trump Toady](#)

Date: 2/6/2017 7:15:53 PM

City/State/Zip: San Antonio, Texas 78260

Company Complaining About: Time Warner

Description

New REPUBLICAN Chairman Ajit Pai has reversed policy on Net Neutrality and the Lifeline programs. Not for the consumers. Sad.

[Ticket: # 1439484 - Open Internet](#)

Date: 2/6/2017 7:33:04 PM

City/State/Zip: Richmond, California 94805

Company Complaining About: This Is About Mr. Pai, Not A Specific Company

Description

I'm writing to let you know I do not support Mr. Pai's sneaky efforts to take away the open internet. Keep the internet open--it's about consumer rights, free speech, and democracy.

[Ticket: # 1439556 - Actions of Chairman Ajit Pai](#)

Date: 2/6/2017 8:11:07 PM

City/State/Zip: Santa Monica, California 90405

Company Complaining About: Fcc

Description

Chairman Pai is working against the interests of consumers and open communications by preventing the provision of low-cost Internet services and failing to enforce net neutrality regulations. The FCC is required to act in the public interest, not solely to enrich its favored telecommunications companies.

[Ticket: # 1439610 - FCC chairman Agit Pai](#)

Date: 2/6/2017 8:49:43 PM

City/State/Zip: Chicago, Illinois 60626

Company Complaining About: United States Government

Description

I take issue with his actions against net neutrality specifically when he stopped nine companies from providing low cost internet for low income families. I feel there is no reason for this action which is cruel and unjust.

Ticket: # 1439616 - NET NEUTRALITY

Date: 2/6/2017 8:50:39 PM

City/State/Zip: Newport, Pennsylvania 17074

Company Complaining About: Centurylink

Description

I wish to lodge a complaint about Pai's actions against net neutrality. PLEASE HELP us all! Thank you.

Ticket: # 1439725 - Net Neutrality

Date: 2/6/2017 9:58:47 PM

City/State/Zip: Cary, North Carolina 27511

Company Complaining About: Time Warner

Description

Net Neutrality is a key feature of the open internet. To hamper its implementation or to encourage a tiered internet would be to exclude many users from the wealth of information that it provides. Chairman Pai is heading down a slippery slope where only the wealthy can afford an unencumbered internet experience. Please work to keep the internet free for all Americans.

"The idea that all data should be treated equally dates back to the internet's early days, when nearly all traffic traveled across the same 12 core networks provided by AT&T and other ISPs. These networks formed what became known as the internet backbone, connecting most Web sites and content providers with AOL, Earthlink and thousands of other consumer access networks that served up Web pages to PC users. The ISPs that owned the core networks exchanged data traffic without charging one another fees—speed and quality of access were limited by the technology's capabilities, as opposed to business arrangements." <https://www.scientificamerican.com/article/net-neutrality-foe-to-head-the-fcc>

Internet service providers shouldn't be able to pick winners and losers online—or give their own services an unfair advantage over their competitors' offerings. It's the basic principle of net neutrality: the idea that all internet traffic should be treated equally.

[Ticket: # 1439743 - Net Neutrality](#)

Date: 2/6/2017 10:13:05 PM

City/State/Zip: Shoreline, Washington 98155

Company Complaining About: Comcast

Description

Please preserve net neutrality. Clearly this is what Americans want as evidenced by the huge response that last time it was threatened. You exist to serve the citizens of this country and need to keep that in mind. Denying 9 companies the ability to provide low cost internet service to low income people is appallingly cruel.

[Ticket: # 1439760 - Net Neutrality](#)

Date: 2/6/2017 10:26:30 PM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

Our new administration's actions so far are appalling. Disallowing rural customers to get better Internet access, keeping the cable box market closed and attacking Net Neutrality are all acts that do not serve the public. Keep in mind Mr. Pai, you are now a public servant, not a tool for the large cable and telecommunications providers. Shame on you.

[Ticket: # 1439825 - net neutrality](#)

Date: 2/6/2017 11:40:33 PM

City/State/Zip: South Orange, New Jersey 07079

Company Complaining About: Verizon

Description

The actions of the new commissioner, appointed by Pres. Trump, lead one to believe that net neutrality is about to be reversed. This would be grossly unfair to American consumers. I strongly urge the FCC to maintain net neutrality. This new administration, elected with a minority of the popular vote, losing by about 3 million votes to the candidate of the other major party, has the opposite of a mandate. DO NOT UNDERMINE OR REVERSE THE CURRENT POLICY OF NET NEUTRALITY.

Thank you.

[Ticket: # 1439840 - Internet regulations](#)

Date: 2/6/2017 11:53:04 PM

City/State/Zip: Burbank, California 91504

Company Complaining About: Charter

Description

The internet is a basic human right and critical to the development of a democratic and educated society. I do not agree with the recent movement by FCC chairman to remove this basic right from consumers.

[Ticket: # 1439939 - Net neutrality](#)

Date: 2/7/2017 3:32:40 AM

City/State/Zip: Lake Forest Park, Washington 98155

Company Complaining About: Na

Description

We fought long and hard two years ago to secure Net Neutrality to help protect free speech and access to information. Please don't throw it away! The internet must be available to everyone, not just the highest bidders!

[Ticket: # 1440258 - Hijacked google phone number listing](#)

Date: 2/7/2017 11:23:33 AM

City/State/Zip: Abington, Pennsylvania 19001

Company Complaining About: Comcast

Description

Our business phone number (215-657-4100) on our google listing was changed to another number. We have a small insurance agency. We called the bogus number several times & discovered it was an insurance lead service that funneled our calls to legitimate insurance agencies and companies. We called one of the agencies directly to ask what "lead service" they were using. The agent told us they use Avenge Digital. Avenge Digital must be hijacking legitimate business phone numbers for their own gain and this must be illegal.

Ticket: # 1441256 - Net Neutrality

Date: 2/7/2017 2:56:52 PM

City/State/Zip: Fortuna, California 95540

Company Complaining About: Fcc

Description

I'd like to object to Mr. Pai's attempts to change the Net Neutrality rules set in place under President Obama, which was a decision made for the good of consumer rights, free speech, and democracy. Also, I'd like to object to Mr. Pai's efforts to stop nine companies from providing discounted high-speed internet service to low-income individuals, withdrawing of an effort to keep prison phone rates down, and he scrapping of a proposal to break open the cable box market.

My retired grandmother isn't getting a cost of living adjustment on her social security this year, can't expect any improvements in Medicare/Medicaid, yet now Republican appointees seek to take her lifelines to the outside world too?

[Ticket: # 1441987 - Complaint against Ajit Pai](#)

Date: 2/7/2017 6:09:12 PM

City/State/Zip: Falls Church, Virginia 22043

Company Complaining About: Ajit Pai

Description

It is absolutely shameful that Mr. Pai has stopped companies from providing low-cost internet service to low-income communities. It should be made affordable to ALL citizens. SHAME on the FCC for denying low income families access to a necessary utility.

Ticket: # 1442024 - Net neutrality rollbacks

Date: 2/7/2017 6:18:27 PM

City/State/Zip: Westlake Village, California 91362

Company Complaining About: Not Verizon Or At&t

Description

My issue is with Ajit Pai's immoral, unacceptable, and business-motivated choice to rollback net neutrality regulations. This is completely unacceptable and I will not stand for it. A Verizon executive has no right to work in our government and give Verizon a monopoly in the industry.

[Ticket: # 1442181 - Net neutrality](#)

Date: 2/7/2017 7:24:47 PM

City/State/Zip: Casa Grande, Arizona 85122

Company Complaining About: Cox

Description

America is far behind of the speed of our Internet because of companies like Comcast and AT&T. Americans are over charged and undeserved. This needs to stop if want to be the BEST.

Ticket: # 1442312 - facebook

Date: 2/7/2017 8:24:41 PM

City/State/Zip: Anchorage, Alaska 99503

Company Complaining About: Unknown At This Time

Description

Confidential-Classified

please analyze the active "google" link at the top of the page and note I have tried to see add the "cached" links as I believe they may be access and entry points for cyber bullying and or terrorism which can be used to change or add to the Acts of Congress on helping victims of cyber terrorism but also help us protect our cyber borders.

Ticket: # 1442378 - Volume Increase on Commercials Streamed From Service Providers/Networks

Date: 2/7/2017 9:22:12 PM

City/State/Zip: Lancaster, Massachusetts 01523

Company Complaining About: Comcast

Description

Hi,

It appears, to no surprise by anyone, that the service providers and networks have found a loophole to the Commercial Advertisement Loudness Mitigation Act when the video is being streamed, rather than broadcast via "TV". It is quite apparent that AMC in particular is selling the "loud volume" as a premium service to the highest bidder, or maybe it is just a complete coincidence that commercial volumes vary based on the advertiser. While watching The Walking Dead, every commercial for Capital One came in as twice the volume, compared to Sprint which only saw a slight increase, and others that saw varying degree's of volume increases, but always the volume based on the advertiser was consistent. Maybe AMC is not giving specific DB level requirements, or maybe they have found the loophole in the CALM Act that only applies to broadcast shows over "TV".

This complaint is so have Streaming content follow the same guidelines as specified by the CALM Act with regards to broadcast television commercials. Please let me know if this is already covered by the CALM Act and they are in violation, or if the the Act would need to be ratified to extend to "streaming content".

Regards,

(b)(6)
[Redacted]
[Redacted]
[Redacted]

Ticket: # 1442433 - Net Neutrality/providing internet at low cost to the poor

Date: 2/7/2017 10:09:07 PM

City/State/Zip: Middleburg, Florida 32068

Company Complaining About: U.s Government/fcc

Description

I, as a citizen of this country am pissed that money I have paid in all these years in that Universal Connection fee is not going to be used as intended to provide internet service to poor families at a low cost. We need quality education in this country and the internet has become a vital part of that. It is the present and the future and you are leaving vast numbers of Americans behind not providing them with affordable internet service. We also need to expand broad band to every community. My area is rural and poor, I had to get satilite internet here the first 5 years I lived here and it was expensive, not reliable and slow. There were fiber optic cables already installed in our neighborhood, had been for 15 years but never connected. It took our local County commissioner who is also a teacher to yell, scream and holler enough to get it connected. But the job was never finished, vast areas are still unserved, including an elementary school. I know this is an issue everywhere. Honor net Neutrality and lets bring this country forward instead of backward. We are not in the dark ages any more and won't go back quietly.

[Ticket: # 1442547 - FCC COMPLAINT# 1367922](#)

Date: 2/8/2017 12:25:08 AM

City/State/Zip: Lafayette, Indiana 47904

Company Complaining About: Comcast

Description

NOTICE OF INFORMAL COMPLAINT

Ticket: # 1442609 - Please get rid of Ajit Pai and RESTORE MY GODDAMN NET NEUTRALITY YOU FUCKERS

Date: 2/8/2017 2:48:27 AM

City/State/Zip: Anytown, Alaska 99050

Company Complaining About: Charter

Description

Please get rid of Ajit Pai and RESTORE MY GODDAMN NET NEUTRALITY YOU FUCKERS

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Ticket: # 1442612 - Net Neutrality

Date: 2/8/2017 3:19:56 AM

City/State/Zip: Burlingame, California 94010

Company Complaining About: Mr Pai

Description

My retired parents and poor relatives on fixed incomes aren't getting any COLAs, nor can expect any improvements in Medicare/Medicaid, yet now Republican appointees seek to take their Lifelines to the outside world too?

Oh and what the heck is with an entire industry ripping off the 'least of our Brothers' and I am talking about charging usurious prices of our citizens in prisons?

Just because it is legal does not make it right to make HUGE profits off a service that IRL is almost free. If, in fact, there even needs to be telephone companies to provide phone service in prisons, the cost should be capped at .05% of actual costs. Price gouging is price gouging no matter what the item or service.

The internet like the airwaves belong to everyone and no company should get to harness that power. A decade ago the state of Pennsylvania wanted to 'own' all the data coming out of the National Weather Service. The State of Pennsylvania wanted to be able to sell that data to every one else who needed it, which is everyone. Could have been law, still does not make it right.

Do the Right thing Mr Pai!

[Ticket: # 1442669 - Open Internet Comment](#)

Date: 2/8/2017 8:24:52 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1442790 - Complaint against proposed FCC changes](#)

Date: 2/8/2017 10:21:07 AM

City/State/Zip: Norcross, Georgia 30093

Company Complaining About: Personal

Description

If the FCC goes through with getting rid of net neutrality it will raise the costs so that I will be unable to have internet access and we've are very happy with the service and price we have now. Additionally, when the GOP chops Medicare, Medicaid and Social Security we won't have enough income to afford access when you cause the costs to increase!

Ticket: # 1443444 - FCC Chair Ajit Pai

Date: 2/8/2017 1:33:18 PM

City/State/Zip: Joplin, Missouri 64804

Company Complaining About: Cable One

Description

I want to send in a complaint about FCC Chair Ajit Pai as he is doing everything in his power to destroy Net Neutrality and only working for the corporations when the government's job is to work for the people and not the corporations. He knows he is doing this and I want him removed from his position and he should be replaced with someone that will actually protect Net Neutrality and force telecoms and ISPs to be more beneficial to their customers and no to themselves.

[Ticket: # 1444433 - Net Neutrality](#)

Date: 2/8/2017 5:42:35 PM

City/State/Zip: Big Bear City, California 92314-0367

Company Complaining About: Charter

Description

I don't want the FCC breaking net neutrality. The new FCC chairman is a lackey to large corporations, when he should be a champion for the average internet user. Please stop selling a branch of our government to the ISPs.

[Ticket: # 1445085 - Ajit pai and net neutrality](#)

Date: 2/9/2017 1:52:26 AM

City/State/Zip: Eugene, Oregon 97405

Company Complaining About: Us Government

Description

Stop this madman from making the internet private or taking away free internet services. Free internet is so important in making sure ALL people can participate in democracy!

[Ticket: # 1445195 - Open Internet](#)

Date: 2/9/2017 8:45:57 AM

City/State/Zip: Momence, Illinois 60954

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1447305 - Net Neutrality](#)

Date: 2/9/2017 9:03:11 PM

City/State/Zip: Santa Cruz, California 95060

Company Complaining About: Verizon

Description

I am contacting to urge the FCC to preserve net neutrality and undo the horrible work you have already done! Stop corporate monopolies!

[Ticket: # 1448867 - Net Neutrality](#)

Date: 2/10/2017 3:54:43 PM

City/State/Zip: Washington, District Of Columbia 20554

Company Complaining About: All Isp's

Description

Net Neutrality and other FCC policies have already been adjudicated.

Ticket: # 1449978 - Commissioner Pai's Policy Do Not Protect the American Economy

Date: 2/11/2017 11:13:16 AM

City/State/Zip: Brookline, Massachusetts 02446

Company Complaining About: Fcc

Description

I am deeply disappointed at the telecommunications companies first attitude of Commissioner Pai. Open internet is essential to ensuring that American tech and media companies can compete globally. Just because Mr. Pai comes from Verizon does not mean it is in the best interests of the American economy to favor one sector of the economy over another to such an obvious degree.

Furthermore, I am disgusted by Commissioner's Pai suspension of companies who would like to offer Lifeline. Once again, providing low-cost internet to disadvantaged people is good for the economy. The internet is essential to job searches, and many rural people live far from libraries and other places where free internet may be accessed. It is important for schoolchildren to have at home so that they may participate in the 21st century workplace.

Mr. Pai no longer works for Verizon and so when deciding policy he should be keeping the entire economy in mind, not just what will benefit telecommunications companies.

Thank you for your time and attention.

[Ticket: # 1450172 - Net neutrality](#)

Date: 2/11/2017 2:45:23 PM

City/State/Zip: Cambridge, Massachusetts 02138

Company Complaining About: Comcast

Description

As a consumer, I am upset with FCC dismantling consumer rules meant to make phone, cable and internet service fair and affordable. Also allowing phone companies to charge high rates to prisoners is shameful. Is this what Trump meant by cleaning the swamp?? These rules are only for big money and big profits for the rich. Where are the protections for the middle and low income people?

Ticket: # 1450622 - Harassment via internet email

Date: 2/12/2017 2:12:08 AM

City/State/Zip: Dupont, Pennsylvania 18641

Company Complaining About: Verizon

Description

I have been harassed by a woman who wants me to join a sex site. I told in the first email she sent im not intetested. I have received over 100 emails from this person since then i blocked her. Then she uses another email address. I called her a piece of crap a dirty whore then she sends another email saying she wants to meet me so badly in one email she told me sooner i join the site the sooner she will stop bothering me

Im being stalked and harassed i told her no means no. And all the sites she wants me to join dont have any contact information. Only a place to put an email and a credit card number. Can you please help me. I cant take this anymore.i emailed the internet complaint ic3 gov. The state police and now you. I cant believe that nobody will help me.this is uncalled for. I have saved a few of the emails if you want me to forward them. I hope you will have me send some so you can see what a sick person i have been harassed by

[Ticket: # 1450627 - Net Neutrality](#)

Date: 2/12/2017 2:39:33 AM

City/State/Zip: Layton, Utah 84040

Company Complaining About: Comcast

Description

Ajit Pai's planning on gutting net neutrality, one of the cornerstones of the Internet.

Ticket: # 1451351 - att yahoo is displaying a nude video of pregnant Beyonce on my home page, I do not like it!

Date: 2/13/2017 2:01:21 AM

City/State/Zip: Shelby Township, Michigan 48317

Company Complaining About: AT&T

Description

A short video of a nude pregnant Beyoncé is being displayed on my att yahoo home page. I do not want this, never asked for it & think it is very inappropriate. It is on the right side bar and the heading is 'what you view next', I do not ever want to it. What more can I do to prevent this or any other disturbing nude video from being displayed on my internet homepage?

Ticket: # 1451703 - Television, Internet, and Phone

Date: 2/13/2017 11:46:42 AM

City/State/Zip: Bronx, New York 10465

Company Complaining About: Spectrum

Description

I tried to sign up for spectrum services of TV, Internet, and phone for \$29.99 as advertised, but was told that because I was located in the Bronx that they had an agreement with Optimum not to service me or other potential customers in my borough. Which I believe is a monopoly and violation of federal and state laws to deprive people of the option regarding whom they wish to be serviced by. As a result I am being forced to pay significantly more for my television, phone, and internet services.

[Ticket: # 1453000 - Email Scam](#)

Date: 2/13/2017 5:30:42 PM

City/State/Zip: Albany, Georgia 31707

Company Complaining About: AT&T

Description

Received email from Amazon.com my Apple iPhone 7 had shipped and is tied to my AT&T account. I don't have cell phone service with AT&T and I didn't order any phone from amazon.com

Ticket: # 1453380 - Threatware

Date: 2/13/2017 8:21:34 PM

City/State/Zip: Anderson, Indiana 46013

Company Complaining About: Claims To Be Microsoft

Description

a popup comes on and says I have a virus or malware on my computer and I need to call 1-844-870-5033 immediately to unlock my computer the web address of the site is not Microsoft as they claim but storage.googleapis.com

[Ticket: # 1453734 - Supporter of Net Neutrality](#)

Date: 2/14/2017 9:17:50 AM

City/State/Zip: Covelo, California 95428

Company Complaining About: Comcast

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1453741 - Supporter of Net Neutrality](#)

Date: 2/14/2017 9:18:51 AM

City/State/Zip: Plymouth, Minnesota 55447

Company Complaining About: Centurylink

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1454270 - net neutrality](#)

Date: 2/14/2017 12:34:46 PM

City/State/Zip: San Anselmo, California 94960

Company Complaining About: Comcast

Description

The new FCC Commissioner states publicly that he wants to "roll back" rules supporting net neutrality. Net neutrality supports a democracy; a preferential internet does not. We are still a democracy. Please act accordingly.

Ticket: # 1456023 - Dish Network Internet

Date: 2/15/2017 12:09:18 AM

City/State/Zip: Cataldo, Idaho 83810

Company Complaining About: Dish Network

Description

I have been calling Dish to tell them that the usage has been being miscalculated. Tonight over the course of 4 hours it used 8.6 gig. All that was accessed was an app that was downloaded. The Typist app from Mac and I was on a site for about 40 minutes filling out an application. No uploading or downloading at all. I called immediately as I am the only one home and connected. They said it must have been the app. This is flat out fleecing and their usage is not what it should be. I have been on this internet type for the last ten years. I know what I can and can't do and what general usage is. The last six months I have been doing the same as always yet my usage has skyrocketed.

[Ticket: # 1456657 - Keep net neutrality.](#)

Date: 2/15/2017 12:55:16 PM

City/State/Zip: Windsor, Connecticut 06095

Company Complaining About: Comcast

Description

Yes, I've heard that there is a new commissioner, Ajit Pai, who thinks that Net Neutrality is bad for Americans. Please tell him he's wrong. Americans will suffer without Net Neutrality. Killing Net Neutrality will destroy business for small business owners. Only big business (namely Comcast, Verizon, etc) and the Government would benefit. Please keep Net Neutrality

[Ticket: # 1456899 - I want Pai to step down](#)

Date: 2/15/2017 2:00:36 PM

City/State/Zip: Seattle, Washington 98107

Company Complaining About: Ajit Pai

Description

Pai is the last person the people want as the head of the FCC. By attacking net neutrality which we (the people) have fought and paid for. As a laborer at the poverty line, I have suffered to donate hundreds in much-needed money to fight against people like Pai who wish to commercialize the internet and essentially ruin the last truly free space on the planet.

[Ticket: # 1457315 - Vulgar language used in Open Google News Home Page](#)

Date: 2/15/2017 3:36:45 PM

City/State/Zip: Lynnwood, Washington 98036

Company Complaining About: N/a

Description

Trump issues aside, has America forgotten how to be civil? I know Google does not like Trump but hey kids do read this and what happened to responsible journalism?

For example - Feb 15 at 11:30 PT - On GOOGLE NEWS

Google Source: Gizmodo

Trump's Bullshit Executive Orders Become Even More Bullshit on White House Website....

Gizmodo - 20 hours ago

Ticket: # 1458112 - freedom on the internet

Date: 2/15/2017 7:46:46 PM

City/State/Zip: Bartlett, Tennessee 38133-2083

Company Complaining About: Comcast

Description

Everything good that millions of us fought so hard for and finally achieved when the Federal Communications Commission voted for an open internet is now coming to a screeching halt under popular vote loser Donald Trump and his new FCC lackey chairman, Ajit Pai.

Mr. Pai took a first swipe at net neutrality rules designed to ensure equal access to content on the internet. He stopped nine companies from providing discounted high-speed internet service to low-income individuals. He withdrew an effort to keep prison phone rates down, and he scrapped a proposal to break open the cable box market.

In total, as the chairman of the F.C.C., Mr. Pai released about a dozen actions in the last week, many buried in the agency's website and not publicly announced, stunning consumer advocacy groups and telecom analysts. They said Mr. Pai's message was clear: The F.C.C., an independent agency, will mirror the Trump administration's rapid unwinding of government regulations that businesses fought against during the Obama administration.

Let's remember what that landmark decision by the FCC for an open internet meant. In Tim Berners Lee's words in a video played at that landmark hearing, "it's about consumer rights, free speech, and democracy." And all of those things won on February 26, 2015.

Consumer rights. Free speech. Democracy. Everything the Trump regime is trying to destroy.

Mr. Pai, this is a reminder of what the issue is like. You can't sneak our open internet away.

Ticket: # 1458537 - Net Neutrality

Date: 2/16/2017 4:39:02 AM

City/State/Zip: Lubbock, Texas 79414

Company Complaining About: Sudden Link

Description

Please stop Ajit Pai! He single handily allowing his corporate supporters to kill the Internet. He MUST be stopped. Please reinstate the lifetime subsidies and allow poor people access to the internet. Mr. Pai needs to resign before allows the big corporations to take over the Internet killing off the small Internet media outlets by slowing down their delivery speed. This further cement our oligarchic state. All news will come from corporations killing all independent news. Trump will own the media & control all news. Please don't let this happen.

[Ticket: # 1458562 - Supporter of Net Neutrality](#)

Date: 2/16/2017 8:41:21 AM

City/State/Zip: Cleveland, Ohio 44114

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1458929 - Scam/Hackers

Date: 2/16/2017 11:48:03 AM

City/State/Zip: District Heights, Maryland 20747

Company Complaining About: Comcast

Description

yesterday I got an alert on my new laptop about---virus alert from microsoft and called the number displayed on my computer 1-855-344-8127 and spoke to a Robert Oliver--- He then did a trouble shoot on my system and told me that I had hackers on my system who are watching everything I do on my accounts . He also told me that if I wanted protection that I will need to pay at least \$199.99 for the Virus Protection Security.-----this is more than what the laptop cost. I am a victim of the OPM Cyber attack and am need to know what should I do? for the past few days I have not been able to fully use my laptop without it be interrupted where I have to constantly restart or shutdown. I also received calls from 571-367-3089 during the call along with other no name callers. can someone please help me and let me know what I need to do.

[Ticket: # 1459002 - Keep the Internet Free from Corporate Control](#)

Date: 2/16/2017 12:13:25 PM

City/State/Zip: Stafford, Texas 77477

Company Complaining About: Comcast

Description

Keep the Internet Free from Corporate Control. Tell that fool Ajit pai that the internet will be free or he will face the wrath of the people.

[Ticket: # 1459240 - Lifeline program](#)

Date: 2/16/2017 1:09:20 PM

City/State/Zip: Baker, Oregon 97888

Company Complaining About: Fcc

Description

Please reinstate the Lifeline program, to it's full potential. This is key to helping the poorest people in our country to be provided the right tools to help them bring themselves out of their living conditions.

[Ticket: # 1459601 - Net Neutrality](#)

Date: 2/16/2017 2:41:55 PM

City/State/Zip: Indianapolis, Indiana 46225

Company Complaining About: Bright House

Description

I urge the FCC chairman to stand with internet users, and preserve net neutrality

[Ticket: # 1460240 - Net Neutrality & Low Income Subsidies](#)

Date: 2/16/2017 5:27:43 PM

City/State/Zip: Laguna Vista, Texas 78578

Company Complaining About: Time Warner

Description

I am joining my fellow Americans in protest of Corporations and the current FCC leadership trying to abolish net neutrality and removing low-income subsidies.

[Ticket: # 1460315 - Comcast rates too high](#)

Date: 2/16/2017 5:51:44 PM

City/State/Zip: Wellsvilel, Ohio 43968

Company Complaining About: Comcast

Description

our area is forced to use Comcast and they take advantage of that by never offering discounts and jacking the rates up

[Ticket: # 1460351 - internet access cost - FCC involvement](#)

Date: 2/16/2017 6:03:03 PM

City/State/Zip: Minnetonka, Minnesota 55345

Company Complaining About: The Fcc

Description

Please explain why you are stopping internet companies from providing reduced cost internet to low income families. This nation has the most expensive internet in the world. The companies are making large profits. If we want to keep pace with the rest of the world we need internet access as good as any of them; we do not currently have it. Making it harder for many to have the access will serve to put us further behind in the knowledge and productivity of our citizens.

[Ticket: # 1460423 - Reinstate Broadband/Internet Subsidies for poor people](#)

Date: 2/16/2017 6:32:28 PM

City/State/Zip: Worthington, Ohio 43085

Company Complaining About: N/a

Description

The lifeline subsidies that are being attacked by new FCC Chairman, Ajit Pai, need to be reinstated. Also protect Net Neutrality!

[Ticket: # 1460532 - Net Neutrality is integral to the development of our country and to a fair and free market](#)

Date: 2/16/2017 7:30:19 PM

City/State/Zip: No Town, Michigan 14786

Company Complaining About: The Fcc

Description

When major ISPs offer little to no competition in prices in internet, because of regulatory measures they can abuse because they are also telecommunications companies, it is unfair and offers no incentive for innovation in the marketplace. NOT enforcing Net Neutrality is essentially pay-to-play internet with fast lanes, and sets the groundwork for censorship through the internet by the government.

Ticket: # 1460589 - FCC Chairman's moves to gut Net Neutrality

Date: 2/16/2017 7:58:48 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

RSS

REBLOGGED BY

Daily Kos

TAGS

DonaldTrump

FederalCommunicationsCommission

NetNeutrality

Republicans

AjitPai

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Everything good that millions of us fought so hard for and finally achieved when the Federal Communications Commission voted for an open internet is now coming to a screeching halt under popular vote loser Donald Trump and his new FCC lackey chairman, Ajit Pai.

Mr. Pai took a first swipe at net neutrality rules designed to ensure equal access to content on the internet. He stopped nine companies from providing discounted high-speed internet service to low-income individuals. He withdrew an effort to keep prison phone rates down, and he scrapped a proposal to break open the cable box market.

In total, as the chairman of the F.C.C., Mr. Pai released about a dozen actions in the last week, many buried in the agency's website and not publicly announced, stunning consumer advocacy groups and telecom analysts. They said Mr. Pai's message was clear: The F.C.C., an independent agency, will mirror the Trump administration's rapid unwinding of government regulations that businesses fought against during the Obama administration.

Let's remember what that landmark decision by the FCC for an open internet meant. In Tim Berners Lee's words in a video played at that landmark hearing, "it's about consumer rights, free speech, and democracy." And all of those things won on February 26, 2015. Our Message to Federal Communications Commission, Chairman Ajit Pai :

I support a free and open internet. Do not remove or change the net neutrality rules millions of people have already shown massive support for.

Ticket: # 1460970 - Net Neutrality

Date: 2/17/2017 2:28:58 AM

City/State/Zip: Arvada, Colorado 80004

Company Complaining About: Comcast

Description

Dear FCC,

Never in our history have we fought against such odds. Corporations, special interests, and a biased president (and bought congress). It's very rare for me to reach out and voice my opinion — other than through voting; however, I feel its imperativeness in recent times. I work for a cable company and want the best for it, nevertheless, my utmost loyalty lies with the american people. I believe that a free and open web is the most important avenue for growth for our country. We have gone from email, aol, my space, facebook, to a battle ground of the next social media giant – and I hope that this trend continues. Why? Because I believe in progress. If we were happy with anyone of those stages we would not be progressing. Progress is, unofficially, one of America's creeds. Please, for the love of our land and freedom. Keep the Internet free.

Thank you and God bless America.

P.S This is 2017. Fix your phone validator tool. Any 10 digits, even without hyphens should be auto formatted. Come on FE, do your job.

[Ticket: # 1460986 - Pirated stream](#)

Date: 2/17/2017 4:01:44 AM

City/State/Zip: Columbia, Missouri 65202

Company Complaining About: AT&T

Description

thetreesnetwork.com streams copyrighted content constantly from a us address. Some of this content I own and have asked for it to be removed with no response besides hostility.

Ticket: # 1460995 - Internet connection

Date: 2/17/2017 6:01:54 AM

City/State/Zip: Naples, Florida 34120

Company Complaining About: Comcast

Description

To whom it may concern:

I'm a comcast costumer, I transfer my service to a new address because I buy a house to leave, prior to sign a contract on January 7 2017 i called Comcast to verify that they have Comcast internet in that property because I'm a remote hospital coder and I work from home they confirmed the service in the new property is available and I set up everything a month before I move in to the new addresses but nothin has been installed.

My nightmare with Comcast started on February 9 when Tech shows on time but does nothing because he needs a bucket truck, Most if not all neighbors do have cable, so this shouldn't be a problem. All the neighbors are fed straight from utility poles . He apologizes but really can't do anything. We're told he's put in a request for a bucket truck and they will be out 8 am to 7 pm next day 02/10 17.

On 02/10/17 Tech shows on time but in a van, no bucket truck. He immediately asks where the cable comes into the house. We tell him it doesn't, we need a new line from the pole. He can't understand why he was dispatched when a bucket truck is needed. Sorry but there's nothing he can do. He also doesn't see any request for that from yesterday's call. He makes notes on the account and tells us someone will call between 1 to 5 pm. that day As no one's calling I'll call Comcast 1800-266-2278 and they schedule another especial request for Tuesday 02/14 that is suppose to be a bucket truck to get the line from a pole which is located across the street (4 ways st) to the pole in front of my house, again they send the wrong tech who can't do anything, this morning another tech in a van shows to my house and he could do nothing either.

I spoke with many supervisors at comcast 1800 266 02278 and nothing has been resolve, I have a ticket # 040734333

I do NOT need a cable buried I need a bucket truck to attach a wire to the Comcast box on a pole, string it 50-60 feet across the traffic street (like all the other wires) and drop it to my house on the other side. I can't image this would take more that 5 minutes for someone who knows what they are doing. there is anyone who can help me in this matter please I really need the Internet connection as soon as possible or I'm going to lose my job, a appreciate any help to expedite the resolution of this issues

Thank you

(b)(6)

Ticket: # 1461543 - Twitter violating free speech

Date: 2/17/2017 1:09:12 PM

City/State/Zip: Hoosick Falls, New York 12090

Company Complaining About: Comcast

Description

Hi - I am of the mind that you need to file charges and or fine Twitter for abusing / stalking users who have a right to voice their views even if it offends another user or violates Twitter policies. They have made a block button, and also new filtering of certain words so that there is no need to suspend anyone, and users can self maintain their own safety by using these supplied features. Unfortunately they are encouraging Terror and mental illness by shadowbanning user accounts with no warning, nor any kind of dispute resolution process to determine exactly what rule was broken or if indeed it was a human being offended and not a crashed robot script that an illegal alien wrote while working as a Twitter developer. I am attaching a screenshot of what they did to my account with only 303 followers. They did not thank me for using the system without incident for the last 3 years, nor did they make any effort to notify any of my followers exactly whats going on in case anyone misses my presence on Twitter. I dont call this exactly Social media, and I beleive they should be investigated or at least a cease and desist order issued for violating the 1st ammendment of free speech. Thanks.

Ticket: # 1461739 - online tech support SCAM -Online tech support for microsoft.

Date: 2/17/2017 2:09:50 PM

City/State/Zip: Salina, Kansas 67401

Company Complaining About: Cox

Description

I am 85 years old and while online, 2-13-17 a screen popped up and said call NOW. So I called 1-844-565-9449. Some foreign speaking man, claiming to be Robby ran a scan on my PC, then wanted a CREDIT CARD number, which I NEVER gave, and they didn't tell me in the beginning that it would cost anything. He locked me out of my PC. My daughter in-law and I called the next day to that number, they claimed to be online tech support for microsoft. They couldn't help didn't know a thing, said the manager would call back of course they did not. Still locked out of PC with a WINDOWS XP SECURITY STARTUP PASSWORD screen. We figured out it was a scam. Henry Johnson was another rep we spoke with and he told us to go ahead and turn them in to the BBB, they didn't do this. Robby called me twice, once on the 15th and again on the 16th telling me he will fix my PC. I told him no, my daughter in-law isn't here, you are a scam, you are the people that locked me out of the PC in the first place. So at this point I have a dead PC, and borrowing my son's until my grandson and repair my old one. These people need to be SHUT DOWN.

[Ticket: # 1461863 - protect internet neutrality](#)

Date: 2/17/2017 3:06:59 PM

City/State/Zip: La, California 90046

Company Complaining About: N/a

Description

This complaint is in regards to safeguarding net neutrality. It is unthinkable that the FCC, which should be protecting the astounding diversity of choices we have online, is instead intending to reduce those choices to one hegemonic, corporate-controlled and government-supported Orwellian voice. It goes against your principle goal, as stated on your own website:

Strategic Goal #1

Promoting Economic Growth and National Leadership.

Promote the expansion of competitive telecommunications networks, which are a vital component of technological innovation and economic growth and help to ensure that the U.S. remains a leader in providing its citizens opportunities for economic and educational development.

A strike against net neutrality is a strike against the free market, and against all the ideals of free speech and choice that we Americans hold dear.

[Ticket: # 1462537 - Open Internet Necessary for Democracy](#)

Date: 2/17/2017 10:01:08 PM

City/State/Zip: San Diego, California 92126

Company Complaining About: Time Warner

Description

Why is the head of the Commission dismantling key laws protecting the rights of all citizens to information? Is he (and his buddy The Rump) afraid of the free flow of information?

[Ticket: # 1463152 - Net Neutrality](#)

Date: 2/18/2017 5:38:17 PM

City/State/Zip: San Diego, California 92102

Company Complaining About: Cox

Description

Dear Mr Pai,

I support a free and open internet. Do not remove or change the net neutrality rules millions of people have already shown massive support for.

[Ticket: # 1463212 - net-neutrality](#)

Date: 2/18/2017 6:50:20 PM

City/State/Zip: Santa Barbara, California 93160

Company Complaining About: Cox

Description

Why in the head of the FCC dropping to his knees to "service" the corporations of america and their never ending greed. All it will get him is a bad taste in his mouth and a feeling of being used. Keep the net neutral. Make your legacy something the american people will respect.

Ticket: # 1463241 - Ajit Pai

Date: 2/18/2017 7:29:51 PM

City/State/Zip: Prather, California 93651

Company Complaining About: Verizon Wireless

Description

Net neutrality is the peoples choice and has already been made recently. We the people wish our choice to be heard and understood by the FCC and its officers. We do not want the FCC to dismantle or remove Net neutrality, but rather to help keep the Internet a whole world community resource for humanity's sake.

Ticket: # 1463276 - Net Neutrality

Date: 2/18/2017 8:14:36 PM

City/State/Zip: Creedmoor, Texas 78610

Company Complaining About: AT&T

Description

Again? We have to complain Again to keep the internet open an available to EVERYONE? Not just RICH PEOPLE. I have fought this battle several times. Cant we just settle it once and for all? Everything requires the internet these days. Why do you want to make it unaffordable for poor people? I am trying to survive on SSI with a mortgage and I can barely afford food and gas. Forget it if any medicine is required, but I guess I am ready to die with Fascists in Control of everything. But don't you even care about your own families, relatives and neighbors that are in my situation? If you allow the open internet to go away, it will soon be unaffordable to people like me. I so wish someone cared about us peons!

Ticket: # 1463292 - Making internet a paid option, and not having a free and open web

Date: 2/18/2017 8:39:52 PM

City/State/Zip: Hartford, South Dakota 57033

Company Complaining About: Verizon

Description

I do not want the free and open internet to be regulated or taxed, or requiring people to give up constitutional right. I am disabled and require help for religious reasons the use of the internet!

Ticket: # 1463308 - Closing of Open Internet

Date: 2/18/2017 9:07:05 PM

City/State/Zip: Coeur D'alene, Idaho 83815-7734

Company Complaining About: Federal Communications Commission

Description

Please do not change or remove the rules maintaining "Net Neutrality" as free and open access for all is one of the principles upon which this nation was founded. This principle can be seen at work in the establishment of public education, libraries, government bodies and other institutions, an exercise of "liberty for all, and malice toward none." Net Neutrality is important for communications and governance so that we are able to respond quickly, without organizing and waiting for meetings that may be too infrequent due to members being in far-flung locations. Net Neutrality brings families and cultures together. Thank you for your support.

[Ticket: # 1463352 - Pai is going after net neutrality!](#)

Date: 2/18/2017 10:13:48 PM

City/State/Zip: Olympia, Washington 98516

Company Complaining About: Comcast

Description

WE the people are already paying several times over to be behind most of the rest of the first world nations in Internet bandwidth. And now we have to keep defending over and over again our free and open Internet, even though we won this fight over a year ago on February 25, 2016. Stop Pai'd war on the open internet / net neutrality now!

Ticket: # 1463391 - Internet Access

Date: 2/18/2017 11:17:23 PM

City/State/Zip: North Little Rock, Arkansas 72118

Company Complaining About: Comcast

Description

Net neutrality must be upheld. It is vital to maintain an open Internet and not allow corporate greed to line Pai's pockets or their own at the expense of the citizens who pay for it. Ethics matter Sir! I also feel taking Internet away from low income rural areas is immoral and downright mean-hearted. We expect to be able to educate our children using technology along with larger cities. Internet should be affordable for ALL.

Shame on you for making harder for the poor and working class citizens to pay for internet and educate the children.

[Ticket: # 1463421 - Internet and towers](#)

Date: 2/19/2017 1:21:57 AM

City/State/Zip: Okmulgee, Oklahoma 74447

Company Complaining About: T Mobile

Description

Zip code for the mobile needs network upgrades I have made a lot of tickets with t mobile only for them to be deleted and say it's my phones that are messed up the area I live in only has one band for lte it's been like this since 2015 when I joined the mobile no resolution has been made they don't mind taking my money but can't do a simple upgrade I'm fed up I would go to the mobile headquarters but my signal my fall not even life alert can save t mobiles Fallen signal ass I also attached a screenshot of a speed test

Ticket: # 1463446 - Ijit Pai's Choices

Date: 2/19/2017 2:27:32 AM

City/State/Zip: Casselberry, Florida 32730

Company Complaining About: Fcc

Description

I wish to lodge a complaint against Ijit Pai. His actions regarding what he wants changed by the FCC are unacceptable!! I would like to know what our retired parents and poor relatives or anyone on fixed incomes for that matter who aren't getting any COLAs, nor can expect any improvements in Medicare/Medicaid suppose to do?! (AND yet now Republican appointees seek to take their Lifelines to the outside world too?!)

How will they learn of the marvelous deeds of Donald Trump or keep up with finding out every moment where his magnificent, massive adoring crowds can gather? How short sighted can the FCC be? These are resources they administer on behalf of 'We the People', using resources, lands, rights in perpetuity given to these private companies to deliver communications services on our behalf, and should be made affordable to ALL citizens to promote democracy, ensuring the informed and engaged citizenry required of a modern leading democracy. It doesn't trend well to keep falling behind other '1st' and '2nd' world nations.

We especially need to keep net neutrality in place so that everyone has equal access to the internet and Ijit Pai's opposition to that is unacceptable!! How many complaints will it take for us to make to the FCC in order for you to follow the will of the people and not just the chosen rich few?! DO THE RIGHT THING & NOT WHAT IJIT PAI IS DICTATING!

Ticket: # 1463582 - Net Neutrality

Date: 2/19/2017 12:58:22 PM

City/State/Zip: Grove City, Ohio 43123

Company Complaining About: Spectrum

Description

(b)(6)

[Ticket: # 1463647 - Free internet](#)

Date: 2/19/2017 2:35:55 PM

City/State/Zip: Prescott, Arizona 86305

Company Complaining About: Cable One

Description

I am writing to ask you to prevent Ajit Pai from interfering with the net neutrality which is essential for communications between people everywhere. We also need to allow vompnies to offer wireless to low income families.

[Ticket: # 1463684 - FCC Chairman's actions against fairness](#)

Date: 2/19/2017 3:25:21 PM

City/State/Zip: Cambridge, Massachusetts 02140

Company Complaining About: Fcc

Description

Reportedly Mr. Pai stopped nine companies from providing discounted high-speed internet service to low-income individuals. He withdrew an effort to keep prison phone rates down, and he scrapped a proposal to break open the cable box market. I am strongly opposed to these actions. The Internet is a resource for all and must be kept open and fair, and the imprisoned, poor, and otherwise disadvantaged need assistance in order to be able to access it as well. PROTECT NET NEUTRALITY!

[Ticket: # 1463912 - Net Neutrality](#)

Date: 2/19/2017 9:43:04 PM

City/State/Zip: Manhattan Beach, California 90266

Company Complaining About: All Isp Companies

Description

Our new FCC Chairperson appears to be anti-net neutrality. Can you please address this issue? Commercial entities must not control Internet access for the non-business users. Thank you.

Ticket: # 1464142 - Monopoly pricing by internet ISP's

Date: 2/20/2017 11:19:37 AM

City/State/Zip: Kansas City, Missouri 64113

Company Complaining About: AT&T

Description

We need to regulate ISP's better.. They do not offer a basic inexpensive useful speed package for those of us who just want a internet connect without bundles. I thought The FCC was to protect our access and consumers. I have never needed more than 10Mbps on my home computer which is hard wired. I am constantly having to play the shell game of promotions expiring and bundles I don't need . I just need basic internet service and I live in Kansas City MO which has lots of the same options from different providers at the same Price..... hmmm I smell monopoly pricing and collusion.. I don't and believe others don't need 1000 Mbps.

Up selling for what we don't need to justify high pricing is wrong. Consumers of Internet and Cell phone Services are being ripped off. Help get affordable access and by affordable I mean under \$25.00 (taxes and fees included) a month with a minimum speed of 20 Mbps.

I selected open internet/net neutrality below thinking this was the best option given not leaving blank.

[Ticket: # 1464145 - Paid for service and didn't get it](#)

Date: 2/20/2017 11:20:29 AM

City/State/Zip: Knoxville, Tennessee 37914

Company Complaining About: MetroPCS

Description

Paid for cellphone service with Metro Pcs and they did not deliver. Been in contact with them for the past 2 months with no help so now I a must reaching out to you.

Ticket: # 1464300 - Apartment complex not allowing other sources except Spectrum

Date: 2/20/2017 1:09:54 PM

City/State/Zip: Clearwater, Florida 33764

Company Complaining About: Imperial Gardens, Wow, Spectrum

Description

There is a situation in my apartment complex that they are not allowing WOW on the property. We have signed up with wow and had a 4 week span of no services, when WOW arrives to do the repair they were escorted of property by local Police Officers. The apartment manager at Imperial Gardens 2100 Nursery Rd Clearwater, FL 33764 (727) 531-6811 stated it was caught up in legal but "Could get us a deal with Spectrum." There are a few Spectrum employees who live in the complex and have become friends with the apartment staff. I believe the staff is playing favorites with Spectrum leaving dozens of WOW customers without service.

[Ticket: # 1464303 - Google play](#)

Date: 2/20/2017 1:14:07 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi downloaded more games that don't play due to trolling some games no controls changed Google act then posted review got trolled 6 games did not play on 6.0 phone ruined holiday more games prevent changing game name so they re sync phone into troll network kept trying to stick me w one act many kept exiting or crashing despite plenty memory and storage room Google customers are at the mercy of these lousy developers also my keyboard kept glitch in so I can't name game characters I have no affiliation told my angel is Daniel nothing was done

[Ticket: # 1464370 - new service](#)

Date: 2/20/2017 1:39:07 PM

City/State/Zip: Monroe, New York 10950

Company Complaining About: Frontier Communications

Description

i keep om calling last 2 weeks they keep on saying , the are already , or they will do it, or that they will send a router each time i am calling i am getting different answer's total my service is still not on i got already dates last week that it will work no on knows what they other says

Ticket: # 1464753 - Poor service with Comcast

Date: 2/20/2017 5:02:34 PM

City/State/Zip: Suitland, Maryland 20746

Company Complaining About: Comcast

Description

My issues are not having Internet, tv or phone for 3 day. Spoke to serval representatives advising them I work for home and I need my services also I kids in my home with needs. I was advise that they were scheduling me for 2/20 now 2/21

[Ticket: # 1465503 - Scam](#)

Date: 2/21/2017 10:08:58 AM

City/State/Zip: Lodi, California 95240

Company Complaining About: Scam

Description

Email scam

[Ticket: # 1465533 - Supporter of Net Neutrality](#)

Date: 2/21/2017 10:20:59 AM

City/State/Zip: Plymouth, Minnesota 55447

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1467837 - Supporter of Net Neutrality](#)

Date: 2/22/2017 8:55:37 AM

City/State/Zip: Glendale Heights, Illinois 60139

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1467838 - Net Neutrality Supporter

Date: 2/22/2017 8:55:48 AM

City/State/Zip: Metchun, New Jersey 08840

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1469602 - Monopoly with poor service.](#)

Date: 2/22/2017 6:56:35 PM

City/State/Zip: Havana, Florida 32333

Company Complaining About: Centurylink

Description

I live less than 8 miles from Florida's State Capitol and have but only one provider to choose from...CenturyLink. For the past two years despite dozens of calls and followup I have internet speeds of 5M dl and 0.5 up. I was a systems architect in Palm Bch County prior to moving here. These speeds are intolerable given the assumptions of Microsoft and Our government with the use of video.

Fiber can be deployed on Electrical lines. Why are these monopolies allowed to charge whatever they like and provide crap service?

[Ticket: # 1471020 - Access to specific internet sites.](#)

Date: 2/23/2017 2:16:56 PM

City/State/Zip: Fuquay-varina, North Carolina 27526

Company Complaining About: Centurylink

Description

Theresa is unable to access specific sites on the internet that she likes and she believes that Google is behind it. They should not be able to control what everyone watches. They put porn up there; the most shocking things that you've ever seen in your life. It's like they don't know the difference between what's right and wrong, in her opinion. . She can't believe things has changed so directly under a president that she supports. She also has "redirecting malware".

Ticket: # 1471226 - Nuisance

Date: 2/23/2017 3:06:35 PM

City/State/Zip: El Paso, Texas 79924

Company Complaining About: Facebook, Snapchat, Talkback, Twitter, Messenger, Bluetooth

Description

Cell phones are becoming a nuisance to enjoyment of public property. Nuisances create disturbances and damage. Social media is becoming annoying and distracting. Sensor activating (voice, body sensor, Bluetooth) software keeps causing damages to electronics.

Ticket: # 1472286 - aol

Date: 2/23/2017 11:19:16 PM

City/State/Zip: West Orange, New Jersey 07052

Company Complaining About: Aol

Description

aol is taking down comments, which is against the freedom of information act for them to do, whenever it is about hillary clinton or the democrats in general. please look into this. posting : <https://wikileaks.org/clinton-emails/emailid/28972>

Ticket: # 1473339 - FCC Consumer attacks

Date: 2/24/2017 2:22:37 PM

City/State/Zip: Royersford, Pennsylvania 19468

Company Complaining About: Fcc

Description

Why is the FCC eliminating the build-out requirements for ISPs? It's bad enough that they get monopolies, but now these requirements for the monopolies they've been magnanimously (for the companies) given is being eliminated? In what world is this beneficial to consumers? Is this directly due to Ajit Pai's elevation to the chairman position? It seems like all these recent moves (trying to kill net neutrality, eliminating privacy protections for data, eliminating corporate oversight and transparency) are the kinds of consumer-harming, corporate shilling moves that he would make given his history. More than disappointing, this is angering.

Ticket: # 1474493 - NEVERENDING SYSTEMIC EGREGIOUS NET NEUTRALITY VIOLATIONS

Date: 2/24/2017 10:02:46 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b)(6) [Redacted]

[Redacted]

[Redacted]

<https://www.techdirt.com/articles/20170202/13501236617/comcasts-decision-to-charge-roku-users-bogus-fee-highlights-uncanny-ability-to-shoot-innovation-foot.shtml#comments>

<http://gizmodo.com/comcasts-new-gigabit-service-isnt-the-internet-of-the-f-1792627554>

Ticket: # 1474814 - Net Neutrality

Date: 2/25/2017 1:01:13 PM

City/State/Zip: Bedford, New Hampshire 03110

Company Complaining About: Fcc

Description

I am against ANY changes of any kind or for any reason that would reverse current net-neutrality rules. Limits to net neutrality benefit ONLY the corporations-and everyone knows this. Although numbers and data do not lie, liars will use data and numbers to lie. We ALL know this.....the difference is that NOW.... we can all WATCH and RESPOND if and when folks (like the FCC), blatantly, obviously, and clearly allow the com giants to "put the wood to us".

So.....PLEASE preserve net neutrality...its loss will be adverse to Americans on the whole.

Do the right thing....lets try THAT please.

Thank You for your time.

Ticket: # 1474851 - Net Neutrality

Date: 2/25/2017 1:27:04 PM

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: Fcc

Description

The rolling back of Obama-era Title II rules is wrong, and will negatively affect the average consumer. Get out of bed with the large ISP's and actually serve the American public. It is absolutely disgusting that you value the bottom lines of corporations more than the average citizen of this once-great nation. If you don't want to serve the public, get the hell out of office and let someone else run the show.

Ticket: # 1475372 - Changes that FCC Chairman, Ajit Pai, has targeted

Date: 2/26/2017 3:22:47 AM

City/State/Zip: Schulenburg, Texas 78956-0204

Company Complaining About: None

Description

Chairman Paj,

I need to express my displeasure with the actions you have taken since assuming leadership of the FCC. You are changing the "rules" with no public discussion. You have taken steps to destroy the FCC's policy of a free and open internet, which was supported by millions of Americans.

You are targeting important consumer protections, enabling the goal achievements of large service providers, and making it even more difficult for people with low incomes access digital services. Essentially, you seem to be functioning as an enabler for communications industry groups.

This is a difficult time for our nation and you are only making it more difficult. The privacy rules are in place and should stay in place; let the cable industry wait and spend their money if there is sufficient justification. The Consumers should not have to wait any longer for the protection of the rules.

I apologize for speaking so plainly, no disrespect has been intended.

Sincerely,

(b)(6)

Ticket: # 1475742 - Constantly being dropped from feed I believe is political

Date: 2/26/2017 6:31:53 PM

City/State/Zip: Dyer, Indiana 46311

Company Complaining About: Twitter

Description

I have been on Twitter for a short time and everything went well at the start but the more political my responses became the more my feed would freeze, not let me like, retweet, or comment on the site. The behaviour of this application is leading me to believe that it is monitored and censoring content based on your political beliefs. I have found many others on the site in the short time I've been on there that have had similar problems. Here's a link to one of them that was made into a Utube video. Watch "Twitter Censoring Trump Supporters" on YouTube

<https://youtu.be/JhU8wJ3UZww>

I believe this site is behaving in this manner to discourage certain people with political views not in line with their own to be discouraged enough to just give up! I feel this is a violation of my first amendment rights as well as the other Twitter users being affected!

[Ticket: # 1475932 - reinstate lifeline subsidies/net neutrality](#)

Date: 2/26/2017 11:39:14 PM

City/State/Zip: Louisville, Kentucky 40210-2484

Company Complaining About: Spectrum

Description

I just read an article that atji pai has decided that low income people don't deserve subsidies to have lifeline programs at a discounted price. He has decided net neutrality is something he wants to destroy on behalf of large corporations et al. Please, Please, Please do NOT let this inconsiderate FCC Chairman destroy our ability to enjoy the same thing that some wealthier people take for granted. Please DO NOT let atji pai destroy net neutrality!

Ticket: # 1478676 - Anti-Consumer Actions

Date: 2/28/2017 11:56:07 AM

City/State/Zip: Brewster, New York 10509

Company Complaining About: Fcc

Description

The recent changes to the role of the FCC as a protective agency on the part of consumers is nearing the absurd. In choosing to stay the previously approved order protecting the personal information of consumers, the FCC has crossed a dangerous line. The fact that the FCC would jeopardize personal information security so that that corporate beneficiaries can block and added expense off their balance sheets is reprehensible. This is, of course, completely expected now that a telecommunications executive in charge of the FCC is now dedicated to enriching his friends rather than protecting the personal information and thus lives of his employers (i.e., the American public) is the height of corruption. Please do not attempt to paper over these efforts as a means of creating "efficiency" or some other ridiculous excuse often proffered by such proponents. These actions will directly and negatively impact the security of many Americans and the current cowardice shown by the FCC leads me to believe that what was once a regulatory agency tasked with the protection of citizens is not simply another in a growing list of impotent agencies dedicated to deepening the financial hardships and personal security of millions.

[Ticket: # 1478873 - Net Neutrality](#)

Date: 2/28/2017 12:54:55 PM

City/State/Zip: Phoenix, Arizona 85003

Company Complaining About: Comcast

Description

I want to complain about your new chairmen. Net neutrality is no mistake and you sir are are catering to corporate interest. Leave our internet alone.

[Ticket: # 1479547 - Net Neutrality](#)

Date: 2/28/2017 3:53:18 PM

City/State/Zip: Atlanta, Georgia 30340

Company Complaining About: Comcast

Description

I'm writing to FCC Chair Ajit Pai to urge him to stand with internet users and preserve Net Neutrality. This is crucial for freedom of speech and equal access for all Americans.

[Ticket: # 1480042 - Net Neutrality Elimination](#)

Date: 2/28/2017 6:17:32 PM

City/State/Zip: Nogales, Arizona 85621

Company Complaining About: Centurylink

Description

I demand that Chairman Pai make absolutely no modifications to the current net neutrality rules. Net Neutrality is what grants ordinary people a voice that can influence the destiny of this country for good and peace via the internet. No corporate interests shall interfere with the people's voice!

[Ticket: # 1480206 - Loud commercials](#)

Date: 2/28/2017 7:46:57 PM

City/State/Zip: Chico, California 95973

Company Complaining About: Comcast

Description

I was watching FoxNews.com and their commercials are much louder than the program I was watching.

Ticket: # 1480521 - Net Neutrality**Date:** 3/1/2017 12:45:23 AM**City/State/Zip:** Chesapeake, Virginia 23321**Company Complaining About:** Fcc

Description

I'd like to file a complaint about your chairman at the FCC. He's made it quite clear that he does not like Net Neutrality and he wants to take it away. He says that the free market and competition are key factors in helping to shape how internet service providers treat consumers, but we know there isn't any real competition in this market. Cable companies don't really intersect often, and others like Fios or Google Fiber aren't available everywhere. Sure, there are smart phones with internet capabilities, but that isn't near the same as cable.

In short, we can't allow the free market to do its thing because there is no free market here. If you don't like your local Cable Company's price, methods, or just about any reason at all, you're left with practically no options.

That's why we, the consumers, need Net Neutrality and the protections it offers. What if, say for example, a website writes a piece (or makes a video) that shows a particular Cable Company (or, perhaps, an affiliate of said company or even a politician favored by them) in an unsavory light? Despite them having a 1st Amendment right do so, if there are no Net Neutrality protections then there's nothing stopping the ISP from blocking/throttling traffic to that site.

People aren't trying to get something for free, as your Chairman said. We just want protections there so that we don't get trampled.

[Ticket: # 1480567 - net neutrality](#)

Date: 3/1/2017 2:48:03 AM

City/State/Zip: Z00citee, Alabama 20850

Company Complaining About: AT&T

Description

Net neutrality is absolutely critical to US competitiveness. If you allow net neutrality to be compromised, you will be publicly responsible for limitations on learning, on business, on research, on productivity. DON'T DO IT!

[Ticket: # 1480628 - Supporter of Net Neutrality](#)

Date: 3/1/2017 8:04:34 AM

City/State/Zip: Grayslake, Illinois 60030

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1480629 - Supporter of Net Neutrality](#)

Date: 3/1/2017 8:04:49 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1481567 - hundreds of unwanted emails each week - even after unsubscribing](#)

Date: 3/1/2017 2:47:14 PM

City/State/Zip: Charlotte, North Carolina 28226

Company Complaining About: Verizon Wireless

Description

all different addresses, but all email addresses end with... @bulktlds.com

I unsubscribed from a few, then the emails came even more often. There is never a number to call to get off the list.

Ticket: # 1482146 - Net Neutrality

Date: 3/1/2017 5:30:48 PM

City/State/Zip: Spencer, Indiana 47460

Company Complaining About: Verizon And Att

Description

Ajit? I know your'e out there. And you may be the worst dingo of them all. You need to keep the regulations that uphold net neutrality. Just because you used to work for Verizon doesn't mean that you have to kiss their rears for the foreseeable future.

And no, I don't believe that Verizon's unlimited plan is because of you. Any company that is planning for something like this has been planning it for the better part of a year.

I assume that you didn't get into politics like some do, as in "to serve the public interest". But since that isn't the case, maybe you should try it.

Sincerely,

Angry in Indiana

PS: Thanks for trying to screw over all internet using Americans and the people trying to build new businesses on the internet. As long as people care we won't let you get away with this. And this isn't the last you will hear from me.

[Ticket: # 1482242 - Poor Internet](#)

Date: 3/1/2017 6:02:40 PM

City/State/Zip: Shawano, Wisconsin 54166

Company Complaining About: Frontier Communications

Description

I have Frontier services in Shawano, WI. The download speed is .66 mbps and upload is .33. They monopolize the area and refuse to do anything about it. I have a home and business on this line. It frequently interferes with daily business operations. Are there not standards that they have to provide to their customers?

[Ticket: # 1484589 - Filth email on my computer](#)

Date: 3/2/2017 6:47:47 PM

City/State/Zip: Hewlett, New York 11557

Company Complaining About: Verizon

Description

Mens Health First

RE: How To Get So HARD, Your Wife Starts To LIMP

GET THIS PORN OFF MY COMPUTER - LEGALLY THESE UNWANTED PORN SPAM ADS LEGALLY FALLS UNDER ENDANGERMENT OF A CHILD - ANY CHILD SEES THIS FROM SOMEONE'S COMPUTER - EACH COUNT IS CHARGEABLE & FINES, ETC., ENSUE - THESE ADS NEED TO BE BANNED FROM ALL COMPUTERS !!!!! I'D LOVE TO SEE A CLASS ACTION SUIT, SUCCEED IN THIS AREA!!!

[Ticket: # 1484866 - Net Neutrality](#)

Date: 3/2/2017 10:02:14 PM

City/State/Zip: Wooster, Ohio 44691

Company Complaining About: Mctv

Description

The net neutrality rules passed in 2015 are good. Keep the rules that help the consumer. FCC Chairman Ajit Pai, the FCC did not make a mistake in its passage of net neutrality rules in 2015.

Ticket: # 1486732 - Opression and mockery of womenShe does not go through birth but agent birth. Advocates corporations controling kids.

Date: 3/3/2017 6:53:33 PM

City/State/Zip: Na, California 92101

Company Complaining About: Cox

Description

I told youtube what ads liked and they still showed Dorriotos which had a backwards baby jump out hooked on junk food. Truth is the comercial would make sense if woman jumped up and shook passive baby out trying to get dorritos. Fetus follows mother leads.

Ticket: # 1487006 - Frontier internet

Date: 3/3/2017 11:17:46 PM

City/State/Zip: Flushing, Ohio 43977

Company Complaining About: Frontier Communications

Description

All I do is reset the internet all to use it. It's annoying and I shouldn't have to. I've called them waited almost a year for someone to come out. I would use different internet but there is nothing offered where I live.

Ticket: # 1487885 - Email harassment for donations on GoFundME

Date: 3/5/2017 11:36:26 AM

City/State/Zip: Waynesville, Missouri 65583

Company Complaining About: Cableamerica

Description

I received an email last evening from an unknown person who just shared her first name, which was allegedly Lisa. She said she found my email address by searching for dog trainers in Missouri on Google. She was trying to help raise funds for her friend who needed help paying a veterinary bill. I told her to remove me from her distribution list, and that sending emails to people she doesn't know to solicit donations for a GoFundMe campaign is not a good idea. She continued to email me, and called me a "bitch" in an email for commenting on the GoFundMe site. Then the campaign owner wrote an inappropriate "update" on his GoFundMe page, alluding to me, accusing me of having a lack of empathy, and saying he was no longer trying to solicit funds. I received unwanted email messages from him and another woman named "Lucy," who refused to stop emailing me, even after I asked them repeatedly to stop. The emails were inappropriate, accusatory and hostile.

[Ticket: # 1488365 - Net Neutrality](#)

Date: 3/6/2017 8:59:07 AM

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1489624 - AT&T U-Verse Neighborhood Outages and Service Complaint

Date: 3/6/2017 4:45:23 PM

City/State/Zip: Cary, North Carolina 27519-5174

Company Complaining About: AT&T

Description

I live in the Devereaux Community in Cary, NC and the neighborhood has been experiencing several outages since AT&T U-Verse Fiber Optic Network was installed. When contacting AT&T about a neighborhood outage the phone representatives try to state that there is no outage and then they schedule a Technician to come out to the house. Well then the neighborhood gets flooded with Technicians and AT&T trucks only to find out that either the main box in our neighborhood is the problem or that it was located at the Central Office. So in fact they find out that it was in fact a neighborhood outage. AT&T spent a load of money to send Technicians out to the neighborhood when they only needed one or two to work at the main box and with the Central Office. The reimbursements for the outages were not consistent and or even offered to many consumers.

Also, when it is an outage caused by and located at the Central Office there is NO staff on the weekends. This in itself is unacceptable. The Technicians are working and yet they have no one to troubleshoot the issue with. It is important to staff the CO and or at least have someone on call to work with the Technicians on the weekends. I also hope the FCC takes into consideration that AT&T has NO email address to file complaints. Several phone representatives provided one that is invalid so I searched the internet and there is no way that I could find to file a written complaint.

Please feel free to contact me with any questions and or concerns. Thank you in advance of you response and I look forward to hearing from you.

Regards,

(b)(6) [Redacted]
[Redacted]
[Redacted]
[Redacted]

[Ticket: # 1490355 - extremely objectionable pop-up ads with \(apparent\) link to "dreamstime"](#)

Date: 3/6/2017 11:18:06 PM

City/State/Zip: Valley Center, California 92082

Company Complaining About: N/a

Description

"Dreamstime" Ad consists of photos of scantily clad young women. Some of these appear to EXTREMELY young--even pre-pubescent. At any rate, they appear several years short of eighteen. Can this possibly be legal? I don't think so. Can the FCC do anything about this?

Ticket: # 1490405 - DMCA Violation - Enabling Fraud - RICO

Date: 3/7/2017 12:30:33 AM

City/State/Zip: Havertown, Pennsylvania 19083

Company Complaining About: Endurance.com

Description

Domain.com a division of Endurance a publicly traded US corporation is the registrar of an illegal music piracy website that is distributing DMCA protected content for free download in violation of US law.

The registration information used on the WHOIS is 100% fake and Endurance refuses to take action - even though the hosting companies continue to terminate the hosting. These criminals, who are based in Romania, continue to switch hosting companies while using the domain name registered with Endurance.

Endurance, via Domain.com, is aiding and abetting in criminal theft and fraud and needs to be investigated for violations of the RICO ACT.

We vigorously continue all actions to seize this domain.

[Ticket: # 1490554 - Supporter of Net Neutrality](#)

Date: 3/7/2017 9:09:04 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1490560 - Net Neutrality](#)

Date: 3/7/2017 9:10:13 AM

City/State/Zip: Kirkville, New York 13082

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1491816 - Supporter of Net Neutrality](#)

Date: 3/7/2017 4:02:25 PM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1492153 - Internet neutrality](#)

Date: 3/7/2017 5:32:03 PM

City/State/Zip: Chicago, Illinois 60659

Company Complaining About: Fcc

Description

I strongly object to Chairman Pai's intention to eliminate or reduce net neutrality. This is a misguided, profit-driven elitist idea.

Ticket: # 1492239 - Support for Net Neutrality

Date: 3/7/2017 6:01:02 PM

City/State/Zip: Sunnyvale, California 94087

Company Complaining About: No Specific Company. This Is A General Comment Explaining Why I Support Net Neutrality.

Description

I want to register my strong support for Net Neutrality for several reasons:

- 1) Allowing businesses to determine what we can read or see on the internet with blocking and priority rules would seem to violate the First Amendment.
- 2) Allowing Internet Service Providers (ISP's) to block and prioritize traffic will further stratify the people of this country based upon income - only the rich will be able to access everything easily, and the rich will control the content delivery.
- 3) Keeping the internet open and free is crucial to development of new technologies that make our country a global leader.

[Ticket: # 1492917 - net neutrality.](#)

Date: 3/8/2017 2:08:25 AM

City/State/Zip: Mountain View, California 94043

Company Complaining About: All Major Broadband Providers Are Seeking To Subvert Net Neutrality !

Description

I urge you to do everything you can to support net neutrality for the following reasons:

- 1) Allowing businesses to determine what we can read or see on the internet with blocking and priority rules imperils our first amendment rights.
- 2) Allowing Internet Service Providers (ISP's) to block and prioritize traffic will further stratify the people of this country based upon income - only the rich will be able to access everything easily, and the rich will control the content delivery
- 3) Keeping the internet open and free is crucial to development of new technologies that make our country a global leader

Ticket: # 1493779 - Net Neutrality and Personal Information Protections

Date: 3/8/2017 2:05:07 PM

City/State/Zip: Phoenix, Arizona 85012

Company Complaining About: Cox

Description

To whom it may concern,

I have seen reporting regarding Chairman Pai's interest in discontinuing Net Neutrality.

I also understand that segments of the Congressional Review Act address the protections of personal information and data on the internet. Allowing internet service providers the opportunity to collect and sell personal data.

I greatly oppose both. I wish to see net neutrality and personal information protections honored by the FCC and preserved.

Please take note,

(b)(6)

[Ticket: # 1496234 - explicit content on internet signal](#)

Date: 3/9/2017 2:20:27 PM

City/State/Zip: Ann Arbor, Michigan 48104

Company Complaining About: Comcast

Description

i have vital information regarding grossly morally, ethically, and yes criminally offensive signal quality of the internet. i am outraged and harmed by the fact that there is a continuous flow of sexually and violently offensive content carried on general publically broadcast lines. I want a clean main line to my devices. This such is not hard to do. A server only carrying sanctioned web could easily be set up and censored. i have information as to how this got out of control as it related to experiments on consciousness, computer science, and choice which a immoral professor named Kendall Walton of the philosophy at the University of Michigan who knew and had attended Berkley with the now accredited inventors of the internet. They immorally contrived to create an aesthetic which would not be policeable and put it forth onto existence at a whim. We need for our honour to kill this signal and invent a clean, good signal.

Ticket: # 1497882 - Spectrum/Time Warner Cable/Charter

Date: 3/10/2017 10:45:46 AM

City/State/Zip: New York, New York 10025

Company Complaining About: Time Warner

Description

Hi

I was told by a Spectrum manager that my VoIP phone lines wont work over their business class network.

He said that on the circuits they install for clients who buy their VoIP offering they check for jitter and make sure the circuit works better than people who buy the circuit to do as they please with over the internet. I feel that this is a huge violation of net neutrality. Shouldn't they be providing the same circuit whether you buy their VoIP offering or not?

If needed I can give you the contact information of the employee who told me this when I was trying to get him to fix my circuit.

[Ticket: # 1498195 - Internet modem/ frontier/securities](#)

Date: 3/10/2017 12:33:36 PM

City/State/Zip: Charles Town, West Virginia 25414

Company Complaining About: Frontier

Description

We had frontier give us a new modem however when we were able to get our computer connected someone hacked it again! We lost all of our personal files photos everything! Now we got our computer reset! And someone was connected again and had us on our modem set up as a network! We are an individual home owner and have no network! We were able to get on our modem this morning and reset our password again! And erase two computers who were networked to our system and changed our passwords for our home security again! We are tired of this happening and have called corporate for frontier complaints before! And yet this still keeps happening!

Ticket: # 1498259 - Internet/frontier

Date: 3/10/2017 12:50:36 PM

City/State/Zip: Charles Town, West Virginia 25414

Company Complaining About: Frontier

Description

I just filed a complaint 3/10/17, we forgot to mention(approx. time was 11:30 est) anyways we forgot to mention that also this morning they had our cell phones hacked! My husbands and mine! We called. Att about this they handled it appropriately what they are hacking that our phones are associated with is the internet! Thru frontier again, we are not a network we are individual home owners and we pay for our service and the modem is only set up as our home network not an internet cafe! Someone we were told by long distance techs with the frontier tech support has our up addresses and they are changing our setting on the modem! Only frontier has access to this unless someone from the local office is giving out our modem up or user name and passwords !

Ticket: # 1499181 - Net Neutrality

Date: 3/10/2017 5:11:27 PM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

Hello,

My name is (b)(6), I'm writing to you from Chicago, IL to express my strong support for Net Neutrality. The American people deserve an open and accessible Internet for all. Please do not dismantle it.

Thank you for your time,

(b)(6)

[Ticket: # 1499713 - Cannot Unsubscribe from Email List](#)

Date: 3/10/2017 10:34:45 PM

City/State/Zip: San Jose, California 95125

Company Complaining About: Ifc

Description

My mother passed away last May. Her subscribed email lists included IFC. Despite having unsubscribed at least five times and emailed directly with staff at least twice, her email address continues to receive their newsletter.

Ticket: # 1500065 - Cables outside our house are exposed/ Comcast doesn't honor their appointments

Date: 3/11/2017 1:23:46 PM

City/State/Zip: Commerce Twp, Michigan 48390

Company Complaining About: Comcast

Description

One year ago we had a new cable put in from the street to our house. We thought everything was properly installed and under ground, how it is supposed to be. This week, with the winds we had one very tall tree falling down and to our surprise the cable wire was really under the rocks on our landscape. I called Comcast, to made an appointment for 48 hours later. I took the day off work to wait for them. In the morning The Xfinity van was outside my house. As soon I open the garage door to meet the guy, he drove away and didn't come back until now. He didn't even left the van! I called Comcast 4 times and first they put me in a "escalate service" appointment, but nobody called or showed up. My last call yesterday I was promised that the supervisor would call me back until maximum at 8PM. Never received a call. This morning I called them back. Got an appointment to put the wires under ground for April (today is March 11th). Talked to the supervisor Mark, who promised me that would call back in 1 1/2 hours. Three hours passed by and I haven't heard from them! What a poor service...and nothing is solved. This is a hazard matter, who responsibility and poor installation belongs to Comcast and nobody moves to solve the problem. I'm very frustrated. Who will pay for my day off work?

Ticket: # 1502083 - TV commercials

Date: 3/13/2017 2:34:37 PM

City/State/Zip: Medina, New York 14103

Company Complaining About: Directv

Description

While watch TV either Time Warner, Dish Network or Direct TV when watching a program the volume is set to hear things okay. However when they change to a commercial the volume is turned or broadcast much louder and you have to tune it down. This was to be stopped but they still keep doing it. Why do you let them getaway with it ? Why are they not fined very large some of money. You are there to stop this and seem to do nothing to Big Business. Enforce the law and stop this procedure.

[Ticket: # 1504055 - Continue to receive emails after unsubscribing](#)

Date: 3/14/2017 2:30:24 PM

City/State/Zip: San Diego, California 92122

Company Complaining About: AT&T

Description

I continue to receive promotional/spam emails after unsubscribing

Ticket: # 1507846 - Residents of Jersey City being taken advantage of

Date: 3/16/2017 11:18:04 AM

City/State/Zip: Jersey City, New Jersey 07302

Company Complaining About: Gold Coast Broadband

Description

The Liberty Harbor community in Jersey City, NJ is being taken advantage of by the developer, Peter Macco, who also owns the company that provides internet/cable/phone service to all the apartment and condo buildings in Liberty Harbor (thousands of residents). Macco has artificially created a monopoly and will not let any other internet/cable providers service the community, despite Xfinity and Verizon both with the capabilities to do so.

As of last Wednesday night, the community has been without internet and most without cable. As I write this now, we are still left with no service. The service provider, Gold Coast Broadband, has stopped answering their phones and do not return emails or voicemails. There are no longer any employees at their physical location at 285 Grand St., Jersey City. There has been no communication on what is going on or if/when service will be restored. Many residents of the community, like myself, work from home and have not been able to make a living for a week now due to this debacle. As residents, our hands are tied as property management is also owned by Mr. Macco and it's in their best interest to ignore the issue. At this point, we've exhausted our options and are endeavoring you to step in and help us fight this corruption and mistreatment at the hands of Peter Macco and Gold Coast Broadband. Mr. Macco has stopped answering his phone or responding to emails, but his son, (b)(6) is taking calls now. I urge you to reach out to him at (b)(6).

[Ticket: # 1508703 - Century Link uncompetitive practices](#)

Date: 3/16/2017 3:05:34 PM

City/State/Zip: Eagan, Minnesota 55123

Company Complaining About: Centurylink

Description

I received a letter from Century Link telling me that a conversion to fiber optics in my area would result in me being unable to use the ISP (internet service provider) of my choice. I have used this ISP for at least 10 years and it's where I get my email. This apparently means I will have to pay extra to maintain this email because Century Link would be my new ISP.

Ticket: # 1508726 - Comcast Email Service Being Used to Harass and Threaten

Date: 3/16/2017 3:09:58 PM

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: Comcast

Description

Our church, Granada Presbyterian, in Coral Gables, FL has been subjected to repeated unwanted and often threatening emails by a Comcast customer. This customer has been told to cease and desist but continues. We really have no way to halt this abuse of email/internet privileges. The customer's email address is:

(b)(6) @comcast.net

We can provide many examples upon request.

[Ticket: # 1509974 - Internet data being exhausted in a night](#)

Date: 3/17/2017 10:10:39 AM

City/State/Zip: Hyndman, Pennsylvania 15545

Company Complaining About: Hughes Net

Description

For years we have complained to HughesNet with no relief from our monthly data being exhausted sometimes in less than 48 hours for the entire month. We get no relief, the speed is not even at half and we pay 180.00 monthly. No one will help us. Now the technician found an unidentifiable up address that is in our line and they still don't care because they say it's coming through our router which is always been password protected and changed regularly.

Ticket: # 1512067 - internet scam

Date: 3/18/2017 12:10:53 PM

City/State/Zip: Warminster, Pennsylvania 18974

Company Complaining About: Comcast

Description

Rhodium Tech Team represents Microsoft and alerts you to viruses when you install Office 365 on newly purchased Dell Inspiron computers. Their number is 800-293-8110. They give you a phony Microsoft account ID. They use www.rightsignature.com and support@rightsignature.com to get you to sign up for their antivirus service. They remotely take over the computer and do all sorts of adjustments.

[Ticket: # 1513049 - email](#)

Date: 3/19/2017 9:14:14 PM

City/State/Zip: Lancaster, Pennsylvania 17601-3802

Company Complaining About: Comcast

Description

Recently Comcast changed the configuration of their email and in the process several folders and many,many emails were deleted. When I reported the issue to Comcast I spent 2 hours on the phone talking to several people and in the end the issue was referred to another department. When that department contacted me by email the only solution they offered was to change my password, essentially passing the issue back to me. Comcast never resolves an issue, they only pass the buck.

Ticket: # 1517329 - Spoofing against The World Bank

Date: 3/21/2017 5:33:36 PM

City/State/Zip: Doral, Florida 33122

Company Complaining About: T Mobile

Description

Greetings,

My name is David Rodríguez, a security analyst from Easy Solutions, Inc.

One of our clients' employees, from The World Bank, has been receiving fraudulent emails asking to manage an unauthorized wire transfer payment of the bank. The email was sent from an address registered with Gmail and is as follows:

(b)(6) @gmail.com

We kindly ask you to shut down this email account as it is being used to contact the bank's personal in order to get confidential information for malicious aims.

I have attached the email headers for you to check the details of this incident.

For more information about us please visit www.easysol.net

Thanks for helping us making the internet safer.

[Ticket: # 1525242 - unsubscribing from unwanted emails](#)

Date: 3/25/2017 11:30:14 AM

City/State/Zip: Medford, Oregon 97501

Company Complaining About: Charter

Description

I keep getting emails from all kinds of different ads from male enhancement to dental implants. They all say " UNSUBSCRIBE INSTANTLY FROM THESE EMAILS BY CLICKING HERE OR WRITE TO US AT 2813 Roguski Road, Ruston, LA 71270.

I have clicked on the unsubscribe at least 50 times in the past 6 months and I st'll get tons of email with this address at the bottom. I finally wrote a letter to that address and it was returned to me saying no such address exists.

Is there anyway I can get these people to leave me alone? I thought you were supposed to be allowed to unsubscribe from unwanted contact. If it isn't a law it should be!

Thank you

[Ticket: # 1527834 - Net Neutrality](#)

Date: 3/27/2017 3:31:22 PM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1527835 - Net Neutrality](#)

Date: 3/27/2017 3:31:37 PM

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1531643 - Net Neutrality

Date: 3/28/2017 4:20:25 PM

City/State/Zip: Austin, Texas 78749

Company Complaining About: Google Fiber

Description

I urge the FCC to strongly support Net Neutrality and declare and enforce internet service providers (ISPs) as utility providers-- and consequently high speed internet access as a utility.

[Ticket: # 1532689 - Privacy laws reversed](#)

Date: 3/29/2017 1:34:50 AM

City/State/Zip: Medford, Oregon 97501

Company Complaining About: Fcc

Description

You are suppose to protect our privacy not give it away! !!

GIVE US OUR PRIVACY BACK !!!

[Ticket: # 1535432 - browser fraud](#)

Date: 3/29/2017 7:09:15 PM

City/State/Zip: Sequim, Washington 98382

Company Complaining About: Google

Description

recently I have been seeing pop-up alerts claiming that my browser is no longer supported, or out of date. Most often when I use Google search engine and the Maxthon browser. I suspect that they capture information when you use their browsers, and info. is worth money.

Ticket: # 1540355 - Ilumaderm Skincare-Dishonest and misrepresentation

Date: 3/31/2017 4:43:36 PM

City/State/Zip: Edmond, Oklahoma 73013

Company Complaining About: AT&T

Description

Company advertising and selling skin care on FaceBook is dishonest, makes false claims, charges credit cards without authorization, customer service is nonexistent. There are numerous comments and reviews regarding company practices. You believe you are ordering a trial of the product for the price of shipping \$4.95, only and then they arbitrarily charge you 89.95 monthly. They will not refund your money if you dispute their claim that some sort contract has been established. It is criminal fraud.

If your agency would not handle this issue, please advise. I have advised FB as well.

[Ticket: # 1540722 - unwanted xfinity pop up ads](#)

Date: 3/31/2017 7:25:34 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: Comcast/xfinity

Description

Comcast/xfinity has invaded my computer !!!!!!!!!!!!!

They keep sending me unsolicited and unwanted popup ads for

xfinity service that keep popping up whenever I turn on my computer. Can't get rid of them!

[Ticket: # 1541553 - Net Neutrality and Ajit Pai is in the pocket of big business](#)

Date: 4/1/2017 7:27:24 PM

City/State/Zip: Miami, Florida 33133

Company Complaining About: Not About A Company

Description

Clearly Ajit Pai doesn't care about the American people and consumers. To eliminate Net Neutrality is once again demonstrating how president (small "p") Trump and his cronies like Pai intend to remove equality and fairness in the United States. Ideological idiots like Pai obviously are the pawns of big media companies and have no interest in raising up those who are less fortunate and less wealthy. He clearly favors the "haves" over the "have nots" and is an embarrassment to us all.

Ticket: # 1541874 - Cannabis Gummies <ship-confirm@amazon.com>

Date: 4/2/2017 12:30:02 PM

City/State/Zip: Plain City, Ohio 43064

Company Complaining About: Time Warner

Description

<https://www.mygummybearvitamins.com/>

This location advertised to me, an Ohio resident, in a robocall like unsolicited advertisement, to buy a drug that is illegal in this state. I complained to the Ohio Attorney General; they said they have no jurisdiction and should call the FCC or my National Senator. If I received this add then children in this state and for that matter all over the nation are receiving them. Children will buy this and get high for recreational purposes. All this medical marijuana is a ruse to market drugs. It is not legal in the State of Ohio!!!! These drug dealers need to be hammered.

Thank you

(b)(6)

[Ticket: # 1542530 - Pictures of people killing other people put onto the internet and tv](#)

Date: 4/3/2017 10:08:31 AM

City/State/Zip: Philadelphia, Pennsylvania 19126

Company Complaining About: N/a

Description

What if any control do FCC have over news agents that feel this is a need and a solution for children and adults to see such horror. We know it exists, life is hectic and frantic enough. What does the American Psychological Association and others say about this? This is like opening of post traumatic stress syndrome for many. Can you do something about it. Will you let agencies know that many people are inadvertently harmed by seeing such images. Please feel free to email me an answer short of turning off everything. Thankyou for taking the time to read this.

Ticket: # 1543930 - Unreliable Internet Service Company Lies about fixing problem

Date: 4/3/2017 4:53:50 PM

City/State/Zip: Ringoes, New Jersey 08551

Company Complaining About: Centurylink

Description

“Century Links Supervisors or Second tier tech support make promises and Nothing Happens-- promises not fulfilled or they. Since changing to 20Mbps line from a 5Mbps line we have had nothing but problems. At least 3 additional home visits since install—it’s hard to count, and numerous 45 minute plus calls to tech support. The problem is simple; the internet is not consistent or is very slow, around 1Mbps speed (we purchased a 20Mbs service). The service goes off line frequently and requires numerous resets to reestablish a connection. This has plagued us from the beginning of service in JAN 2016 and still does to this day. The most frustrating part is I can’t trust the Tech support and customer service people when I make a call (usually 30-45 minutes). They simply lie and go on to the next customer leaving me to call again and get another lie.

On February 14 in exasperation—internet not working again, I called Century Link Tech Support about a modem that had been sent out to me from a December Tech Support Call. Nothing worked. Joan a supervisor and senior tech support said we were sent the wrong modem—we needed a 2 line not a 1-line modem sent out by the last tech support person and that a new one would be coming by express mail. This was a 45-minute call.

24 FEB- NO MODEM. I called again—to Century link tech support and was connected with another Supervisor named Rose. She was very nice apologetic and stated we will send the modem again and have a Tech Support person out in the next two days to check, fix and correct the problems. I was at home both days to receive the Tech Support Person, none arrived

10 MAR—NO MODEM, NO TECH SUPPORT—JUST BILLS and poor intermittent and slow Internet connection. Decision to file complaint the FCC—because our efforts with Century link have failed for the last year plus.”

30 March— There had been no contact from customer support, just a tech who visited and left a message saying things were ok. The internet had been stable and working for a while so I decided it was safe to call up customer support and negotiate a better rate. Jasmine, the agent and I agreed on a \$33.95 rate for 12 months contract and I agreed. No mention was made about anything altering service just billing. That evening the internet went off line and would not reset.

31 March—Internet still offline I called Tech support and Delarndra the tech support agent said you changed your service and it would be offline. She refused to acknowledge my problem stating I had made a change, which I had not. I spoke to a Supervisor named Vanessa, AA84299 who emphatically stated the internet would be on by Friday evening and no one would need to visit the house.

3 April—Internet Still Inoperative, no message from customer service or Tech Support.

Ticket: # 1545990 - Protect My Privacy

Date: 4/4/2017 2:17:52 PM

City/State/Zip: Minneapolis, Minnesota 55417

Company Complaining About: Centurylink

Description

Asked if someone can now buy another person's browsing history, an FCC spokesman responded this way: "I can't comment on hypothetical, but the FCC retains the authority to protect consumer privacy on a case-by-case basis."

I'd like to opt in for this consumer protection. Please do not allow ISPs the ability to sell my personal information in any form.

Ticket: # 1547890 - This company refuses to stop sending me emails and I have spoken and sent several emails and request to deactivate

Date: 4/5/2017 11:21:18 AM

City/State/Zip: Houston, Texas 77070

Company Complaining About: Beyond

Description

The company BEYOND was to unsubscribe me despite multiple request

Ticket: # 1548820 - Ajit Pai

Date: 4/5/2017 3:29:41 PM

City/State/Zip: Hastings, Minnesota 55033

Company Complaining About: Comcast

Description

Ajit Pai is actively working to make my internet access worse. This concerns me as an American who uses the internet on a daily basis. Please have him removed from office. Thanks

Ticket: # 1550229 - provider will not give me accurate information so I can port my VOIP number to another provider

Date: 4/6/2017 11:11:22 AM

City/State/Zip: Parker, Colorado 80134

Company Complaining About: Axis Internet

Description

For two months I have been trying to port my Voip number to another provider and my current provider has not and will not provide me with the proper information to do so.

Ticket: # 1551238 - Protect Net Neutrality and Internet Privacy**Date:** 4/6/2017 3:08:41 PM**City/State/Zip:** Oakland, California 94609**Company Complaining About:** Comcast

Description

I recently read your Op-Ed, penned with acting FTC chairwoman Maureen Ohlhausen. I think we can all agree that the liberty of a person derives from their ownership of property and freedom of choice. What I believe you are trying to enact is benefiting the latter while forgoing the former. Consumers' privacy should be paramount and entirely opt-in. You cite in your article a quote by the FTC that privacy rules should be technology neutral, and this is a very well-made point, that ISPs are far from the only technology or platform capable of collecting and selling consumer data. Since the FCC is a rule-making body, and the FTC an enforcement body, it makes sense for the FCC to develop hard and fast consumer privacy rules that are technology-neutral and value consumers' privacy and rights over corporate profits. In other words, to protect the liberty that we value so much in this country, it is essential that our rules governing the Internet (from ISPs to browsers to social media platforms and beyond) protect an individual's privacy, and any data produced by the consumer is explicitly owned by the consumer, and therefore selling of that data is voluntary and opt-in.

Digital rights are no less of rights than our rights in the physical world, and continuing to value corporate interests over consumer rights will put you on the wrong side of history (and the ballot box).

[Ticket: # 1552337 - Comcast performs unnecessary credit checks](#)

Date: 4/6/2017 10:36:55 PM

City/State/Zip: Beverly, Massachusetts 01915

Company Complaining About: Comcast

Description

I wanted to get xfinity internet, using my own modem. The credit check policy is in place for voice features and using their own gear (neither of which I'm using). I cannot proceed without a credit check. I think these are very deceptive and unfair practices.

Ticket: # 1552701 - Complaint against current FCC direction

Date: 4/7/2017 10:28:20 AM

City/State/Zip: Fox River Grove, Illinois 60021

Company Complaining About: Comcast

Description

This complaint involves more than just Comcast. It involves the entire Big Cable industry and it also involves the FCC, the government entity tasked in protecting and promoting a healthy competition.

How will rolling back previous FCC rulings promote better competition? Why isn't the FCC focusing on Fiber/Glass infrastructure which will indeed promote competition? Why is the FCC allowing Comcast and alike to continue their lazy business practices?

Mr Pai may believe government should be as hands off as possible to better competition but that's what we've been doing with the internet for the LAST COUPLE OF DECADES. This industry cannot self regulate, and competition is at an all-time low. Please reconsider your stance on this matter and help us truly revive the ISP competition by giving the American consumer (Especially the rural consumers that the current ISPs have completely neglected) faster and better internet options! The Government is the only entity between the consumers and Big Corporations. You have a responsibility to protect the people you serve. The hands-off approach IS NOT WORKING.

[Ticket: # 1554054 - A filthy email.](#)

Date: 4/7/2017 4:21:38 PM

City/State/Zip: Tucson, Arizona 85715

Company Complaining About: Cox

Description

I received this email yesterday, 4/6/17, and consider it unfit for the internet. It reads "Can I show you how to make girls squirt ? I want to show you how to make a girl squirt by using your mouth...." * The given address is ***Heather***<49046790.6949DC626212E95C7F37B22714-2106422@450x4200000140.0256>.

I find this to be repugnant, offensive, and dirty. They crossed the line with this one. This is filth! This smells of smut, a virus, and possibly a scam. Please check it out. Thank you!!!

Ticket: # 1555274 - Violence against women and scams to extort money

Date: 4/8/2017 5:39:10 PM

City/State/Zip: Na, California 92101

Company Complaining About: Cox

Description

https://www.youtube.com/watch?v=NY0_4Cmv-QE. Exposing the inards of a human body while awake in a non horror drama. Advocating bigotry and discrimination, who should submit to who for what.

[Ticket: # 1557411 - Cox slows down certain streaming services](#)

Date: 4/10/2017 3:39:48 PM

City/State/Zip: Centreville, Virginia 20121

Company Complaining About: Cox

Description

Cox specifically slows down services when streaming via Netflix and Amazon Prime but not Hulu. Cox tricked me into a contract that was longer than I thought, and added a \$10 fee midway through the contract, and now will not let me make changes without paying \$240.

Ticket: # 1559645 - Internet service

Date: 4/11/2017 2:46:49 PM

City/State/Zip: Kaufman, Texas 75142

Company Complaining About: Centurylink

Description

Centurylink failed to provide accessible internet service between the hours of 11:00 AM to 12:00 PM. Takes minutes to download web pages and YouTube and other video will not play. I pay \$85.00 a month and my neighbor pays \$40.00, that discrepancy should be a red flag. The State of Texas is allowing this company hold my community hostage and gouge us. My State Rep. Gooden has several complaints. But I don't get the feeling much will change.

Ticket: # 1560240 - Member Fees with LA Fitness

Date: 4/11/2017 5:20:45 PM

City/State/Zip: Chicago, Illinois 60608

Company Complaining About: La Fitness

Description

I spoke with a member of LA Fitness back in November of 2016 and requested that my account be put on hold, which would allow me to make minimum payments of \$10. Now on Dec and Jan I received collections calls and informed those representatives that a hold was placed on the account in Nov. The reps apologized and advised the issue had been resolved. Today 4/11/2017 and on Yesterday 4/10/2017 , I received notices that my account has been revoked. Their only resolution is to have me pay my membership fees which I've already paid in full for my initial account, to open a new one. Then they would waive the balance, it was an error on their behalf , so I don't understand why I have to pay my fees again? Which will be the amount they want to collect or higher. I feel as though I am being cheated and have been lied to. The club had already admitted fault in the matter and they still want me to pay fees I've already paid and I refuse to!!!

Ticket: # 1560801 - Complaint against Infowars and Alexander Emerick Jones

Date: 4/12/2017 1:49:50 AM

City/State/Zip: Chicago, Illinois 60659

Company Complaining About: Fcc

Description

On his internet-based video station, Alex Jones threatened a U S Congressman with bodily harm. I submit that Infowars and Alex Jones be removed from the internet, and pay \$47 million in punitive penalties in addition to any and all applicable fines.

[Ticket: # 1560886 - Comcast internet problems - Neighbors stealing wifi](#)

Date: 4/12/2017 8:21:19 AM

City/State/Zip: West Roxbury, Massachusetts 02132

Company Complaining About: Comcast

Description

Neighbors are stealing my wifi. There is a Comcast worker who lives on my street who has enable this type of activity . My home is now a public hotspot, I disable the hotspot capabilities but this has not helped . My router has been hacked several times have reported it to Comcast but the problem has not been addressed

Ticket: # 1561137 - Net Neutrality

Date: 4/12/2017 10:30:41 AM

City/State/Zip: Metairie, Louisiana 70001

Company Complaining About: Cox

Description

Our Internet is under attack by corporate interests. The FCC must resist and keep the Internet open for all. Having corporations make promises isn't good enough - these companies have proven time and time again that customers are meaningless numbers on a spreadsheet to them.

Do NOT repeal the Obama consumer protections. Save our Internet.

Ticket: # 1563152 - Net Neutrality

Date: 4/12/2017 8:57:19 PM

City/State/Zip: Arleta, California 91331

Company Complaining About: Verizon

Description

Please don't change the Net Neutrality rules and put them under the FCC. Also Please make sure they are always enforced. Americans will not stand for any plans to take away Net Neutrality

Ticket: # 1563185 - Protect Net Neutrality

Date: 4/12/2017 9:16:59 PM

City/State/Zip: Washington, District Of Columbia 43571

Company Complaining About: All Who Are Blocking Net Neutrality

Description

Ajit Pai and everyone who wants to hurt the American public by removing or neutering net neutrality should be removed from their position immediately and thrown in jail. They are being bribed to remove consumer protection and profit from their position.

[Ticket: # 1563220 - Ajit Pai's Unacceptable Net Neutrality/FTC plans](#)

Date: 4/12/2017 9:44:06 PM

City/State/Zip: Richmond, Virginia 23220

Company Complaining About: Comcast

Description

The plans for net neutrality laws as proposed by Ajit Pai are unacceptable. I demand he resign and discard the idea of allowing the FTC to regulate net neutrality laws, which we all know it will not do. A slimy attempt to fool the American people - shame on Ajit Pai!!

[Ticket: # 1563234 - Maintain Net Nuetrality as is](#)

Date: 4/12/2017 9:52:41 PM

City/State/Zip: Long Beach, California 90805

Company Complaining About: Charter

Description

Leave the rules and rugulations as is, with the FCC enforcing net nuetrality rules. Do not tranfer internet regulation to the FTC

[Ticket: # 1563280 - Net neutrality](#)

Date: 4/12/2017 10:37:58 PM

City/State/Zip: Greeley, Colorado 80631

Company Complaining About: Centurylink

Description

It has come to my attention that the chairmen of the FCC Ajit Pai is attempting to strip away net neutrality. Internet is a utility and a right of the modern age.

[Ticket: # 1563628 - net neutrality](#)

Date: 4/13/2017 9:59:24 AM

City/State/Zip: Wilmington, Vermont 05363

Company Complaining About: Fairpoint

Description

I am angry that FCC chairman Ajit Pai is going to ruin the internet as we know it only to enrich Comcast, Spectrum, verizon, AT&T, Google and other ISP's. Net Neutrality will kill innovation on the internet and serves only the rich and corrupt. If this is done we will protest this action until FCC chairman Ajit Pai RESIGNS. We will also downgrade all our internet speeds and decrease the use. Library's are looking real good again.

[Ticket: # 1563671 - net neutrality](#)

Date: 4/13/2017 10:20:13 AM

City/State/Zip: Wilmington, Vermont 05363

Company Complaining About: Fairpoint

Description

Please do not let FCC chairman Ajit Pai change the protections of our private information by rolling back Net Neutrality. This will hurt the internet, enrich the ISP's who are already monopoly's and stifle innovation. don't let him be on the wrong side of history and the American people.

Ticket: # 1563791 - Unable to unsubscribe form email

Date: 4/13/2017 10:56:57 AM

City/State/Zip: Bonney Lake, Washington 98391

Company Complaining About: Washington State University (research@wsu.edu)

Description

I keep receiving emails from Washington State University that I do not want to get ... there is no 'unsubscribe' button, only a message saying to email "research@wsu.edu" if I want to be removed. I have now tried to email them three times to get removed unsuccessfully; and in fact, each time I get a 'delivery failure' for my note saying that this is not a valid email address.

[Ticket: # 1564175 - Yahoo news content, and intent](#)

Date: 4/13/2017 12:39:34 PM

City/State/Zip: Grandville, Michigan 49418-1342

Company Complaining About: Verizon Wireless

Description

Attached are two articles on the same subject. One is from The Wall Street Journal, e-print edition. The other, Yahoo. Content is being viewed in the 24541 zip code.

This is not a complaint about my internet service provider.

Ticket: # 1565367 - Man In The Middle' Javascript Inject from Comcast(COX)

Date: 4/13/2017 5:24:57 PM

City/State/Zip: Omaha, Nebraska 68104

Company Complaining About: Cox

Description

COX Communications did something that allowed them to inject javascript onto a page that was not owned by COX or Comcast. I was visiting toornament.com and all of a sudden a javascript message from COX appears on the screen. I opened up my browser's developer tools and noticed something strange. Some how COX added javascript to the http response from toornament.com thus injecting this javascript so that it would run in my browser. This MITM javascript injection is a HUGE security risk. This means that COX could be injecting javascript that my browser could run and possibly send information back to COX. This is unacceptable. If COX can change the http response from a NON-COX server then they can change the headers sent as well meaning that they could potentially add their servers to the cross-origin HTTP request headers. With this action, this overrides what CORS is setup to do.

Ticket: # 1565557 - Internet Service Providers in my Area**Date:** 4/13/2017 6:51:43 PM**City/State/Zip:** Tarboro, North Carolina 27886**Company Complaining About:** Centurylink

Description

So, im going to tell you a story. for the last year of so, i have been in a constant battle with my ISP Centurylink with how my service is provided to me. Im not sure if anything is wrong or not, but i am a little miffed. In my area, which is Tarboro NC 27886, and at my address specifically, there are only two service providers. Centurylink, which is a cheaper option, has had to come and repair their internet lines 3 times over the last year. Every few months, my internet becomes unreliable, and well...spotty. it will work and then it will stop. Or sometimes, it will just stop working. then i call them, they put a band aid on it and send out some people to fix it. now, once...maybe twice, i understand. The line go bad. But it is getting ridiculous. Now we pay for this service, and yes they provide credits to the accounts to compensate us for the trouble of service. I am not emailing you to tell you about theit business practices. What i am concerned about is the lack of option and a competative market. I see prices on other ISPs, mainly TWCable or U-Verse. But, they arent available in Tarboro. Now, I realize there isnt much i can do. It is what it is. What i really want to know is WHY? Why do i still, after so many years, have only TWO options for internet and they both are the bottom of the barrel internet providers?

[Ticket: # 1566359 - Number portability](#)

Date: 4/14/2017 11:36:18 AM

City/State/Zip: St. Augustine, Florida 32086

Company Complaining About: AT&T

Description

Had AT&T phone service and she wanted to add the internet. In the process of adding internet AT&T changed her number. She was advised that she would have a new number. She called several departments and was told a different story each time. This has happened to her before when she was with another provider. She was told that she would not be able to get her number back until 4/19. She is a senior and she needs that number for medical reasons. She does not believe that she should have to wait for AT&T's mistake. She feels that she should have been advised about this before she accepted the service.

[Ticket: # 1567689 - internet fraud \(offer up app\)](#)

Date: 4/14/2017 10:43:13 PM

City/State/Zip: Riverside, California 92503

Company Complaining About: AT&T

Description

sold a bed for \$175 , the buyer sent a check for \$1280 asking me to send the remaining dollars to his fed ex account via money gram. once I deposited the check , buyer claims ge found a better deal to send the remaing dollars back to him. The check was real but who knows whether it will bounce or not. I have planned to return to the banking branch and flag the check so it doesnt look as if im in on the scam. ALWAYS trust your gut and I failed to do so with this particular situation.

Ticket: # 1570553 - They promised a refund Support@snapwebprofits.com

Date: 4/17/2017 4:50:43 PM

City/State/Zip: Los Angeles, California 90035-4331

Company Complaining About: AT&T

Description

I was told they would give me a refund. When I called 855-836-8926, now I am told I have to wait until March 27. When they contacted me they wanted \$7,000. When I refuse, now they don't want to give me my \$47.00. All I am asking that credit my credit card.

[Ticket: # 1571473 - Profanity in news stories](#)

Date: 4/18/2017 8:39:29 AM

City/State/Zip: Colorado Springs, Colorado 80921

Company Complaining About: Centurylink

Description

Since when was news reporting ok with using whatever language it wants? I just read a Foxnews.com story on the rioting in Berkley over the weekend and it used a variant of the word 'fuck' three times. I'm confused, I get that this is reality, but can't we regulate this and protect our kids?

[Ticket: # 1572125 - all forms of internet porn](#)

Date: 4/18/2017 12:38:07 PM

City/State/Zip: Redondo Beach, California 90277

Company Complaining About: Frontier Communications

Description

Please help ban all forms of porn or censor all forms of porn. The main problem is porn.

Ticket: # 1573775 - Follow-Up - Data Attached FCC: Incident# 1382685, 1573769

Date: 4/18/2017 11:29:55 PM

City/State/Zip: San Francisco, California 94131

Company Complaining About: Undefined -

Description

I have attached data captured for the above incidents that have continued to violate California Penal Code 632, California Civil Codes 527.6, California Article Declaration of Rights Section 1-Sec 32. The technologies leverage 5G NR with AI and Wireless Sensor Networks that have implemented monitoring systems with surveillance in our homes without our agreement or acknowledgement.

Below are incidents that have been filed in person with SFPD, SF-DA Office, SF FBI, and Wells Fargo HR and Security.

San Francisco PD: 166288588, 166271113,

San Francisco District Attorney - hate crime incident

FCC: Incident# 1382685

San Francisco FBI #9112

Wells Fargo Corporate Security - investigations and reports filed

Wells Fargo Cyber Security - investigation and reports filed

Wells Fargo HR - 2 incidents filed and reported due to hate crime

Ticket: # 1574193 - Fixed IP lost and unrecoverable

Date: 4/19/2017 10:47:06 AM

City/State/Zip: Aurora, Colorado 80018

Company Complaining About: Centurylink

Description

CenturyLink provides my broadband internet and also a fixed IP address for which I pay monthly. After a billing change, my fixed IP address changed and according to CenturyLink this change could not be reverted. Billing changes in their system apparently initiated this issue. No compensation for the lost IP was offered by CenturyLink. I have included an email thread that I had with CenturyLink customer service on the subject, which ends with CenturyLink to be unwilling to further escalate the issue. It's clear to me the rigid structure of their organization does not allow for improvements. The IP address I had and paid for 5 years was never returned to me. The new customer that received it was apparently more valuable to CenturyLink than me.

[Ticket: # 1576379 - Regarding broadband](#)

Date: 4/20/2017 10:07:43 AM

City/State/Zip: Nipomo, California 93444

Company Complaining About: Unfair Competition

Description

There's only two wired broadband providers in my area and it is not fair there needs to be more providers like Google Fiber and other wired reliable home internet broadband should available in my area. It costs a lot for cable and telephone company slow expensive broadband that's why there needs to be more competition with fiber and cable.

Ticket: # 1578299 - SK Telecom - IoT Monitoring System w/AI Deployed without my consent

Date: 4/20/2017 7:07:40 PM

City/State/Zip: San Francisco, California 94131

Company Complaining About: Comcast

Description

I have been reverse engineering my home for the last year and a half as we have been hacked by an IoT service that has connected our homes, devices, cars, and has biometric monitors on me that leverages AI. We have had communications in our home 24x7x365 that have included harassment, interrogations, control mechanisms around (sleep, eating, drinking). We remained connected 24x7x365 during travels to Iceland, Europe, and around the nation. We think this is illegally implemented without our consent on 5G networks and have been a part of an experiment that we never agreed to participate in. Comcast is not involved after confirming with phone call.

Relevant Article:

<http://news.sys-con.com/node/4048961>

[Ticket: # 1580918 - Facebook High 5 games etc.....](#)

Date: 4/22/2017 8:39:16 AM

City/State/Zip: Lake Oswego, Oregon 97035

Company Complaining About: Comcast

Description

Once you pay some time goes by and you don't pay for games, Facebook locks it up so you can't play.

This is done on purpose to make you pay extra for games. When you have to pay for points, is this considered illegal online gambling? Then High 5 should be shut down. Facebook keeps getting in trouble. High 5 should be shutdown. Facebook should be investigated. Not browser issues.

Thank You

Ticket: # 1582025 - (b)(6) - Offensive Email don't know her

Date: 4/23/2017 10:54:17 PM

City/State/Zip: Cincinnati, Ohio 45245

Company Complaining About: G-money

Description

I HATE YOU - F U (b)(6)

Spam

x

Tracey Brumann G-team@money-speedy.com via drfranz.com

Apr 22 (1 day ago)

to vcichjs

Why is this message in Spam? We've found that lots of messages from drfranz.com are spam. [Learn more](#)

Here's a email I received in my spam folder; don't know who this person is; but hope you can get her help!

"Dear Scumbag, I just wanna tell you that you suck. I will never forgive you for what you did to me, you piece of crap. ASSHOLE! Do not you dare to talk to me again. Believe me, you don't wanna see my other side, ask your goddamn sister, she has seen it. Kiss my ASS, (b) "

Ticket: # 1582042 - internet

Date: 4/23/2017 11:47:10 PM

City/State/Zip: Fultonville, New York 12072

Company Complaining About: Frontier Communications

Description

I cannot complete this form internet keeps going down. Please help. You can contact us at

(b)(6)

Ticket: # 1584476 - Net Neutrality

Date: 4/24/2017 9:33:18 PM

City/State/Zip: Guinda, California 95637

Company Complaining About: All Of The Above

Description

I am strongly opposed to any actions which would create a pay to play system for internet speeds. Internet should be classified a public utility, and we should not give ISP's the power to withhold bandwidth in exchange for higher premiums. This is extortion.

Ticket: # 1589262 - net neutrality

Date: 4/26/2017 1:47:26 PM

City/State/Zip: Middleton, Wisconsin 53562

Company Complaining About: Any Isp

Description

I am horrified to see Mr. Trump and his patently unqualified staff now threatening net neutrality. The FCC has a responsibility to defend our Internet rights that is superior to the opinions of a few powerful people. I expect you to resist this highly destructive measure and do your job by acting in the best interests of Internet users.

The loss of net neutrality would mark a fundamental change in the network as we know it. It would put others in charge of what we can see and do on the Internet and their financial interests would be forced onto us.

Please pass on my disdain to anyone arguing for this radical change. We care about this and must fight it or lose our freedom to access information in an information age.

[Ticket: # 1589684 - vote on reversal of net neutrality rules](#)

Date: 4/26/2017 3:22:02 PM

City/State/Zip: Lexington Park, Maryland 20653

Company Complaining About: Fcc

Description

I urge you to put the American people first and KEEP the net neutrality rules in place. You know as well as I do that if the rules are not kept as is, the telecoms that provide internet service will screw us. LEAVE IT THE WAY IT IS!

[Ticket: # 1589711 - Title 2](#)

Date: 4/26/2017 3:29:32 PM

City/State/Zip: Kelso, Washington 98626

Company Complaining About: Federal Communications Commission

Description

Do not dissolve title 2 regulation of ISP. To do so is blatantly anti consumer and corrupt.

[Ticket: # 1589881 - Net neutrality](#)

Date: 4/26/2017 4:13:01 PM

City/State/Zip: Stanley, North Carolina 28164

Company Complaining About: Spectrum

Description

The FCC is preparing to gut existing Net Neutrality. This HAS TO STOP!!

Ticket: # 1589997 - Net neutrality

Date: 4/26/2017 4:44:03 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: All Of Them

Description

Ending Net Neutrality would basically betray the entire point of your organization. The FCC's mission is literally to provide, without discrimination, rapid and efficient communication. That WILL NOT happen without enforcing the neutral treatment of all data. You WILL HAVE discrimination based on bribery, and slow and unreliable connections for those who won't, don't, or can't pay for the "higher tier". Expecting the cable companies to police themselves is like leaving your doors open overnight and expecting no one to drop by, maybe help themselves to something.

[Ticket: # 1590215 - Net Neutrality](#)

Date: 4/26/2017 5:48:36 PM

City/State/Zip: Paonia, Colorado 81428-6101

Company Complaining About: Us Government

Description

Net neutrality protects us from corporate censorship of information. The FCC's obligation is to the PEOPLE. We want an equal, open internet.

[Ticket: # 1590232 - Ajit Pai is not fit for office](#)

Date: 4/26/2017 5:51:38 PM

City/State/Zip: Chicago, Illinois 60657

Company Complaining About: Comcast

Description

In his short time as the head of the FCC, he has proven himself completely hostile towards consumers, clearly acting on behalf of the corporate interests he is supposed to regulate and protect us against.

He should be removed from office immediately before he does any irreparable damage.

Ticket: # 1590248 - Net neutrality

Date: 4/26/2017 5:57:10 PM

City/State/Zip: Richmond, Virginia 23225

Company Complaining About: Verizon Wireless

Description

If giving unregulated control of the internet to the major broad band providers like Verizon and Comcast is this Administrations idea of giving the American people their internet freedom back then you must be deluded individuals. They have showed time and again that they will suck every last penny from consumers. In my opinion this is a loosely vailed attempt to open up the doors for this Administration to acquire millions of dollars in lobbying money from major internet providers. Selling the control of the internet to the highest bidder is a grevius mistake. I urge you to change your stance and understand the importance tht fast cheap internet be available to the America people. It's the modern infrustructure tht will promote the innovations tht will make this country GREAT again. You have a responsibility. Show us this Administration is above a pay out and concerned more with protecting it's people rather than muliti billion dollar corporations.

Ticket: # 1590273 - Internet Oversight

Date: 4/26/2017 6:03:49 PM

City/State/Zip: Glorieta, New Mexico 87535-0513

Company Complaining About: Sentiva

Description

This is a complaint about, and to, Chairman Ajit Pai, not my internet provider (I found no way to correspond with the good Chairman on your website--perhaps that is the idea).

I would like to thank Chairman Ajit Pai for working in concert with Mr. Trump to further lay waste to consumer rights and protections in the United State of American. With the loosening of internet regulations everyone will be further subject to the predatory antics of internet media companies. The Trump Administration's mantra of leaving no consumer unabused will be furthered.

Chairman Ajit Pai, you should be proud the continued debasement of consumer rights and protections in the name of the "Free Market"; which as we all found in the 2007-08 Great Crisis, the unregulated "Free Market" can provide real protection to the consumer, right?.

Caveat Emptor and long live Corporate Predation of the Consumer, my good Chairman!

Way To Go, Sir!

[Ticket: # 1590342 - Abandoning Title II classification is an act of ignominy by Chairman Pai](#)

Date: 4/26/2017 6:39:05 PM

City/State/Zip: Saint Paul, Mississippi 55104

Company Complaining About: Comcast

Description

Abandoning Title II classification is an act of ignominy by Chairman Pai

I registered my first internet domain in 1989 and have worked with a number of residential and commercial internet providers over the past 30 years.

The purpose of Title II classification was to ensure internet service providers competed by Quality of Service value to customers who pay for connectivity. Instead, Chairman Pai is regressing competition, abandoning privacy guarantees by allowing network service providers to snoop freely on internet traffic, and double-taxing end-users who have to pay twice for improved quality of service and the content service providers who now will charge more for connectivity fast lanes.

There is no "vision" to Chairman Pai's actions. Indeed, Chairman Pai's recent actions make clear his mission is to reclassify customers as the chattel of incumbent service providers. Further, I fear Chairman Pai's mindset is so favorable to incumbents, he will direct the FCC to fight innovative broadband alternatives to incumbent monopolies!

Summary : it is not that incumbent monopolies were losing money; rather, Chairman Pai's ignominy will be laid bare as the better parts of the internet work hard to route around Chairman Pai's colossally partisan and short-sighted leadership at the FCC.

[Ticket: # 1590400 - Repeal of net neutrality](#)

Date: 4/26/2017 7:08:25 PM

City/State/Zip: Decatur, Georgia 30035

Company Complaining About: Sprint

Description

Hello, I need the FCC's chairman Ajit Pai to understand that if he decides to gut net neutrality he is doing a disservice to consumers. This move to repeal Net Neutrality is only going to widen the pockets of large service provider, such as AT&T and destroy website and businesses that I as a consumer use on a daily basis. You are in the position you're in to serve consumers not big media providers. If you repeal Title II, we the people will call for your resignation.

Ticket: # 1590507 - Your new FCC Chairman

Date: 4/26/2017 8:23:59 PM

City/State/Zip: Woodland Hills, California 91364

Company Complaining About: Time Warner

Description

Protect our privacy! Do not give up net neutrality. Your job is to protect the consumer, not be in favor of corporations. I'm appalled at what you've done so far and what you plan to do. Listen to the consumers and do your job.

[Ticket: # 1590649 - Preserve Net Neutrality](#)

Date: 4/26/2017 10:30:04 PM

City/State/Zip: Grapevine, Texas 76051

Company Complaining About: Time Warner

Description

Please preserve net neutrality and open and equally accessible internet for everybody. Please keep internet service providers (ISPs) as “common carriers” under Title II of the Telecommunications Act. Don't take an innovative country like US into dark ages.

Ticket: # 1590663 - You are ruining consumer protections. Knock it off

Date: 4/26/2017 10:47:37 PM

City/State/Zip: Madison Heights, Michigan 48071

Company Complaining About: Fcc

Description

You are ruining everything that was once good about the FCC and consumer protections in this country. Instead of actually caring about the people who pay your salaries you are bowing to those companies who give you donations. Please protect those from being abused by greedy corporations who need even larger profit margins. I only have 3 internet options to chose from at my home. I don't get to choose the one who actually cares about my privacy and budget because they don't exist. They don't exist because of lack of competition. Meanwhile you remove great protections because you believe there is a better approach. So before implementing a better approach you remove what's going to work very well and is moral. I don't know how you can sleep at night.

[Ticket: # 1590687 - Net neutrality](#)

Date: 4/26/2017 11:25:43 PM

City/State/Zip: Houston, Texas 22641

Company Complaining About: Frontier Communications

Description

Keep Net Neutrality strong. It should be like electricity, on or off. This is a passionate issue for many and this is no time to mess with it.

[Ticket: # 1590703 - Net Neutrality](#)

Date: 4/26/2017 11:37:49 PM

City/State/Zip: Tacoma, Washington 98408

Company Complaining About: Frontier Communications

Description

Fuck you for destroying net neutrality. You're a bunch of criminal bastards for trying to steal our private data and selling it off for profit. Of which we CITIZENS get NOTHING. Fuck you!

[Ticket: # 1590705 - Net Neutrality](#)

Date: 4/26/2017 11:39:59 PM

City/State/Zip: Loganville, Georgia 30052

Company Complaining About: Comcast

Description

I would like to issue a complaint against the chairman of the FCC, Ajit Pai, who plans to introduce legislation to repeal net neutrality. Net neutrality is the basis for the freedom of information and interaction across the web, to give in to the demands of private interests, to give in to corruption is to disavow everything the constitution and this country stands for. It is egregious and as a citizen of the United States I demand net neutrality be protected, not repealed. Thank you.

Ticket: # 1590776 - Net Neutrality

Date: 4/27/2017 2:38:28 AM

City/State/Zip: Dinuba, California 93618

Company Complaining About: Fcc

Description

I'm submitting a complaint in regards to FCC Chairman Ajit Pai's INCREDIBLY dangerous attitude towards net neutrality. Removing net neutrality will lead to myself and millions of consumers being priced out of internet access. Without access to the internet it will be significantly harder to perform basic tasks like search for employment or housing. It will also lead to significant economic damage to small businesses who can't afford the resulting price hikes. If Chairman Pai does not back down from his intent to end net neutrality, I will be requesting my elected representatives call for his resignation.

Ticket: # 1590805 - Lost miner

Date: 4/27/2017 6:54:12 AM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi dl lost miner on Google play felt like I was harassed, in game character killed every minute so I put in Google play rating game then did not let me keep what I obtain through digging one developer email is (b)(6) @gmail.com

Ticket: # 1590812 - Lost miner

Date: 4/27/2017 7:08:31 AM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi dl lost miner Google play then noticed in game he gets killed every minute so I put in Google rating under (b)(6) then game would not let me keep what I mines developer email is (b)(6)@gmail.com game nicknamed tera miner since enemies chase you on map again someone made those changes my original rating is under (b)(6) on Google play

Ticket: # 1590819 - My email

Date: 4/27/2017 7:45:39 AM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi tried to get into my email acct at mail.com my email is (b)(6) @mail.com thx in case another email breach thx

Ticket: # 1590874 - Keep Net Neutrality!

Date: 4/27/2017 8:41:38 AM

City/State/Zip: Austin, Texas 78767

Company Complaining About: Fcc

Description

There are no good reasons to change the rules regarding Net Neutrality.

Any alternative system which doesn't provide:

- 1) an agency with full authority to protect consumers
- 2) rules that can evolve to fit new devices and networks
- 3) consistent guidelines that make it clear what behavior is and isn't appropriate

would undermine the freedoms we champion as Americans.

ISPs are NOT struggling under excessive regulatory burden.

We need to care about more than simply having "more Broadband access" - if ISPs can control what you have access to, then what does it matter that you have "faster access"?

Even IF there is some cost to ISPs in complying with current regulations, this is FAR outweighed by the benefit to ALL, including smaller internet companies that cannot compete with the oligopolistic ISP system we have in the US, not to mention the consumers who might not even be aware of what they would lose if Net Neutrality were to go away.

Finally, it's important to note that before we had our current regulations, Netflix was actually throttled by ISPs. This is NOT hypothetical! It is a real example of what will happen again, particularly to smaller companies and anyone critical of ISPs if the current framework is replaced without a fully-thought out replacement.

Ticket: # 1590977 - Net Neutrality

Date: 4/27/2017 9:25:23 AM

City/State/Zip: Austin, Texas 78745

Company Complaining About: AT&T

Description

Leave the present net neutrality policies in place. They make sense and are working. I am having no problems with my present service provider.

Don't let the net become like the TV cable service; raising prices until people are fed up and leaving to the streaming services.

Ticket: # 1591072 - DO NOT ELIMINATE NET NEUTRALITY

Date: 4/27/2017 9:52:22 AM

City/State/Zip: Effingham, Illinois 62401

Company Complaining About: Fcc

Description

Please do not eliminate net neutrality. You know why.

[Ticket: # 1591092 - Net Neutrality](#)

Date: 4/27/2017 9:56:45 AM

City/State/Zip: Missoula, Montana 59804

Company Complaining About: Charter

Description

Please do not make any changes to the current rules on net neutrality. All people should have equal access to all applications, information, and content regardless of the source.

Ticket: # 1591181 - DO NOT ROLL BACK TITLE II. DO NOT GUT NET NEUTRALITY.

Date: 4/27/2017 10:20:59 AM

City/State/Zip: Hyannis, Massachusetts 02601

Company Complaining About: Comcast

Description

DO NOT ROLL BACK TITLE II. DO NOT GUT NET NEUTRALITY.

THIS IS NOT IN THE BEST INTEREST FOR THE PEOPLE OF THE UNITED STATES, AND YOU KNOW IT. WE NEED NET NEUTRALITY TO PROSPER. FREEDOM OF INFORMATION IS THE MOST IMPORTANT THING IN THE WORLD, IF YOU GUT IT, WE WILL SUFFER THE CONSEQUENCES.

[Ticket: # 1591283 - Internet neutrality](#)

Date: 4/27/2017 10:52:20 AM

City/State/Zip: Kilmarnock, Virginia 22482

Company Complaining About: Federal Communications Commission

Description

Changing the Internet Neutrality rules is a bad idea. It will inhibit start-ups, make the already highly profitable ISPs more profitable at the expense of the general public, and abandon a policy that has worked since the 1980's.

Ticket: # 1591293 - Net Neutrality

Date: 4/27/2017 10:55:27 AM

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: AT&T

Description

Hi,

I apologize if this is the incorrect avenue as your complaint center didn't have a related-policy complaint section. However, I wanted to voice my opposition to removing title II power. I am a financial professional and CFA (Chartered Financial Analyst), and in my experience I haven't read any convincing evidence that this move will keep prices low or lead to significantly higher investment, or for that matter any higher-quality service for the average consumer.

Furthermore, I don't believe the risks in deregulation are worth the risk of reducing privacy, or worse; potentially segmenting internet access into different "tiers." I believe we ought to classify internet providers as common carriers if anything, since internet is obviously a utility in the modern age.

Thanks,

(b)(6) CFA

Ticket: # 1591316 - Net Neutrality

Date: 4/27/2017 11:02:29 AM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: N/a

Description

My name is (b)(6) from Ann Arbor, MI. I reject the FCC and Ajit Paj's plan to place regulation on internet use. The Internet should continue to be a public utility to all citizens. Placing restrictions takes information away from our citizens. Do not touch our Net Neutrality.

Ticket: # 1591419 - Net Neutrality

Date: 4/27/2017 11:27:11 AM

City/State/Zip: St. Louis, Missouri 63110

Company Complaining About: Charter

Description

I am strongly against the FCC's plan to roll back Net Neutrality. All data on the internet should be treated equally to ensure that everyone has access at a reasonable cost. It is crazy to think that we would want to give more money to ISPs and create a system where they get to decide who has access to what by charging more for certain services. This will not improve the situation for consumers!!! Internet access is now a right and should be treated like a public utility because it is now impossible to live a life outside of the digital world. Protect our freedom and maintain net neutrality.

[Ticket: # 1591437 - Net Neutrality](#)

Date: 4/27/2017 11:31:51 AM

City/State/Zip: Northbrook, Illinois 60062

Company Complaining About: All

Description

I understand the current Chairman of the FCC, Ajit Pai, is proposing sweeping changes that undermine Net Neutrality. I am not even remotely swayed by his claim that this will improve the customer experience. Instead, this will benefit the already powerful ISP monopolies, and it will hurt the consumer. There are ways to improve the telecom space...killing Net Neutrality is certainly not one of them. Thank you.

[Ticket: # 1591604 - KEEP Net Neutrality](#)

Date: 4/27/2017 12:06:13 PM

City/State/Zip: Overland Park, Kansas 66210

Company Complaining About: Comcast

Description

Net Neutrality is essential to an open internet. The people of the United States already weighed in on this issue. The people of the US want to keep the internet open.

[Ticket: # 1591679 - Are you serious](#)

Date: 4/27/2017 12:23:49 PM

City/State/Zip: Stamford, Connecticut 06905

Company Complaining About: Verizon

Description

What is your problem? When the rich become too rich, no one cares about money(its only paper), then revolutions happen.

Have stronger character and be less greedy you scumbags.

Ticket: # 1591697 - Net Neutrality

Date: 4/27/2017 12:28:24 PM

City/State/Zip: Nope, Alaska 20850

Company Complaining About: You. The Fcc

Description

Please do not fuck over millions of people by messing with net neutrality. I know it must be tempting to line your pockets by screwing over the american people but please resist. This seems like it should be common sense but here we are.

Ticket: # 1591726 - Net Neutrality Rollback**Date:** 4/27/2017 12:35:10 PM**City/State/Zip:** Phoenix, Arizona 85051**Company Complaining About:** Cox

Description

The purpose of Title II classification was to ensure internet service providers competed by Quality of Service value to customers who pay for connectivity. Instead, Chairman Pai is regressing competition, abandoning privacy guarantees by allowing network service providers to snoop freely on internet traffic, and double-taxing end-users who have to pay twice for improved quality of service and the content service providers who now will ask their consumers to pay more for connectivity fast lanes.

There is no "vision" to Chairman Pai's actions. Indeed, Chairman Pai's recent actions make clear his mission is to reclassify customers as the chattel of incumbent service providers. Further, I fear Chairman Pai's mindset is so favorable to incumbents, he will direct the FCC to fight innovative broadband alternatives to incumbent monopolies!

Summary : it is not that incumbent monopolies were losing money; rather, Chairman Pai's ignominy will be laid bare as the better parts of the internet work hard to route around Chairman Pai's colossally partisan and short-sighted leadership at the FCC.

[Ticket: # 1591794 - Net Neutrality](#)

Date: 4/27/2017 12:50:55 PM

City/State/Zip: Cleveland, Ohio 44106

Company Complaining About: Not A Company

Description

Net neutrality is incredibly important for the exchange of ideas and equal access to business competition, and removing it will only serve to strangle the freedom of the internet. I implore you to not remove or otherwise weaken net neutrality.

[Ticket: # 1591811 - Net Neutrality](#)

Date: 4/27/2017 12:55:11 PM

City/State/Zip: Brooklyn, New York 11209

Company Complaining About: Time Warner

Description

Hi there,

I'm writing to support an open internet policy. Killing net neutrality will chill the free exchange of information and access that we as American citizens have become accustomed to. It is how we live our lives, do business online, and get information. Please tell Ajit Pai to keep net neutrality as policy.

Ticket: # 1591817 - FCC plans to remove Title II from Telecom Carriers

Date: 4/27/2017 12:56:56 PM

City/State/Zip: Washington, District Of Columbia 20002

Company Complaining About: Fcc

Description

I work for a company that provides web based monitoring and evaluation solutions to health ministries and NGO's both domestic and worldwide. We work on projects in the billions to the tens of thousands and we tend to host all our servers within the continental US. Without title II classification, telecom industries will be allowed to de-prioritize traffic to the tools we implement in favor of their own content. The idea that the consumer can then switch carriers is laughable. They've divided their regions to prevent competition, lobby against any community run projects to provide faster access, and are acquiring each other at an alarming pace. They've no incentive to compete, nor will they under Ajit Pai's leadership. Unlike his predecessor, he is primarily concerned with his future job (and the signing bonus) back at Verizon. Removing Title II classification from ISPs will hurt consumers.

[Ticket: # 1591867 - Title II Net Neutrality](#)

Date: 4/27/2017 1:07:33 PM

City/State/Zip: Redondo Beach, California 90278

Company Complaining About: Frontier Communications

Description

I strongly object to Chairman Pai's plans to eliminate the Title II Net Neutrality rules.

Ticket: # 1591903 - Net Neutrality

Date: 4/27/2017 1:14:08 PM

City/State/Zip: Wilmington, Delaware 19805

Company Complaining About: My Comment Is General, Not Company-specific

Description

This is my comment on the pending policy of "internet neutrality".

I think of the internet as a common carrier, like a telephone company. It has become vital to communication among individuals, corporations, NGO's and all levels of government. Since corporations provide most of our internet access, I concede that they have a legitimate right to make a profit. However, they also have a responsibility to make their service widely available with minimal restriction. The concept of "net neutrality" meets both the needs of commerce and the needs of non-commercial users. Please do not destroy the balance between commercial gain and human need as you re-visit this policy. Thank you.

Ticket: # 1591923 - Complaint against Chairman Pai

Date: 4/27/2017 1:17:00 PM

City/State/Zip: San Francisco, California 94195

Company Complaining About: Webpass

Description

I am writing to file a complaint - not against my ISP, but against FCC Chairman Pai. Chairman Pai has made it clear that he will get rid of net neutrality rules and has falsely claimed this will help the internet "be more free." This assertion is not only insulting, it is deliberately harmful and comes at the expense of small businesses, small towns, and Americans without financial means. Ending net neutrality will ensure that companies already worth billions will be able to control the information that exists on the internet and run competition out of business by severely limiting internet speeds to other sites, small towns, small businesses, and individuals who can't pay the price. We have seen large ISPs try to do this despite net neutrality rules - once those rules are removed, there will be nothing stopping them from committing these practices en masse.

As a former lawyer for Verizon, Chairman Pai is clearly working in the interest of large ISPs and not in the best interest of the American people to whom he is beholden. It is a disgusting and gross violation of the power he holds. I will not stand for limiting the scope of the internet based on the financial greed of Robber Barons at large ISPs. The American people deserve access to the information and freedom of expression the internet provides. Chairman Pai has no right to get in the way of that by doing away with net neutrality.

[Ticket: # 1592001 - Net Neutrality](#)

Date: 4/27/2017 1:36:00 PM

City/State/Zip: Mount Pleasant, South Carolina 29464

Company Complaining About: Comcast

Description

I'm writing to request that Net Neutrality is protected for our country.

Ticket: # 1592088 - Title II rollback will hurt consumers and only benefit incumbent monopolistic ISPs

Date: 4/27/2017 1:52:54 PM

City/State/Zip: Pompano Beach, Florida 33064

Company Complaining About: Comcast

Description

In regard to the benefit of consumers (aka the voting populace of this representative democracy), there is no benefit to rolling back the net neutrality protections that were put into place with the authority that the Title II classification granted.

It should be clear to anyone living in the present that internet service should be classified as a utility, with all of the protections afforded to consumers of utilities given their monopolistic statuses. However, Ajit Pai appears to think that there is enough competition in the broadband (25Mbps as defined by the FCC) market that consumers do not need protection. This is simply not the case. I, like the vast majority of our nation, have a grand total of 1 wired broadband provider to choose from. There is no competition where I live, and removing regulations preventing ISPs from abusing their monopolistic statuses will only harm me and my neighbors by allowing the ISPs to continue reducing our choices online.

To sum it up: The FCC should perform its function of promoting competition, and this decision does the opposite.

Ticket: # 1592094 - Net Neutrality

Date: 4/27/2017 1:53:53 PM

City/State/Zip: Pittsburgh, Pennsylvania 15214

Company Complaining About: Verizon

Description

I, strongly and completely, oppose any measure regarding the repeal of ANY Obama era Net Neutrality regulations. Any repeal or change will only serve those who are in the pocket of the telecom industry. The most recently proposed policy is one that does not protect and serve everyday Americans, it is a policy that protects giant telecom and allows profiting at the expense of open, non-throttled, non-tiered access to all internet content. The very idea that ANY industry will self regulate is fallacy, at the very least.

Ticket: # 1592119 - Net Neutrality

Date: 4/27/2017 2:00:18 PM

City/State/Zip: Bloomington, Indiana 47401

Company Complaining About: Comcast

Description

This morning, 4/27, the FCC Chairman announced an intent to repeal Title II protections, effectively repealing Net Neutrality.

Removing Net Neutrality will severely damage the economy by allowing ISPs to control the flow of information in the world's largest marketplace, preventing some developers from reaching their customer base or providing their services, and preventing citizens from informing themselves about important issues.

Furthermore, there's no segment of the constituent base that supports this move. The only ones supporting it are the ISPs themselves. Repealing these regulations is a flagrant corporate handout that will damage millions of lives in favor of a couple companies padding their profits.

[Ticket: # 1592134 - Keep the internet open by upholding Net Neutrality](#)

Date: 4/27/2017 2:03:36 PM

City/State/Zip: Rosemount, Minnesota 55068-2774

Company Complaining About: Chairman Pai

Description

For decades, the Internet has been treated as an open and equal platform for all businesses and consumers. Today, the Internet is essential for business, communication, education, and finding jobs.

If Net Neutrality is removed, Internet Service Providers will have the power to effectively cut off access to certain people and businesses of their choosing. Small businesses will be unable to compete with the prioritization of traffic to large corporations with deep pockets.

ISPs can already compete by providing faster speeds and higher service quality. Please keep the internet a free and open platform for everyone.

[Ticket: # 1592149 - Changes in Net Neutrality](#)

Date: 4/27/2017 2:05:51 PM

City/State/Zip: Crestview, Florida 32536

Company Complaining About: Verizon

Description

ISP should not tier service like cable tv! Increasing costs of internet services is unacceptable!

Ticket: # 1592229 - Net Neutrality

Date: 4/27/2017 2:26:24 PM

City/State/Zip: Sherman Oaks, California 91423

Company Complaining About: The Fcc

Description

I'm getting tired of having to send this message every 2 years. Leave the net neutral. Stop trying to mess with it. Do not roll back net neutrality regulations. If you were doing your job and breaking up the telecoms so that there would ACTUALLY be competition between companies so the free market could do its job, maybe then you could roll back these regulations. But since you've been lax in your duties there, you're going to have to leave net neutrality as it is. Seriously. The only people this is going to negatively impact are consumers.

The notion that net neutrality rules are hurting business is laughable. With nearly \$8billion in revenue in Q4, Time Warner Spectrum, or whoever they've been allowed to acquire this week, is doing just fine.

Stop it. Just stop it.

I'm serious. I'm tired.

Stop it.

Ticket: # 1592249 - net neutrality

Date: 4/27/2017 2:31:22 PM

City/State/Zip: San Marcos, Texas 78666

Company Complaining About: Grande

Description

I'm concerned that the proposed rules will only serve to stifle innovation, by making it more difficult for small businesses to compete in a tiered web environment. Allowing the cable and internet monopolies further control to extract more money, all while in a period of high profitability, is anti-consumer and stands contrary to all of the values we espouse as Americans.

[Ticket: # 1592292 - Net Neutrality](#)

Date: 4/27/2017 2:40:20 PM

City/State/Zip: Royalston, Massachusetts 01368

Company Complaining About: There Is No Company The Problem Is Your Decision To End Net Neutrality

Description

Do not reverse the previous decision on Net Neutrality. Leave Net Neutrality alone!

Ticket: # 1592321 - Keep Title II requirements and keep net neutrality rules the same

Date: 4/27/2017 2:47:07 PM

City/State/Zip: Columbus, Ohio 43224

Company Complaining About: N/a

Description

Do we really have to have this discussion again?

Keep neutrality rules as they are. ISP should be under title II. Bandwidth is not a finite resource.

Ticket: # 1592529 - Net Neutrality

Date: 4/27/2017 3:29:58 PM

City/State/Zip: Los Angeles, California 90028

Company Complaining About: Net Neutrality

Description

Keep Net Neutrality! Resist! the ISP have proven not to be the gate keepers they claim to be. they are motivated by greed, They want to double dip consumer pays , content pays everybody pays and yet we do not have end to end fiber. The ISP took billions from tax payers but instead of building the infrastructure they gave out bonuses. Shame on you Chairman Pai shame. Do your job Chairman you are no longer a verizon employee stop doing what's best for verizon and do whats best for the American people you represent! Do your job! Keep the internet free for anyone to prosper not just big money and big teleco.

Ticket: # 1592536 - FCC Chairman Ajit Pai & NET NEUTRALITY

Date: 4/27/2017 3:31:20 PM

City/State/Zip: Orlando, Florida 32825

Company Complaining About: Fcc

Description

I would like to file a complaint and or demand investigative action be taken due to the fact that FCC Chairman Ajit Pai has overstepped his rights as Chairman and is seeking to remove or scale back the established consumer rights to a neutral "open" internet also known as net neutrality. This is a suspicious action that only benefits major monopolizing businesses, not consumers. The laws passed in 2014 protect consumers from unfair monopolizing business practices by the four major ISP's which in an of it's self is basically a monopoly as there is little to no consumer choice in providers in most places. Allowing these industry giants to dictate how the internet is accessed by consumers violates our rights to vital information and services. Without net neutrality, small businesses, low-income individuals, and much of rural America would lose access to affordable, reasonable internet services, which is vital for education, medical, and local/national economies. There is deep concern over the ISP's ability to censor services and data based on private interests and or over price.

Mr. Ajit Pai has no right to stop or remove net neutrality and he must be stopped. The FCC must listen to the American people and take action to stop his special interests from removing our protections.

Sincerely (b)(6)

Ticket: # 1592577 - Abandoning Title II classification is an act of ignominy by Chairman Pai

Date: 4/27/2017 3:41:43 PM

City/State/Zip: Papillion, Nebraska 68046

Company Complaining About: Cox

Description

I registered my first internet domain in 2010.

The purpose of Title II classification was to ensure internet service providers competed by Quality of Service value to customers who pay for connectivity. Instead, Chairman Pai is regressing competition, abandoning privacy guarantees by allowing network service providers to snoop freely on internet traffic, and double-taxing end-users who have to pay twice for improved quality of service and the content service providers who now will ask their consumers to pay more for connectivity fast lanes.

There is no "vision" to Chairman Pai's actions. Indeed, Chairman Pai's recent actions make clear his mission is to reclassify customers as the chattel of incumbent service providers. Further, I fear Chairman Pai's mindset is so favorable to incumbents, he will direct the FCC to fight innovative broadband alternatives to incumbent monopolies!

Summary : it is not that incumbent monopolies were loosing money; rather, Chairman Pai's ignominy will be laid bare as the better parts of the internet work hard to route around Chairman Pai's colossally partisan and short-sighted leadership at the FCC.

Ticket: # 1592751 - The FCC & Net Neutrality

Date: 4/27/2017 4:16:34 PM

City/State/Zip: Los Angeles, California 90046

Company Complaining About: The Fcc

Description

It has come to my attention that the FCC Chair has just announced a plan to remove the net neutrality rules put in place to protect consumers from predatory practices by ISPs. These earlier net neutrality regulations were created with the widespread support of consumers nationwide, who made their support of net neutrality known in such numbers that the FCC's website couldn't handle the traffic. Now the FCC is trying to take away these hard-fought consumer protections without so much as a public comment period. Chairman Pai was not elected, and seeing as net neutrality did not in any way feature in the 2016 election, he has no voter mandate for these actions, which represent a clear sign that they do not value the strongly-held desires of the consumers they are bound to serve and protect. I ask that the FCC reverse their position, or at the very least hold another public comment section to find what people actually think about this matter. Otherwise, we will regard this as an egregious dereliction of duty, we will challenge it, and we will never forget it. Thank you for your time.

[Ticket: # 1592816 - FCC Chairman Ajit Pai's favoring ISP monopolies](#)

Date: 4/27/2017 4:33:45 PM

City/State/Zip: Westminster, Colorado 80021

Company Complaining About: Comcast

Description

I'm a concerned citizen who is disgusted by the Chairman's blatant favoritism of major ISP's at the expense of consumer rights and protections. There is effectively zero competition between ISP's as they have divided up major cities and municipalities into their own monopoly zones. Pai and his cronies do not have the interests of consumers at heart and is merely trying to hook up his ISP pals with even more control and monopolization of the internet.

[Ticket: # 1592893 - NetNeutrality is good and important.](#)

Date: 4/27/2017 4:54:29 PM

City/State/Zip: Lutz, Florida 33558

Company Complaining About: Spectrum

Description

Ajit Pai has no right to touch netneutrality. It's an important legislation that keeps the internet stable and available for every person no matter how rich or poor they are. To allow corporations to decide which information should be easily accessible will deny rights to people who cannot afford the arbitrary extortion those companies would mandate. Information is a human right, and to take it away from citizens is an act of violence that will not go unpunished.

[Ticket: # 1592897 - Net Neutrality](#)

Date: 4/27/2017 4:55:10 PM

City/State/Zip: Antioch, Illinois 60002

Company Complaining About: Fcc

Description

I am against any and all votes that damage, impede, obstruct, or reduce Net Neutrality. The internet is no longer a commodity and to regulate as one is dangerous and damaging to the spread of free thought in our modern era.

Ticket: # 1593070 - Stop messing with the Interent

Date: 4/27/2017 5:41:51 PM

City/State/Zip: San Antonio, Texas 78250

Company Complaining About: Grande Communications

Description

Ajit Pai stop it. You are a horrible person. Leave the internet alone. Keep it as is. I know you want to keep your money and ruin the middle class (more so than what it is). I know you would rather help your rich friends and line your pockets with sweet sweet money. But honestly, I hope you would at least actual think about what you are doing. I know you more than likely do not give a damn about the US. All you care about is money, just like every greedy politician.

[Ticket: # 1593105 - Net neutrality](#)

Date: 4/27/2017 5:53:53 PM

City/State/Zip: Sacramento, California 95811

Company Complaining About: Comcast

Description

Net neutrality must be maintained. Availability of this resource promotes equality & education.

Allowing providers to control access hurts Americans.

Access to knowledge and information shouldn't be based on what one can afford

Ticket: # 1593184 - Abandoning Title II classification is an act of ignominy by Chairman Pai

Date: 4/27/2017 6:22:34 PM

City/State/Zip: Snoqualmie, Washington 98065

Company Complaining About: Comcast

Description

In my neighborhood, we have no competition for modern broadband Internet >10mbps. We only have two choices: CentryLink DSL (<10 Mbps, high prices) and Comcast/Xfinity (fast speeds, high prices). Since a <10 Mbps DSL line cannot handle the bandwidth for a normal family of three, our only choice for high speed Internet is Comcast/Xfinity. We need at least one or two other choices for fair competition for service level and fees.

The purpose of Title II classification was to ensure internet service providers competed by Quality of Service value to customers who pay for connectivity. Instead, Chairman Pai is regressing competition, abandoning privacy guarantees by allowing network service providers to snoop freely on internet traffic, and double-taxing end-users who have to pay twice for improved quality of service and the content service providers who now will ask their consumers to pay more for connectivity fast lanes.

There is no "vision" to Chairman Pai's actions. Indeed, Chairman Pai's recent actions make clear his mission is to reclassify customers as the chattel of incumbent service providers. Further, I fear Chairman Pai's mindset is so favorable to incumbents, he will direct the FCC to fight innovative broadband alternatives to incumbent monopolies!

Summary : it is not that incumbent monopolies were losing money; rather, Chairman Pai's ignominy will be laid bare as the better parts of the internet work hard to route around Chairman Pai's colossally partisan and short-sighted leadership at the FCC.

Ticket: # 1593237 - Net Neutrality

Date: 4/27/2017 6:42:07 PM

City/State/Zip: Monona, Wisconsin 53716

Company Complaining About: My National Government.

Description

With the speech given by the new FCC head I am very alarmed that as a nation we will stop our net neutrality protections. As a person who was raised in the age of the internet I don't like this, respect it, understand the need for it or even why they are trying to pick winners and losers on the internet. It is extremely alarming to me and most people in my generation. I strongly urge you to reconsider. I will continue to make my voice heard and will keep a close eye on the proceedings of the new FCC head. I don't think he has consumers interests in mind. Thank you and I hope we can continue to have a open and inclusive internet experience.

Ticket: # 1593258 - Net Neutrality

Date: 4/27/2017 6:48:51 PM

City/State/Zip: Richland, Washington 99352

Company Complaining About: Charter

Description

Hello,

I would like to provide feedback regarding net neutrality. It is my firm belief that removing net neutrality laws put into place under the lead of Tom Wheeler and Obama would lead to extremely anti-consumer practices and anti-competitive behaviour. It was seen before these net neutrality laws were put into play, where some providers would throttle their customers' internet based on what they were using it for. For example, streaming Netflix over the internet was throttled by some companies, as it was a service that competed with the internet service provider's business.

Killing Net Neutrality will kill competition and make only the largest corporations able to be sustained on the internet. As it stands with net neutrality, regular people can start businesses and create websites and create services for consumers. Without net neutrality, only established, rich companies willing to pay for "fast lanes" on an ISP's networks will be able to make it anywhere. This is extremely anti-consumer, and prevents competition among ISPs, and among entertainment/digital media providers. Removing net neutrality laws would be unfair, anti-consumer, and anti-competitive, and I will not stand for it. Anyone involved in passing these laws will not be receiving a vote from me in the future, as it shows that they do not understand the internet, do not care about the consumers, but rather the "donations" they receive from large ISPs, which are really just laws paid to be made laws by corporations. This is unacceptable.

Ticket: # 1593374 - Net neutrality

Date: 4/27/2017 7:34:20 PM

City/State/Zip: Metairie, Louisiana 70006

Company Complaining About: Cox

Description

DON'T YOU DARE MESS WITH THE RULES PROTECTING NET NEUTRALITY! YOU SHOULD BE REPRESENTING U.S. CONSUMERS, NOT CORPORATIONS!

[Ticket: # 1593395 - Net Neutrality](#)

Date: 4/27/2017 7:44:29 PM

City/State/Zip: Montville, New Jersey 07045

Company Complaining About: Verizon

Description

Don't let the corporations take control of what we can see. This is an independent governmental agency. What does that mean? That means that you are part of the executive branch, but operate outside the control of the President. You're supposed to be FOR THE PEOPLE, not big companies (\$\$\$\$).

[Ticket: # 1593396 - Uphold Net Neutrality](#)

Date: 4/27/2017 7:45:45 PM

City/State/Zip: Redondo Beach, California 90277

Company Complaining About: Frontier Communications

Description

I am writing in fierce opposition to Chairman Ajit Pai's plan to turn the internet over to corporate control. The internet is not a commodity. Services on it may be, but the underlying network is a lifeline and fabric of a connected world that should not be controlled by corporate interests.

[Ticket: # 1593433 - internet neutrality](#)

Date: 4/27/2017 8:06:52 PM

City/State/Zip: Wausau, Wisconsin 54401

Company Complaining About: Charter

Description

I am against the chairman's efforts to roll back of title II regulations.

[Ticket: # 1593550 - Net neutrality](#)

Date: 4/27/2017 9:46:51 PM

City/State/Zip: Annapolis, Maryland 21401

Company Complaining About: Verizon

Description

I wish to protest in the strongest possible way the policy under consideration of abandoning net neutrality.

[Ticket: # 1593679 - net neutrality](#)

Date: 4/28/2017 2:19:01 AM

City/State/Zip: Roanoke, Virginia 24018

Company Complaining About: Cox

Description

The current proposal to end net neutrality must be defeated. Cable companies have a monopoly in each territory. I do not have a choice of companies to provide my internet service (unless I want to switch to a satellite dish). Cox is the only company and while their service is generally good and reliable, of late there have been more and more issues with signal quality and equipment failures. They have little incentive to provide better service and if you end net neutrality, they will charge their users more and more and I will wind up paying more and more for the services I want (Netflix, for example). The cable companies will essentially extort their competitors in order to promote their own, overpriced services. DO NOT END NET NEUTRALITY.

Ticket: # 1593805 - Commercial advertizing and illegal tracking

Date: 4/28/2017 9:07:04 AM

City/State/Zip: San Antonio, Texas 78231

Company Complaining About: Sprint

Description

To whom it may concern;

If you do internet searches - you are creating tags to your own IP address and internet companies like Google are using that information to sell lists to vendors to target advertising AT YOU.

Personally - I am growing extremely angry at this.

My personal searches for products are NOT the business of Google to SELL my search history to others.

This needs to be stopped - I consider this a GROSS violation of privacy.

Respectfully,

SFC (USA Retired) (b)(6)

Ticket: # 1594337 - Net Neutrality

Date: 4/28/2017 11:52:58 AM

City/State/Zip: New Orleans, Louisiana 70130

Company Complaining About: Cox

Description

Eliminating Net Neutrality benefits Cable and wireless providers, period. Consumers were at their mercy for far too long. Net neutrality finally loosened their grip on consumers and it is under attack once again. Unbelievably the FCC is considering changing policy in favor of this industry. It is imperative that the hard won regulations NOT be dismantled. This would have disastrous consequences. The fierce and constant pressure from the cable industry to change net neutrality regulations assures "voluntary compliance" means nothing. Protect consumers and free speech from the abusive practices of this industry once and for all.

Ticket: # 1594521 - Net Neutrality

Date: 4/28/2017 12:43:40 PM

City/State/Zip: Little Rock, Arkansas 72204

Company Complaining About: AT&T

Description

Greetings,

This is my first doing something like this, but I felt this issue is too argent to ignore. The current FCC chairman, Pai.. wishes to eliminate the current protections that keep corrupt Broadband provides in check. They have already bribed politicians in to allowing them to sell peoples web/browsers history for even more money. Privacy.. is a right that should not be destroyed, and that's what Pai aims to do. Corporate control of the internet means.. the death of the internet, please do not allow this to happen, because everybody loses. Especially poor families that are already struggling. Our current provider is At@t and we don't like them, but the problem is... they are a monopoly..competition they assimilate so you have no choice..but to be robbed left and right, as a "Valued Customer" of course. I would like for this chairman to resign, he does not represent American values, he doesn't value people's rights. He's something that we don't need, could you help me to stop if possible? I don't want to see the internet destroyed. Thank you

[Ticket: # 1594632 - Loan matching center](#)

Date: 4/28/2017 1:15:22 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: MetroPCS

Description

Hi got call 4/28/17 106p from loan matching 1 954 283 3373 center about approved loan called back was told not in FL can that be confirmed needed documents

[Ticket: # 1594763 - net neutrality](#)

Date: 4/28/2017 1:42:29 PM

City/State/Zip: Amesbury, Massachusetts 01913

Company Complaining About: Comcast

Description

I believe net neutrality is crucial to a functioning society. Please do not make changes to the current net neutrality regulations. Thank you.

Ticket: # 1594803 - I WANT INTERNET NEUTRALITY!!!!

Date: 4/28/2017 1:54:50 PM

City/State/Zip: Portland, Oregon 97208

Company Complaining About: Comcast

Description

I can't believe you are even considering curtailing internet neutrality, just to pander to corporate special interests. The internet belongs to EVERYONE, this is America, not China. Leave the internet alone! Nobody wants this, except companies like Comcast, who will benefit financially. The people of the United States want a free country and a free internet, and you know that, so please stop wasting everyone's time and energy, do the right thing, and stand up for internet neutrality.

[Ticket: # 1594975 - End Fight Against Net Neutrality](#)

Date: 4/28/2017 2:37:21 PM

City/State/Zip: Beverly, Massachusetts 01915

Company Complaining About: Comcast

Description

I am deeply disgusted by chairman Pai's recent remarks about his intention to fight net neutrality (yet again). You work for the interest of the public, not Verizon. Start acting like it and stop taking direction from ISP lobbyists.

Ticket: # 1595127 - Net Neutrality

Date: 4/28/2017 3:15:24 PM

City/State/Zip: New York, New York 10032

Company Complaining About: Time Warner

Description

FCC chairperson Ajit Pai wants to do away with net neutrality. The Internet should be available and affordable to anyone. It has over the past two decades become a public good. Without net neutrality, the internet will be the privilege of the few. Mr Pai should follow the remit of the FCC and regulate corporations to make sure that they provide good service, not providing for them at the expense of consumers.

Ticket: # 1595179 - Report of Monopoly Bullying

Date: 4/28/2017 3:31:36 PM

City/State/Zip: Windsor, Connecticut 06095

Company Complaining About: Comcast

Description

Hello,

I am writing to express my concern over monopoly-like businesses that are flexing their muscles, and working hard to dismantle the open internet that we currently have.

Currently, we allow companies like Comcast to have a state-controlled monopoly presence over broadband internet.

Companies like Comcast have received hundreds of billions of dollars in federal and state dollars to expand networks, and have always either not delivered, or delivered a substandard product.

Companies like Comcast spend hundreds of millions of dollars to lobby local governments against installing state-owned infrastructure that can then be serviced by a plethora of competitive, smaller agencies. ****This is the way to increase competition. ****

When Ajit Pai says that net neutrality is bad for competition, he is lying through his teeth. What garbage.

Comcast is a terrible company and one of the lowest-ranking in customer satisfaction.

And now you are going to give companies like Comcast even more power to control the information to which we have access.

You should be ashamed.

Ajit Pai, the corporate monkey that he is, should be ashamed. He ought to be fired. Let him go back to working for Verizon. But wait, that's the goal isn't it? Infiltrate the government, pass laws that benefit the corporation, then go back to working for Verizon. Do you think he will get a pay raise when he goes back? We all know the answer to that.

A lawyer for Verizon knows nothing of how or why the internet exists; what it has done for humanity, for business, for the universal access to knowledge. He only knows how to suck money out. Companies like Verizon and Comcast are holding us back, and you want to give them more power.

Enjoy the money while it lasts, Ajit Pai. Answer me: does it really buy happiness?

Ticket: # 1595247 - Racist Advertising on Youtube

Date: 4/28/2017 3:53:21 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Youtube

Description

I was watching videos on Youtube when an ad appeared that began spouting ignorance about how all muslims are radical and want to kill "infidels". It's appalling that ignorance like this is allowed to be thrust upon unsuspecting viewers. I attempted to report this to Youtube via the Youtube app, but every time I did so it said "Error reporting video". The advertiser is called PagerU and on first glance it appears they also have videos purporting that disenfranchised african american communities are that way because they are inherently lazy, anti-jewish videos and lots of other offensive propaganda. At the very least they should not be able to advertise hate so blatantly, particularly on an app with such a young and impressionable viewership.

Ticket: # 1595818 - Net Neutrality

Date: 4/28/2017 9:05:25 PM

City/State/Zip: Mountain View, Missouri 65548

Company Complaining About: Centurylink

Description

As a software engineer of 20 years+, I can tell you that removing Net Neutrality is a greed based move that will only harm small companies and individuals. You claim it is a free market, but it isn't. This is the equivalent of an open stakes Poker game. i.e. If i walk up compete in a poker game and I have 5 dollars and Verizon is sitting at the table already with 500K, no matter how good a play I may be, they will bulldoze over me just in sheer power of money. This is the same with the net, my company can't compete against another company in the same sector if they can afford to pay for bandwidth for their customers that I can't. This is all happening as a result of cronyism from the current administration. You want the Net to be fair you claim, then make it a game about money. DO NOT DO THIS.

Ticket: # 1595876 - Iron league

Date: 4/28/2017 11:46:58 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi dl iron league tried to email developer listed on Google play at support@dexintgames.com for acct myphonedig someone literally changed text I enter for (b)(6) @mail.com password (b)(6) all this solved with white women dig tights in evening thx

Ticket: # 1595907 - Maintain Net Neutrality

Date: 4/29/2017 1:20:54 AM

City/State/Zip: Rahway, New Jersey 07065-2832

Company Complaining About: Verizon

Description

FCC Chairman Ajit Pai intends on rolling back the rules regarding net neutrality. Should his agenda pass, there will be a massive public backlash due to the necessity of the open and free internet, as it currently is. By rolling back regulations that preserve net neutrality, many internet-based businesses and resources (e.g. Netflix, Independent Media like Democracy Now! and The Hill) will collapse as corporations have the power to destroy the demand to those websites by reducing internet access to them. To avoid a massive public backlash, I urge Ajit Pai to preserve Net Neutrality or to resign if he refuses to do so.

Ticket: # 1595978 - NET NEUTRALITY

Date: 4/29/2017 8:42:58 AM

City/State/Zip: Dearborn, Michigan 48124

Company Complaining About: AT&T

Description

DO NOT ROLL BACK THE NET NEUTRALITY REGULATIONS! DO NOT GIVE THE TELECOMM COMPANIES MORE POWER! They already have an effective monopoly when it comes to phone and cable, to the point where the consumer has to accept whatever crap service they offer. We ALREADY pay more for slower internet, compared to other countries. Clearly the FCC chair is in the pocket of big telecomm, and he has no problem selling out the rest of us to make a buck.

[Ticket: # 1596074 - Civil rights attorney](#)

Date: 4/29/2017 11:32:34 AM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi visited family law website that got hacked while filling out forms I have a screenshot need confirmation case#email to send image thx

Ticket: # 1596198 - Net Neutrality

Date: 4/29/2017 1:32:55 PM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

I am deeply concerned by Ajit Pai's decisions and how they affect Net Neutrality. His plan leaves the door open for innumerable abuses of power by every ISP, and just chokes out any possibility of using the internet for the free exchange of information. It's bad. It will damage the internet, and in turn, any market that relies on the internet to exist. We need sufficient regulation to maintain Net Neutrality, and by stripping that away, we kill it.

Don't kill Net Neutrality. I rely on the internet to connect me to loved ones, to manage my bank information, for my employment. Everyone in my family does.

Thank you.

Ticket: # 1596451 - Net Neutrality

Date: 4/29/2017 7:07:25 PM

City/State/Zip: Fremont, California 94536

Company Complaining About: Comcast

Description

Please do not get rid of net neutrality. There is no way to justify it except for making more money for big companies. Everyone has the right to access every aspect of the internet and not be limited due to income etc. It will greatly diminish our country except for big business. Please stop being such obvious greedy dickheads. Thank you

I do not need a call back as this is a broad issue and not a specific complaint.

Ticket: # 1596552 - Stop Net Neutrality Rules Rollback**Date:** 4/29/2017 10:05:14 PM**City/State/Zip:** Jamaica, New York 11433**Company Complaining About:** Verizon

Description

Verizon, Comcast, and AT&T the biggest companies of telecommunication agreeing to go against the First Amendment? To take away the freedom of an open and free internet? They already sell customers' sensitive information and browser history to third parties to make money (which makes it easier for hackers to steal consumers' information). Now they want to take away a free and open internet, which they're planning on getting more money out of packaging plans to force customers to buy to even access certain websites (depending on the packaging), slowing down the speed of websites, and blocking websites to eliminate any type of competition they see fit and make us unable to access the information that we the consumers need. Even big mainstream media (CNN, Fox News, MSNBC, etc.) don't cover this AT ALL, because the telecommunication companies are paying them to not cover something as serious of an issue this is. This needs to stop and the internet needs to remain free and open. Ajit Pai CAN NOT eliminate the freedom of the internet because him and the telecommunication companies can make a profit and screwing consumers over like they've been doing for years. The internet is more important than ever. Important for jobs, communication, banking, and bussiness. All of these things will be effected if he rolls back the Net Neutrality rules. Ajit Pai a former Verizon lawyer and now chairman assigned by Trump is not on the side of the working class, but on the side of money and corporations. The rollback of Net Neutrality rules can not happen for the sack of the free and open internet.

Ticket: # 1596590 - NET NEUTRALITY - LEAVE THE INTERNET ALONE IDIOT PIE.

Date: 4/29/2017 11:40:56 PM

City/State/Zip: New London, New Hampshire 03257

Company Complaining About: Bob

Description

It's completely obvious that Ajit Pai is a corporate schill for big telco. THE INTERNET WAS FOUNDED ON NET NEUTRALITY!!! You are "deregulating it" (BULLSHIT) so that corporations can control the internet and turn it into a pay to play platform and reduce it to something akin to cable TV where they control all content. Users already pay to access the internet. It's not like ATT is hurting for cash. You are just giving special interests a big handout. You are an asshole Ajit Pai.

[Ticket: # 1596660 - net neutrality](#)

Date: 4/30/2017 9:27:51 AM

City/State/Zip: Delray Beach, Florida 33483

Company Complaining About: AT&T

Description

I wholeheartedly disagree with Mr. Pai's current proposal. The intent, and likely results if this proposal is passed, are both contrary to the original function of the internet as a level playing field for information access AND the FCC's role to protect that access for American citizens.

Citizen access is already limited by the near-monopolistic small number of ISPs.

Keep the Wheeler rules in place.

Ticket: # 1596698 - Ajit Pai

Date: 4/30/2017 11:22:53 AM

City/State/Zip: Hawthorne, California 90250

Company Complaining About: Time Warner

Description

Ajit Pai is a threat to Internet neutrality and his attempts to end it and give corporations power over people WILL NOT BE TOLERATED. I am asking for his RESIGNATION. Anyone who is willing to sell out the people for power will do the same to the government and anyone else. Hire someone who will hear and right by the people, not big cable.

(b)(6)

[Ticket: # 1596755 - Net Neutrality and the Future of Humanity](#)

Date: 4/30/2017 12:49:43 PM

City/State/Zip: Groton, Connecticut 06340

Company Complaining About: Frontier Communications

Description

We, the citizens of Southeastern CT, will not stand idly by while what remains of our freedoms are taken away by those with the resources to purchase your morality. Enforce Net Neutrality now. Do not let them take our voices. Millions of people will be marginalized by the proposed packet handling systems. Do not let this happen. You have the power to stop this. Do what is right. Protect those you swore to protect, the people. Do not submit to the tyranny of oligarchy.

[Ticket: # 1596822 - Net Neutrality needs to be saved](#)

Date: 4/30/2017 2:14:39 PM

City/State/Zip: Portland, Oregon 97229

Company Complaining About: Comcast

Description

Net Neutrality is based on American fundamentals of freedom of speech, equal opportunity, freedom of the press, right to assembly (albeit online), and providing resources to individuals regardless of their economic standing. Removing net neutrality is only in the best interests of ISPs and individuals rich enough to not care about paying a little extra for internet service, the difference in price that would cause millions of Americans to lose internet service.

Ticket: # 1596826 - Net neutrality

Date: 4/30/2017 2:17:11 PM

City/State/Zip: Poplar Bluff, Missouri 63901

Company Complaining About: Charter

Description

So I've seen a lot about the possibility of net neutrality going away as a student this terrifies me I'm already paying so much to go to school and to have it to where things like throttling lower paying customers and having certain sites be marked as premium goes against everything the internet was meant to be and it puts me as a student in a box due to the fact that I'm not given the option to choose my service here on campus in the end it would leave me and others in my situation paying even more for school and having access to many sites taken away because our university don't see them as a necessity in short my net neutrality is an important part of my education and seeing losing it would seriously impact many in my positions negatively

Ticket: # 1596877 - Net Neutrality

Date: 4/30/2017 3:29:47 PM

City/State/Zip: Portland, Oregon 97239

Company Complaining About: Comcast

Description

I am contacting you to express in no uncertain terms that I would regard the removal or degradation of the Net Neutrality protections as an unforgivable violation of the basic purpose of your organization. The general population of the United States has come to depend on free and equal access as a basic utility and necessity for functioning properly in every day society.

Reducing the protections granted by Net Neutrality would unfairly privilege the most powerful segments of society and the business world and make a mockery of the idea of basic fairness which is supposed to be the heart of this county.

The United States, for all of its flaws, was founded on the idea that all people deserve the ability to control their own basic destiny, without having to worry about interference or manipulation by powerful people and organizations who they will never be able to meet or resist.

I know it is unlikely that this complaint form will ever be read by someone with the influence necessary to actually protect Net Neutrality but I still urge you, whoever you may be who is reading this, to do everything you can to safeguard the right of your fellow Americans to know what is happening in society and participate with it on an equal footing.

Thank you for your time and attention.

Ticket: # 1596899 - internet scam for money

Date: 4/30/2017 4:12:29 PM

City/State/Zip: New Bern, North Carolina 28563

Company Complaining About: Centurylink

Description

Came home and found 83 year-old husband talking to someone on the telephone regarding a computer alert saying call this number to eliminate a virus that has infected your computer.

He proceeded to agree to pay \$550 to get rid of the virus and gave his checking account number, bank name and bank routing number to them despite my telling him not to. All I am aware of is that a Gemini company in New Jersey at 1-855-968-5239 began scanning our files on the computer. I tried in vain to cut the computer off immediately, but to no avail until my husband finally left the house. I called the bank to notify them of this incident and have a call in to our local police to register this complaint, but it being Sunday, no one is on duty at this time.

[Ticket: # 1596947 - Concern about ending net neutrality](#)

Date: 4/30/2017 5:05:49 PM

City/State/Zip: Las Cruces, New Mexico 88011

Company Complaining About: Centurylink

Description

As an internet user, whose life, livelihood, education, social network, etc., largely depends on the internet, I am concerned with the consequences of ending net neutrality. The internet is one of the few places where anyone no matter their race, class, gender, etc., could come on an equal platform and share ideas. Ending net neutrality means losing access to this wealth of knowledge.

[Ticket: # 1596948 - Net Neutrality](#)

Date: 4/30/2017 5:08:02 PM

City/State/Zip: Fletcher, North Carolina 28732

Company Complaining About: Directv

Description

Net neutrality needs to be protected. Without it million of Americans wouldn't be able to meet their basic needs. Information and communication should not be privatized.

[Ticket: # 1596965 - Don't kill net neutrality!](#)

Date: 4/30/2017 5:32:56 PM

City/State/Zip: Severna Park, Maryland 21146

Company Complaining About: Comcast

Description

Net Neutrality is the cornerstone of innovation, free speech and democracy on the Internet.

More than 2 million Americans have expressed support for Net Neutrality at Congress and the FCC. They want control over the Internet to remain in the hands of the people who use it every day.

Please stand with the public by protecting Net Neutrality once and for all.

Ticket: # 1596997 - Net Neutrality

Date: 4/30/2017 6:00:26 PM

City/State/Zip: Malibu, California 90265

Company Complaining About: Verizon

Description

(b)(6)



Ticket: # 1597122 - Net Neutrality

Date: 4/30/2017 8:10:34 PM

City/State/Zip: Palmyra, Pennsylvania 17078

Company Complaining About: Comcast

Description

How about not compromising net neutrality and making America even less about freedom than it already is? Companies are already making enough. This is not your money to make. Stop fucking people over, it's disgusting. As a student who pays for everything I will not be able to afford paying for one more thing just to make your pockets even heavier. Think of the good of the people instead of yourselves. Do not compromise net neutrality, please. It's unnecessary and is not the path this country should be taking.

[Ticket: # 1597141 - Net Neutrality](#)

Date: 4/30/2017 8:28:00 PM

City/State/Zip: Mansfield, Ohio 44906

Company Complaining About: Time Warner

Description

Why the fuck are you fucking up net neutrality do you WANT to live in 1984 because that's how we get 1984.

[Ticket: # 1597276 - Net Neutrality](#)

Date: 4/30/2017 10:41:14 PM

City/State/Zip: Fresno, California 93650-1174

Company Complaining About: Comcast

Description

I really care for the current net neutrality that we have and with the new votes for changing this will lead to the end of the middle class and bring about the age of no more internet. I would hope you reconsider your future actions for not the just the citizens of the United States but for all of humanity that uses the internet.

[Ticket: # 1597311 - Net Neutrality](#)

Date: 4/30/2017 11:18:54 PM

City/State/Zip: Bradenton, Florida 34212

Company Complaining About: Spectrum

Description

I believe that the FCC has no right to interfere with net neutrality.

[Ticket: # 1597342 - Please protect net neutrality!](#)

Date: 5/1/2017 12:28:44 AM

City/State/Zip: Gainesville, Florida 32607

Company Complaining About: All Of Them

Description

It's so important that we not lose net neutrality. It would be a civil rights issue to lose it, an issue so much larger than any of us. It would mean the end of our economy as we know it. This sounds like a gross exaggeration but it isn't. I feel so strongly about this issue. Keep net neutrality.

Ticket: # 1597359 - Net Neutrality

Date: 5/1/2017 1:38:01 AM

City/State/Zip: Victoria, District Of Columbia 20850

Company Complaining About: Telus

Description

The reason the internet has been so revolutionary is because anyone can do anything they want. It's not always great, but it's opened the door for a lot of innovation and has helped shape the world as it is today. To get rid of net neutrality essentially destroys the spirit of the internet. From that point onward, corporations would decide who is heard and who isn't. Most people get their information from online these days as well, and having corporations exclusively controlling the flow of information is fascist. End of story. Net neutrality is fundamental for small businesses, entrepreneurs, and people who would otherwise be silent if it weren't for the guaranteed freedom of the internet. The attack on net neutrality is soulless, capitalist, and devoid of moral.

The end.

[Ticket: # 1597410 - Net neutrality](#)

Date: 5/1/2017 3:07:37 AM

City/State/Zip: San Francisco, California 94127

Company Complaining About: Verizon Wireless

Description

Please don't allow trump to touch out net neutrality rights.

Ticket: # 1597437 - Net Neutrality

Date: 5/1/2017 4:08:56 AM

City/State/Zip: Sioux City, Iowa 51105

Company Complaining About: Cable One

Description

To be honest, I'm growing tired of the attacks on net neutrality. I believe that free access to information leads to a more educated people as well as an economy in which upstart businesses can thrive. To see that repeatedly get threatened so companies that are already financially successfully can choke what little income they can get from their customers as well as sabotage any rising competition is revolting. At the end of the day, an end to net neutrality will harm lower class individuals by keeping them ignorant as well as hinder the progress of new businesses. While those that would benefit from an end to net neutrality would see results initially, I also can see this inevitably harming them as well. This decision would increase the disparities between the lower class and the upper class, and historically such disparities lead to the deterioration of economical and social stability. As such, even policy changes that might initially seem inconsequential such as this one could have consequences that would harm every social and financial group involved.

Ticket: # 1598303 - heart and cluster headaches

Date: 5/1/2017 1:04:32 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi I'm (b)(6) sometimes I feel like et staring at heart so wearing extra clothes help, cluster headaches can mean some blood monkey want hurt eyes, veins in toes legs facial muscles so I look like same double fudge face also most painful types of headaches again I have no affiliation, pay my own rent, pay own phone bill, have blood test on file w Dept of health, fire dept would not take me to hospital in past when I got sick from tainted food even though I have Medicare hospital stay how can I make sure this info is in medical records this fcc page needs to show all text so I can click and edit text feels like fighting to edit text imagine city talking about Emmanuel for broke city w my dad but they would sell this oversees if they can

[Ticket: # 1598537 - Net Neutrality](#)

Date: 5/1/2017 2:04:15 PM

City/State/Zip: Los Angeles, California 90031

Company Complaining About: Time Warner

Description

Please keep net neutrality in order to keep all American's access to the internet fair and balanced.

Ticket: # 1599320 - Google gamer ID tag

Date: 5/1/2017 6:04:06 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: MetroPCS

Description

Hi wiped phone called fbi confirmed sim card should be replaced in 2 days, tried to recover (b)(6) @gmail.com got SMS msg code 309024 nothing worked also re setup my Google play used fccgamerorg as gametag for rating & reviews for games they went and put (b)(6) on everything - the gametag shows not first last name Let's hope Google stays off I turned down other updates also no signing in to website didn't want phone cross - bundled, that might be keeping fools on these phones

Ticket: # 1599384 - Net Nuetrality

Date: 5/1/2017 6:48:16 PM

City/State/Zip: Everett, Washington 98208

Company Complaining About: Comcast

Description

The idea of rolling back policies made so the public- both in the States and all around the world, to ensure that EVERYONE has equal access to the Internet is appalling. It would benefit no one- republican, democrat, or otherwise. The Internet is a daily need from jobs to information to even shopping.

From a monetary position, it still hurts. Online retail booms because of its accessibility. Ads rake in revenue even on sites that don't sell their own goods/services. It's a poor decision to even consider this move. People are PASSIONATE about their freedom and defending what they have. It goes against what America is supposed to be and will have worldwide consequences.

Ticket: # 1599480 - Cable installantion and Wireless Account**Date:** 5/1/2017 7:55:08 PM**City/State/Zip:** Irving, Texas 75060**Company Complaining About:** AT&T

Description

I had discovered account tampering regarding my internet service dating as far back to 2010. My step dad added me to his wireless account back in December 2010 as a Christmas gift. Around June or July of 2011 he had my service disconnected. Once my service was disconnected I went to the AT&T store in West Plano in July of 2011 to open a new wireless account under my name. The store representative told me I had to turn in my original chip that my step father had purchased for me to even be able to open my new account. I left the chip in his possession at the store believing it was standard protocol and he would dispose of the chip properly. Then a month later my wireless Internet account was closed for non payment in September 2011 due to my unexpected job loss. However it wasn't until 2014 that I received information that my original wireless line under my step father's account had been kept opened by an unauthorized user. This user was buying products online that are used to manufacture steroids. There were also other purchases on my step father's charge card that was attached to the original AT&T wireless account. Also my wireless account that was closed for non-payment was discovered to have been reopened by another unauthorized user in 2014 and was being used under my identity.

Then I had issues when I open AT&T Uverse and internet account when I moved into my apartment at the Fairways of Bent Tree (this was due to all of the activity that had been going on with the wireless accounts). On December 31, 2013 my cable and internet service was installed by AT&T technician. The first box was installed by a cable installer named John. He helped me set the account up on my computer as well. But when my account was tampered with after a few days, a 2nd AT&T cable installer, Lee, came out to my apartment and installed a 2nd box IP address under my account on my computer. But he did not install it on my television and left with the 2 box he had brought. I assumed that he returned the 2nd box to AT&T immediately since he did not install it in my apartment. My account was tampered with a second time and the original cable installer removed the first box and brought the 3rd Uverse box that was black. Within a matter of days my account was compromised for the 3rd time, so I decided to close the account in February 2014 (I only had Uverse service for a month and half and paid early cancellation fee \$252.03). I followed AT&T's return instructions and mailed the only box in my possession from my apartment (which was the 3rd black uverse box) accordingly thru UPS.

On, March 2014, I took my computer into Best Buy and had my Geek Squad membership run a computer scan due to the AT&T Uverse account issue I experienced. It was from there that the Frisco FBI received a copy of my computer scan. This revealed the cable installer had installed my step father's Uverse box, in my apartment and on computer under my new Uverse account under my name without my knowledge. Originally, I was told they discovered a porn store business on my step father's uverse box, which was presumed to be his business until further investigation. The porn

store business associated with my step father's uverse box was my adopted mother's porn store. The scan only showed up on his uverse box because she had done business transactions with him and the history was still on the uverse box. The non refurbished porn store Uverse boxes got transferred under my name and brand new Uverse account. This scan also revealed that the 2nd box that I assumed was returned to AT&T when the cable installer left with it in hand was being used by someone else under my account. And then the 3rd box that I had mailed back thru UPS to close the account was also shown on the report on the computer scan. I made a report to Consumer Financial Protection Bureau since I received information that there was a money transfer made from my computer using the Uverse

equipment during a break in at my apartment. These Uverse boxes that were added under my account thru the confusion that I explained above was also draining money out of bank accounts and credit cards thru unauthorized access and doctor's offices.

Due to my concern of the financial crimes transpiring, I personally went to AT&T at the Farmers Branch location and asked for something in writing confirming that both my wireless and Uverse account were closed. He

denied me anything in writing but verbally informed me the accounts were closed. However, I did have a letter from AT&T stating that I was not responsible for the my wireless account that had a unpaid balance for the 1 month of service I had prior to being turned off for non-payment after an investigation was made of the issue. So I turned the AT&T letter into my banker (which happened to be an FBI Agent) to have him turn it into my identity theft protection service, which is also fraud prevention service too. It was then the FBI Agent/ Banker traced my wireless account from back in July- September 2011 to still be active and in full use by someone else, along with my original wireless account that my step father had turned off in July 2011. This was discovered in November 2014 by him. The same thing was happening with the Uverse account too. All, of which, I was unaware of. They were using the equipment to get access to my step father's charge card that was associated with the original AT&T wireless and uverse account to make unauthorized purchases.

I have attach my iC3.gov reports. Again there have been a few updates since I sent the reports. My address has changed and it was later clarified that it was not my step father's porn store business like I had originally reported. Also there was a transfer of funds from an insurance companies bank in Moscow that was discovered to have been transferred through my step fathers uverse box that was registered to my uverse account and computer. This insurance companies money has been confused to belong to the porn store business. It does not. The money is stolen and was erased by computer specialist, but was later found when the funds were deposited into a different bank. I believed this happened during a break in at my apartment at the Fairways of Bent Tree. The authorized circulation of these wireless and uverse AT&T equipment is what has been used to access the insurance funds illegally.

Ticket: # 1599570 - SAVE THE INTERNET!!!

Date: 5/1/2017 8:54:42 PM

City/State/Zip: Hamilton, Alabama 35570

Company Complaining About: Northwest Alabama Tv Cable Company

Description

KEEP NET NEUTRALITY!!

[Ticket: # 1021899 - Unsolicited spam text message](#)

Date: 6/7/2016 8:03:27 AM

City/State/Zip: Bronx, New York 10458

Company Complaining About: Unknown

Description

I'm receiving unsolicited text message spam from 914-867-0149 with obfuscated links to ads and viruses.

Ticket: # 1028888 - Unsolicited emails

Date: 6/9/2016 7:39:32 PM

City/State/Zip: Charlotte, North Carolina 28215

Company Complaining About: Sprint

Description

I continue to receive unsolicited emails that I didn't subscribe too..I have hit the unsubscribe button on numerous emails and they stop for a day or two and begin again with even more

[Ticket: # 1034688 - Open Internet Complaint](#)

Date: 6/14/2016 9:37:27 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1100771 - Fraudulent email](#)

Date: 7/24/2016 8:09:14 AM

City/State/Zip: Charlotte, North Carolina 28262

Company Complaining About: T Mobile

Description

Received email from someone from government agency

[Ticket: # 1101414 - Net Neutrality Complaint](#)

Date: 7/25/2016 8:02:28 AM

Description

Fax Ticket Ready For Data Entry

Ticket: # 1120161 - Net neutrality

Date: 8/3/2016 11:45:55 PM

City/State/Zip: Rochester, Minnesota 55906

Company Complaining About: Charter

Description

I am disturbed by information which indicates that President Obama has offered the 'director' (or semantically similar title) to the person who was in charge of lobbying for the second most influential group of companies (behind military-industrial complex) in Internet service providers and that the function of said lobby is to introduce a two-tier broadband speed, which ultimately supports a monopoly for Comcast and other major providers at the disadvantage of start-up competitors. In addition, said providers actually falsely claim to endorse net neutrality. If so, consumers, who already pay orders of magnitude greater costs for services with less internet speed than in most other countries, will constitute a conglomerate monopoly and insignificant competition with regions divided between major providers (one will not compete in markets where another exists). If my source of information is true, then not only should the proposal be dismissed and the providers be trust-busted; in addition it is a signal that the President deserves much less respect than I had when I voted for him or that he is a puppet to companies which are in his opinion, 'too big to fail and above the law. We are a nation of laws or we are not. We are a democracy, or we are not. The USA is losing credibility and endorsing fraud if my source of information is correct. President Obama; please tell me that this isn't so. Have we not learned anything from the likes of John D. Rockefeller, Cornelius Vanderbilt, JP Morgan and Andrew Carnegie (BTW, all conspired to fix the 1898 Presidential elections)?

[Ticket: # 1151006 - Unable to opt out of ads](#)

Date: 8/21/2016 2:35:52 PM

City/State/Zip: Taneytown, Maryland 21787

Company Complaining About: Comcast

Description

Google will not allow me to opt out of receiving ads in between solitaire hands. I told google that I will not purchase anything from their ads but they don't care. All I'm asking is to be allowed to opt out of these unwanted ads.

Ticket: # 1172801 - Free Speech Shutdown**Date:** 9/1/2016 2:52:37 PM**City/State/Zip:** Barberton, Ohio 44203**Company Complaining About:** Youtube Inc. And Google Inc.

Description

Youtube has recently uploaded and begun to enforce a new set of rules which have horrifically strangled all content creator's abilities to create, well, content. Youtube's new regulations for "advertiser friendly content" have said that you cannot create anything that has something to do with sexual humor, violence (including video games), vulgar language, promotion of drugs even in jokes, and anything that could be considered "controversial." Tons of channels rely on things like this, from channels referred to as "Let's Plays" or channels dedicated to playing video games, to news channels, to just about anything that is considered "controversial" which means even trying to say anything against the new terms and services could have their monetization shut down. This is incredibly wrong and infringes upon many, many rights of people on the sight including Freedom of Speech. I understand that Youtube and Google, who owns Youtube, are private corporations and can limit what is allowed on their site. However when it starts to encroach upon rights and amendments while taking away a person's ability to create money to feed, clothe, and shelter themselves this is abhorrent. This is in a similar vein to when people like Comcast were attempting to make it so sites had to pay money to get decent speed.

Something needs to be done about this and while most of the major Youtubers seem to have not acknowledged this (yet) it is only a matter of time before something explodes and the internet is in a riot. Please, look into this matter and defend the rights of all content creators, big or small, who are currently or hoping to make a living doing what they love.

These are the new regulations on "advertiser friendly content" so you may read them for yourself:
<https://support.google.com/youtube/answer/6162278?hl=en>

Ticket: # 1241706 - Continuous Scam emails

Date: 10/7/2016 12:21:47 PM

City/State/Zip: Loxahatchee, Florida 33470

Company Complaining About: Comcast

Description

See latest email below:

From: "James B. Comey" <jbcomeyusfbi@buffalo.edu>

To: jbcomeyfbidirectorusa@usa.com

Sent: Friday, October 7, 2016 12:23:36 PM

Subject: Executive Director FBI

Federal Bureau of Investigation
(FBI)

Anti-Terrorist And Monitory Crime Division.

Federal Bureau Of Investigation.

J.Edgar.Hoover Building Washington Dc

Customers Service Hours / Monday To Saturday

Office Hours Monday To Saturday:

Dear Beneficiary,

We hope this notification arrives meeting your good health and mind. Series of meetings have been held over the past 7 months with the secretary general of the United Nations Organization. This ended 3 days ago. It is obvious that you have not received your fund which is to the tune of 10.3M) million due to past corrupt Governmental Officials who almost held the fund to themselves for their selfish reason and some individuals who have taken advantage of your fund all in an attempt to swindle your fund which has led to so many losses from your end and unnecessary delay in the receipt of your fund. for more information do get back to us.

The National Central Bureau of Interpol enhanced by the United Nations and Federal Bureau of Investigation have successfully passed a mandate to the government of the states the exercise of clearing all foreign debts owed to you and other individuals and organizations who have been found not to have receive their Contract Sum, Lottery/, Inheritance.

we are happy to inform you that based on our recommendation your outstanding contract inheritance funds of over-due payment in tone of USD 10.3M) has been credited in your

favor in Citibank. Having said all this, we will further advise that you go ahead in dealing with the Citibank, IL accordingly as we will be monitoring all their activities with you as well as your correspondence at all levels.

NOTE: There are numerous scam emails on the internet, imposters impersonating names and images. We therefore warn our dear citizens to be very careful with any claim email you receive prior to these irregularities so that they do not fall victim to this ugly circumstance anymore.

And should in case you are already dealing with anybody or office claiming that you have a payment with them, you are to STOP further contact with them immediately in your best interest and contact the real bank (Citibank) only where your fund is laying, with the below information:

Bank Name: Citibank
Address: 2022 South Archer Ave, Chicago, IL USA.
Attn: Lambert Donelson
(Remittance Director)
E-mail:lambertdonelson011@yahoo.com
website:www.citibank.com

Contact the bank today and furnish them with this information below for processing of your payment/funds accordingly.

FULL NAME:

CURRENT ADDRESS:

CITY:

STATE:

ZIP CODE:

DIRECT CONTACT NUMBER:

NOTE: In your best interest, any message that does not come from the above email address should be nullified and avoided immediately for security reasons. Meanwhile, we will advise that you contact the Citibank office in Illinois immediately with the above email address and request that they attend to your payment file as directed so as to enable you receive your payment/fund accordingly.

Ensure you follow all directives from Citibank as this will further help hasten up the whole payment process in regards to the transfer of your fund to you as designated. Also have in mind that the Citibank equally has their own protocol of operation as stipulated on their banking terms.

All modalities has already been worked out before you were contacted and note that we will be monitoring all your dealings with them as you proceed so you don't have anything to worry about. All we require from you henceforth is an update so as to enable us be on track with you and the Citibank. Without wasting much time, we will want you to contact them immediately with the above email address and phone number so as to enable them attend to your case accordingly without any further delay as time is already running out.

Should in case you need any more information in regards to this notification, feel free to get back to us via email so that we can brief you more as we are here to guide you during and after this project has been completely perfected and you have received your payment/fund as stated.

Thank you very much for your anticipated co-operation.

BEST REGARDS,

James B. Comey
Federal Bureau of Investigation.
J. Edgar Hoover Building
601,4th Street,
935 Pennsylvania Avenue,
NW Washington, D.C.
20535-0001, USA
E-mail:jbcomeyfbidirectorusa@usa.com

[Ticket: # 1308946 - Net Neutrality](#)

Date: 11/9/2016 3:47:35 PM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1465515 - Net Neutrality Comment](#)

Date: 2/21/2017 10:18:59 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1480633 - Open Internet Comment](#)

Date: 3/1/2017 8:05:48 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1458621 - Net Neutrality Comment](#)

Date: 2/16/2017 8:51:30 AM

City/State/Zip: Santa Barbara, California 93105

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1467870 - Net Neutrality Comment](#)

Date: 2/22/2017 9:01:42 AM

City/State/Zip: New York, New York 10011

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1458563 - Supporter of Net Neutrality](#)

Date: 2/16/2017 8:41:31 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1458564 - Supporter of Net Neutrality](#)

Date: 2/16/2017 8:41:42 AM

City/State/Zip: Jamesville, New York 13078

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1465603 - Net Neutrality](#)

Date: 2/21/2017 10:38:10 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1470200 - Net Neutrality](#)

Date: 2/23/2017 9:16:27 AM

City/State/Zip: Plymouth, Minnesota 55447

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1502837 - Net Neutrality](#)

Date: 3/13/2017 6:04:13 PM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1502839 - Net Neutrality](#)

Date: 3/13/2017 6:04:31 PM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1505288 - Net Neutrality](#)

Date: 3/15/2017 8:16:39 AM

City/State/Zip: Momence, Illinois 60954

Description

Fax Ticket Ready For Data Entry

[Ticket: # 882270 - Net Neutrality Complaint](#)

Date: 3/29/2016 8:19:55 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 762358 - this is just a test](#)

Date: 1/19/2016 7:47:02 PM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: T Mobile

Description

this is a test; please disregard

Ticket: # 783329 - LIARS

Date: 1/31/2016 12:04:53 AM

City/State/Zip: Empire, California 95319

Company Complaining About: Hughes Net

Description

DO SOMETHING ABOUT THESE FUCKING FUCKS!!!!!!!!!!!!!!!

Ticket: # 833814 - Windows pop up scam

Date: 2/25/2016 7:26:40 PM

City/State/Zip: Sebring, Ohio 44672

Company Complaining About: No Name

Description

(b)(6)

[Ticket: # 891481 - E-Mail](#)

Date: 4/2/2016 4:23:13 PM

City/State/Zip: Casselberry, Florida 32707

Company Complaining About: Bright House

Description

I received an offer of sex with young oriental girls contained in an unsolicited e-mail

Ticket: # 959844 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/6/2016 2:37:58 PM

City/State/Zip: Providence, Rhode Island 02909

Company Complaining About: Verizon

Description

Keep net neutrality alive. No tricks!

(b)(6)

Ticket: # 960349 -

Date:

[Ticket: # 1490553 - Open internet Comment](#)

Date: 3/7/2017 9:08:52 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1130339 - Net Neutrality Comment](#)

Date: 8/10/2016 6:50:54 AM

Description

Fax Ticket Ready For Data Entry

Ticket: # 643902 - Comcast breaking Net Neutrality ruling and verbal breach of contract

Date: 11/7/2015 10:36:15 PM

City/State/Zip: Johnson City, Tennessee 37604

Company Complaining About: Comcast

Description

Regarding Comcast's latest 300GB "Internet Data Plan" I am being placed under without choice and with no recourse (Comcast being the only Broadband provider to our home due to legally ambiguous agreements with the city of Johnson City) - I feel that this course of action is not only possibly illegal under Net Neutrality rules but also a generally barbaric way of performing business.

How this business decision is illegal without regard to Net Neutrality: Customers in contracts or price locks with Comcast will see their rates changed without recourse or opportunity to exit their contract. Comcast is effectively beaching thousands of binding contracts and thousands of additional verbal contracts made by its agents. These contracts are not to be discounted because if service is terminated during these contracts, "Early Term fees" are collectible by law. It can be concluded that the entirety of the verbal contract is binding - to both parties.

How this business decision is illegal, in terms of Net Neutrality: This new plan, which has nothing to do with bandwidth prioritization or improving the quality of customer's service, opens the door wide for a breach (and perhaps a legal loophole if lawyered correctly) of the basic premise of net neutrality - the entire internet is created and treated as equal to Comcast, a common carrier. Instead, Comcast now has a meter of your usage; however, currently Comcast-branded products do not count against this usage. What is to stop Comcast from charging providers more to be excluded from its data usage meter? This effectively harms the internet equally as much as the non-prioritization rules set in place, clearing the path for Comcast to control what you see and access, using the power of the purse.

How this is just general rubbish: In a couple months, who in their right mind is going to use only 300GB in a month? My family is a family in the modern age - we own a 4KTV, 2 HDTVs, and over 10 assorted devices. Netflix in 4K uses approximately 12 Megabits/second. 1.5 Megabytes/second. 5.4 Gigabytes in an hour. So, once 4KTVs go mainstream, you will have a daily allotment of 2 hours of TV daily...if you do NOTHING else. (5.4GB*2*30=324GB). The average American watches over double that in TV. What this rule does is punish the use of internet for things Comcast wants to keep you off of the internet for - things like TV (limited to less than 2 hours/day) and voice (Skype, using 2GB/hour, which alone would eat your usage after 5 hours of daily use independent of other devices). I would love to have access to Comcast's statistics on average household use....and demographics. The only way you're keeping under 300GB is if you are stuck in a internet time machine to 2005, or you are your average elderly user (AKA technologically stuck in 2005).

I would like to be either held under my 12 month price guarantee agreement, given a \$35 monthly service credit until my 12 month package is expired to offset the cost of unlimited data, or be placed in touch with both Comcast's Cancellation team to terminate services effective immediately and Comcast's legal department pending legal action.

[Ticket: # 713211 - Netflix buffering and failing suspiciously too much](#)

Date: 12/16/2015 11:47:51 PM

City/State/Zip: Spring, Texas 77388

Company Complaining About: AT&T

Description

Netflix buffering and failing suspiciously too much, in too short a period without any others using Internet.

[Ticket: # 1068006 - Unwanted texts](#)

Date: 7/4/2016 9:37:06 PM

City/State/Zip: Ocoee, Florida 34761

Company Complaining About: Sprint

Description

Text solicitor

[Ticket: # 1465518 - Net Neutrality Comment](#)

Date: 2/21/2017 10:19:08 AM

City/State/Zip: San Francisco, California 94114

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1130337 - Net Neutrality comment](#)

Date: 8/10/2016 6:50:23 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1490568 - Net Neutrality](#)

Date: 3/7/2017 9:13:02 AM

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1247313 - Comcast's 1TB data caps](#)

Date: 10/8/2016 2:10:40 AM

City/State/Zip: Seattle, Washington 98104

Company Complaining About: Comcast

Description

Unfair and it's an act of monopoly.

Ticket: # 1152455 - House phone calls

Date: 8/22/2016 3:22:47 PM

City/State/Zip: Wheaton, Maryland 20902

Company Complaining About: Verizon

Description

Incoming calls to my home that I am unable to call back.

1-213-761-7935

Ticket: # 1253463 - Comcast's 1TB Data Caps

Date: 10/11/2016 3:50:16 PM

City/State/Zip: Aberdeen, Washington 98520

Company Complaining About: Comcast

Description

Comcast is implementing 1TB caps in my market (starting November 1st) which are designed to scare me into limiting my usage (which is not excessive) or paying them an extra \$50 for "Unlimited" service on top of my already high base cost for the service, limiting my options of media consumption (from companies who are not Comcast, including Netflix, YouTube, Amazon, and Twitch), and giving me less value for their service as I am limited to a great degree especially when involving HD (and especially 4K video which requires more bandwidth/data) video streaming or other intensive services which Comcast advertise being able to do on their connection.

Many other countries and indeed some competitive service providers here in the USA are much cheaper for the speed provided and do not limit data to 1TB, unfortunately in my area there is only one other main ISP (CenturyLink) who's prices aren't better and is based on outdated technology (ADSL) which can't provide the speeds I need.

I believe that the 1TB cap is a direct response to limit competition on the Open Internet to limit competition from Comcast's TV business which directly conflicts with their internet interests and what people use the internet for in this current day and age. Additionally I feel the costs for upgrading to "Unlimited" at \$50/month extra are outrageous, and otherwise charging \$10 for each 50GB over is an extremely overpriced and designed as a means to swindle customers out of even more money than they already do.

While 1TB isn't very little currently, as technology advances it will be harder to avoid hitting that limit, there's no indication when or if Comcast ever intends to raise the limit within a reasonable time-frame as technology requires more data and more people are using it.

[Ticket: # 762354 - this is just a test](#)

Date: 1/19/2016 7:44:36 PM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: T Mobile

Description

this is a test; please disregard

[Ticket: # 772347 - Pop Up](#)

Date: 1/25/2016 4:46:51 PM

City/State/Zip: Private, California 93405

Company Complaining About: AT&T

Description

Received a pop up stating computer at risk and to call 855-969-5499

[Ticket: # 840681 - porn graphics](#)

Date: 3/1/2016 2:23:59 AM

City/State/Zip: Dallas, Texas 75240

Company Complaining About: Sprint

Description

Cant watch porn

Ticket: # 985252 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/17/2016 11:13:31 PM

City/State/Zip: Spokane, Washington 99201

Company Complaining About: Comcast

Description

(b)(6)

[REDACTED]

Ticket: # 643982 - Data Cap

Date: 11/8/2015 12:56:11 AM

City/State/Zip: Rossville, Georgia 30741

Company Complaining About: Comcast

Description

Comcast sent me a letter stating a "trialing" limit on my data internet use would go into effect on Dec. 1, 2015. This cap is set at 300 GB per month and if I go over my cap I will be charged \$10/per 50 GB block. The internet is a modern day wonder, especially, for elderly shut-ins like myself. Upon receiving the letter I went into my account to see how much data I had already used for the month and was met with a yellow box that states "We're sorry. We can't load your internet usage meter right now". I have tried for 5 straight days to check my data without success. Who is going to regulate Comcast's meter readings. Do they expect me to take their word when they say "you went 3 blocks over so we have added \$30 to your bank draft bill". Are you kidding me? I can't even see how much data I've used now. This is white collar robbery. WHO PROTECTS THE COMSUMER? We need state and federal regulations on these companies but most of all we need more competition. The last time I called Comcast customer service with a complaint, it sounded like they were having a party and the rep hung up in my face. I tried to call back and they wouldn't answer my call. I let it ring for about 20 minutes and hung up. What can I do but "take it". Where else can I go. That's the problem. Comcast and the other internet companies knows this, so they can shove anything at the consumers and we have to "take it".

[Ticket: # 708070 - Threatening spam text](#)

Date: 12/14/2015 8:23:04 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: T Mobile

Description

A threatening chain text message was sent by a number not in my contacts

[Ticket: # 723975 - repeated violations by Comcast/Xfinity](#)

Date: 12/24/2015 2:31:39 AM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

we pay premium monthly prices for a 50Mbps plan but because of a Linux Operating System Comcast/Xfinity are invariably and repeatedly short changing us to LESS THAN 10Mbps For that Cost.

[Ticket: # 1027100 - Open Internet Comment](#)

Date: 6/9/2016 8:28:44 AM

City/State/Zip: Stone Mountain, Georgia 30087

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 100082 - Home Internet Data Allowances

Date: 5/24/2016 9:35:14 PM

City/State/Zip: Houston, Texas 77002

Company Complaining About: AT&T

Description

AT&T has recently changed my home internet data plan, during the middle of the contract from an unlimited data plan to a limited data plan. I am now only allowed to use 600GB of data over the internet. This scheme is only to stop me from using my internet connection to watch Netflix videos, which takes up more data. Now with the current data allowance that they have tacked on in the middle of the contract I have to pay an extra \$30 a month to go back to the original unlimited setup that I had signed on for. The only other option is to pay considerably more for cable TV, \$60 or more, to go back to the original unlimited plan.

Ticket: # 1000195 - Net Neutrality Violations

Date: 5/24/2016 11:29:58 PM

City/State/Zip: Wayzata, Minnesota 55391

Company Complaining About: Centurylink

Description

Quite simply put, I work in computer networking professionally, so I understand what all is involved in managing internet speeds and connections. I have Centurylink internet service in Wayzata, MN 55391. All internet services work well except netflix. My Netflix connection is roughly 30x slower than my connection to any other service. That's quite suspicious because it is in century link's best interest to limit my data speed because then I'll be using less of their network resources. I pay for unlimited use, and I'm not getting it.

Please make classify internet as a utility and regulate it properly. Stop letting every cable company and internet group merge whenever they like.

Ticket: # 1008483 - Getting Threatening Emails From Time Warner Cable & BAD DIGITAL EQUIPMENT

Date: 5/30/2016 4:24:10 PM

City/State/Zip: New Berlin, Wisconsin 53151

Company Complaining About: Time Warner

Description

I keep getting these threatening emails from Time Warner Cable that my internet service with them is "running out." I pay for 5GB level of internet service speed with Time Warner Cable. When I negotiated my new annual contract with TWC, absolutely nothing was said about any limit of a number of minutes or limit of time that I had of internet usage per month on my internet. Just that I have the 5GB "level of service speed."

TWC has been a pain in the neck ALWAYS about it's service plans and lack of telling the truth. TWC's customer service and other staff people are non-stop inconsistent about what pricing the company can offer because "some" staff members are honest and say that they don't have "access" to specific areas of the computer system and to certain promotions!

This last time, on one day I was offered a package price for internet and cable TV service of \$94 and some cents. I was so, so upset about not being able to get a realistic price from TWC, I couldn't sleep and I called at about 5:30 am the next morning again to TWC and spoke to another person ... I have her employee ID, date, etc., and she gave me a price for the SAME TWC PACKAGE OF \$70 AND SOME CENTS! I first resisted talking to her, saying that I needed to speak to someone in TWC's customer "resolutions" area which typically has more access to more areas of the TWC computer and promotions.

This TWC person at 5:30 am said the "resolutions" staff did not get in until 8 am. She offered to take a message to have them call me. However, she reassured me that she had the same level of access. I told her about my FIVE MONTHS OF ATTEMPTING TO NEGOTIATE A REALISTIC PRICE. In fact, I suggested that she take the time to read the history of my account and she did! I started in Dec. 2015 to renew my annual TWC contract which ended in mid-January 2016. Anyway, I ended up talking to this 5:30 am TWC person and she got me the \$70 and some cents price. Confirmation of this price, however, was delayed by TWO WEEKS! Long story and I won't go into it. It was finally confirmed and I have a confirmation number and date.

Then, this last week, I started to get an email that I was about to "exceed my internet usage."!!!! I was NEVER, EVER TOLD THAT I HAD A LIMIT ON MY NUMBER OF MINUTES/HOURS THAT I COULD USE THE INTERNET THROUGH TWC, JUST THAT IT WAS AT THE 5GB SPEED LEVEL. I had received this type of "automated email" before as told to me by a TWC person they are "automated." I had an online "chat" with a TWC person, (I saved the chat) and the TWC person said I "exceeded the allowed internet usage" and I am receiving an \$8 discount for "limited usage." That I could have "unlimited usage" if I paid the extra \$8 per month!

The TWC chat person tried to indicate that 5GB was what limited my usage! I said, "5GB is the speed, not how many minutes I get!" Then, the TWC chat person backed off and finally said that I had restricted time on my plan ... and I was never told about this!!!

I am on medications for stress and anxiety!!! TWC dares to continue to harass me with these emails about usage and does not inform me up front about my contract! TWC is the most dishonest company I have ever, ever encountered! One day I am told the best price for internet and cable services is about \$94! The very next day I am told the best price is \$70!

TWC does not ethically train or correctly train it's staff members! And, then it is okay to send harassing emails to customers and they don't understand why they are getting them because contracts with pricing and limitations are not explained to the customers!

DON'T YOU EVER PENALIZE TWC FOR IT'S UNETHICAL PRACTISES? I HAVE PROOF IN MY TWC RECORDS ... WHICH YOU CAN REQUEST ... OF BEING QUOTED \$94 FOR THE VERY SAME CABLE TV/INTERNET PACKAGE ONE DAY AND \$70 THE NEXT DAY FOR THE SAME CABLE TV/INTERNET PACKAGE!!! I CAN TELL YOU THE DAY THAT I RECEIVED THE \$70 QUOTE AND FROM WHOM AT TWC! SOMEONE/ANYONE MUST PENALIZE TWC SO IT MAKES THE EFFORT TO PROPERLY TRAIN IT'S STAFF AND SO CUSTOMERS AREN'T TOLD LIES, CONSTANTLY FRUSTRATED WITH WRONG, WRONG ANSWERS AND HAVE TO CALL BACK REPEATEDLY TO GET RIGHT ANSWERS!

PLUS, I JUST RECEIVED TWC'S SO-CALLED "DIGITAL" EQUIPMENT AND THERE ARE NO, NO INSTRUCTIONS ON HOW TO HOOK UP THE TV AND MODEM WITH THE DIGITAL EQUIPMENT! INSTRUCTIONS ARE ONLY FOR CONNECTIONS TO A DVD PLAYER OR OTHER CONNECTIONS! SO, I CALLED TWC & THE VERY NICE PERSON TRIED TO HELP ME ... BUT THE CONNECTOR HAD END POINTS THAT ROTATED AND DO NOT SCREW INTO THE MODEM!!! THE DIGITAL CONNECTOR IS USELESS! SO, A TWC TECHNICIAN IS COMING OUT AND WILL SEE THAT THE CONNECTING LINE PROVIDED IS USELESS!

TWC SURE KNOWS HOW TO "NOT" PROVIDE SERVICES TO IT'S PAYING CUSTOMERS ... AND I WOULD SWITCH TO ANOTHER SERVICE BUT I DO NOT WANT TO BUY INTO A LOCKED IN ANNUAL CONTRACT! THAT IS THE ONLY, ONLY REASON THAT TWC IS STILL IN BUSINESS! AND THE FCC DOESN'T DO ANYTHING ABOUT TWC'S HORRID TREATMENT OF IT'S CUSTOMERS! LIES ABOUT SERVICE AND PRICING! PROVIDING "DIGITAL CONNECTIONS" EQUIPMENT THAT DOESN'T WORK BUT FORCING CUSTOMERS TO USE IT!

PLUS, HAVE YOU HEARD ABOUT THE HORRID LABEL WHICH IS ON THE DIGITAL EQUIPMENT BOX WHICH TELLS TWC CUSTOMERS THAT IF THEY OPEN THE BOX, THE CUSTOMERS LOSE ALL LEGAL RIGHTS TO TAKE TWC TO COURT AND TO EXPECT GAPS IN TELEPHONE SERVICES! I DON'T (ON PURPOSE) HAVE PHONE SERVICE THROUGH TWC! THE SEAL HAS LONG LEGAL WORDING BUT SPECIFICALLY IT NOTES FOR PEOPLE WITH TWC DIGITAL PHONE SERVICES, IF THEY HAVE "...GIVING UP MY RIGHT TO A TRIAL BEFORE A JUDGE," IF THEY BREAK THE SEAL TO OPEN THE BOX!!!

THAT IS ILLEGAL TO ASK OF ANY PERSON, ISN'T IT??? TO GIVE THEIR RIGHT TO TAKE TWC TO COURT?? THE WORDING ON THE SEAL WAS WAY TOO LONG FOR ME TO TYPE BUT I CAN COPY IT TO GIVE IT TO YOU OR YOU CAN REQUEST IT FROM TWC!

[Ticket: # 1000469 - Internet CAP](#)

Date: 5/25/2016 10:14:36 AM

City/State/Zip: Grand Prairie, Texas 75050

Company Complaining About: AT&T

Description

as of yesterday, AT&T has started enforcing a cap on my home internet. This cap is completely unnecessary and I feel is targeted at keeping me from being able to have streaming services instead of cable.

[Ticket: # 1000630 - Windows 10 craming](#)

Date: 5/25/2016 11:03:57 AM

City/State/Zip: Monticello, Mississippi 39654

Company Complaining About: Wildblue

Description

Windows 10 has been out so long already, that I for got just when it hit the market place. Every time I bring up my computer, here is Microsoft trying to CRAM windows 10 down my throt. Just what is it going to take to stop this crap? Why has Microsoft turned a DEATH EAR to the public like congress, senate and the (OUR) White House? There is to mqny bad guys, and USA haters in Washington. But, what can be done to put a stop to Windows 10 being FORCED down our thoughts , and the other thing automatic updates. I shut the automatic updates off, and within hours, or minutes it is back on. Has Microsoft gone compleatly insane and haters of the USA?

Thanks for your time.

Ticket: # 1000633 - AT & T Preventing Competition

Date: 5/25/2016 11:04:24 AM

City/State/Zip: Livermore, California 94551

Company Complaining About: AT&T

Description

NVG510 routers provided by ATT on ATT's uVerse service interfere with communication on port 5060.

Port 5060 is used by many 3rd-party SIP (Voice Over IP) providers and servers such as Asterisk server, X-ten Lite/Pro, Ooma, Vonage (ports 5060,5061,10000-20000), iTalkBB, Motorola Ojo, OpenWengo, TalkSwitch, IConnectHere, Lingo VoIP (ports 5060-5065).

It is strongly suspected that SIP-ALG protocols run on port 5060 on the NVG510 routers. These protocols interfere with regular traffic on port 5060 and often prevent consumers from connecting to 3rd-party services.

ATT does not allow consumers to configure or change settings on Port 5060 on the NVG510 routers supplied with uVerse. This is impacting the service we are being able to provide our Customers since we use a 3-party service for our VoIP.

PLEASE NOTE:

ATT also offers their own VoIP service.

By preventing consumers from configuring port 5060, ATT forces users to subscribe to ATT's services. ATT is preventing users from using competing services.

Ticket: # 1000823 - Data Caps - Verizon, Comcast and the others

Date: 5/25/2016 12:06:45 PM

City/State/Zip: Billings, Montana 59102

Company Complaining About: Verizon

Description

The fact is that every customer looks forward to faster internet connections, the faster connections will allow for increased functionality better image quality etc, the ISP's set their caps now knowing that in 5 years we will have the capacity to stream at ever increasing speeds. The problem is, as I see it, multifaceted. 1) We have a cap but we have little to no control over the amount of data that sent and / or received....yet we are billed for it? If we are to maintain this system it seems to me that one could argue that the customer should have 100% control and some kind of advanced approval of any data leaving and any data received. This also brings up the issue of ads being forced on the customer. If we are paying for data then we are paying to see adds, although this model is in place watching TV we don't pay extra if we are forced to watch more. Lastly, to maintain a system whereas the customer is concerned about how much data is consumed, damages innovation, reduces usage for creative beneficial purposes. The practice needs to end so that we can go full steam a head.

[Ticket: # 1001275 - Overcharge for data cap](#)

Date: 5/25/2016 2:22:37 PM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: AT&T

Description

AT&T is enforcing an extra charge for using their service. They refer to this as a datacap. It appears to be an arbitrary value that they set in which they are charging more money for no additional service provided. Additionally, they have no method in place for viewing data usage.

Ticket: # 1001418 - AT&T U-Verse capping bandwidth

Date: 5/25/2016 2:56:21 PM

City/State/Zip: Austin, Texas 78705

Company Complaining About: AT&T

Description

AT&T U-Verse has enabled bandwidth caps for their DSL service. This cap is 600Gb/month for my 18 Mbps down link. I pay \$40.00/month for this link. The cap can be waived if I purchase their TV service or pay \$30 additional a month. With this cap, I actually am receiving a ~1.85 Mbps link, burstable up to 18Mbps, which is not what was advertised when I subscribed for the service. They are trying to jack up the price 75% for me to get the service they advertised.

Ticket: # 1002083 - Data Caps

Date: 5/25/2016 6:29:54 PM

City/State/Zip: Houston, Texas 77006

Company Complaining About: AT&T

Description

We paid taxes to make the infrastructure, these companies are becoming monopolies. How is it that all other electronics and technology get cheaper by my internet is getting slower and more expensive?

How can I go from having an unlimited internet service to having a cap? HD camera prices are going down there will only be more data transferred over the internet. Most of their data transfers occurs domestically inside their own infrastructure as well as they use Peering with other autonomous system to route this traffic costing them nothing. Make the internet a utility because that's exactly what it is. If I could exist in modern society without it I would.

Ticket: # 1048331 - Not able to cancel account

Date: 6/21/2016 6:19:56 PM

City/State/Zip: Rancho Santa Margarita, California 92688

Company Complaining About: AT&T

Description

I was trying to cancel my U-verse account with at&t, but at&t is not allowing me to cancel. One, I no longer live where the service is at, and a different persons will take over the residence; it is a rental. Two, I will no longer need the service. I tried to submit a written cancellation via chat, but the customer representative through chat said that this is not able to be done. A call is to be received from someone at their office. After more than 30 minutes, someone from at&t called, placed me on hold, and forwarded my call to someone who once again cannot help me cancel. All I want is to cancel my account with at&t as I no longer need it and cannot use the service since I already moved out of my place of residence. I do not want to have further charges. I have attached the chat transcript between a representative from at&t and me. I was not able to record how the call from them went to.

Please help.

Ticket: # 1002307 - Microsoft scam

Date: 5/25/2016 8:22:50 PM

City/State/Zip: Springfield, Pennsylvania 08086

Company Complaining About: Verizon

Description

MAde an alert on my dads computer to call them that my computer was breached he called because he did not know and it said Microsoft that then asked for access to his computer which he did and tried to get him to give his credit card to pay for services, which he did not. We had to restore the computer back to factory settings to get them off as they were accessing all of his information: number he called: 866-607-0035

[Ticket: # 1002476 - Comcast Usage Popup](#)

Date: 5/25/2016 10:09:54 PM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: Comcast

Description

Injected browser popup

[Ticket: # 1002477 - Comcast Usage Popup](#)

Date: 5/25/2016 10:09:55 PM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: Comcast

Description

Injected browser popup

Ticket: # 1002594 - Broadband Data Caps

Date: 5/26/2016 12:40:23 AM

City/State/Zip: Taylorsville, Utah 84123

Company Complaining About: Comcast

Description

it is dishonest to raise caps, and then implement a serious charge on top of those caps. At the moment that cap is reasonable, but with the way technology is improving, it will quickly be nothing. Offering consumers a way out of the caps by paying more is also a moneygrab. These companies treating data as if it is a finite substance is just putting us way behind other countries. Their plan is to make it so no one complains, so they can say "look no one is complaining" and then they get to make their moves with their eye on the future. This is ridiculous that we continually have to fight these people, and drag them into the future inch by inch.

I currently live in an area with fiber providers, and google fibers is also starting up this fall. Comcast has no caps here and even raised everyones speed for free. In areas with no competition, they are at the mercy of this 'benevolent giant'. Silent acquiescence of millions is ignorance of what's happening, not actual agreement with what is being done to the future.

[Ticket: # 1002825 - AT&T implementing usage caps, overage fees, forced change to metered service](#)

Date: 5/26/2016 10:07:53 AM

City/State/Zip: New Berlin, Wisconsin 53151

Company Complaining About: AT&T

Description

AT&T switched my internet service from "unlimited" to a 600GB/mo plan without my consent. From 4/19/2008 when my service was ordered to until 5/23/2016 my service was billed, advertised, and utilized as an unlimited service.

[Ticket: # 1002728 - Opinion outpost.com](#)

Date: 5/26/2016 8:53:10 AM

City/State/Zip: Campbell, California 92354

Company Complaining About: Verizon Wireless

Description

This company claims to pay in cash for surveys taken through PayPal

Every time you take a survey they say if you "qualify" you will get paid for this survey

Half way through each survey it stops working and then you cannot log back I. And take it again even though it says "refresh your browser"

They claim to be the most ethical I the business and not like the others .

As a long term Better Business Bureau Employee I find this to be completley unethical.

Luring people into thinking they can make money from home taking surveys and then collecting massive amount s of personal data and consumer data is beyond intrusive

The fact that the US and the FCC allow a company to be registers since 1977 operating this way makes one question the level of compliance the FCC demands companies adhere to.

Furthermore , Ripoff report and pages of sites complain about this exact same thing

How much data needs to be stolen and him many misled before action is taken ?

Does private enterprise need to intervene ?

(b)(6)

Ticket: # 1003004 - Refusal of Service

Date: 5/26/2016 11:16:26 AM

City/State/Zip: Dallas, Georgia 30132

Company Complaining About: Comcast

Description

I have been having a conversation with Comcast for the past 3-4 months waiting for them to answer but a few questions. I have filed a complaint before and have been assured that I would be able to handle all issue through Pamela Pope with the executive office. I am being ignored. I have forwarded the most recent email conversations with her to you at consumercomplaints@fcc.gov with the subject title referencing FCC Complaint # 899731. Please look into the matter of poor business practices as I have requested to speak with a high authority (supervisor) than my so called "contact."

[Ticket: # 1003278 - Broadband Caps](#)

Date: 5/26/2016 12:32:45 PM

City/State/Zip: Dallas, Texas 75204

Company Complaining About: Comcast

Description

Comcast is putting caps on home internet.

[Ticket: # 1004252 - data caps](#)

Date: 5/26/2016 5:19:17 PM

City/State/Zip: Harahan, Louisiana 70123

Company Complaining About: AT&T

Description

I have internet with at&t and they have sent me a letter saying that they will be capping my internet speed after 30 gigabytes and that I will have to pay \$30 every time I go over a certain amount of data. However, they say that if I bundle my internet with TV service, the \$30 will be waived. This is very upsetting and sounds highly unethical. What can I do to prevent this from happening because I refuse to pay more than what I have to for basic internet service. Any help will be greatly appreciated..

[Ticket: # 1004332 - AT&T newly capped broadband internet](#)

Date: 5/26/2016 5:45:47 PM

City/State/Zip: Los Angeles, California 90024

Company Complaining About: AT&T

Description

I am very concerned about AT&T capping broadband users internet. I feel these are unfair, anti-consumer business practices. The FTC should break up these "natural monopolies" and encourage municipal broadband, install oversight committees and prevent this kind of price gouging. Please do something about this. Thank you.

Ticket: # 1004461 - ATT data caps

Date: 5/26/2016 6:34:36 PM

City/State/Zip: Houston, Texas 77098

Company Complaining About: AT&T

Description

Hello, I recently received notification from my ISP, ATT Uverse, that they would be capping my data for my internet plan and charging me additional fees for going over their arbitrary allowance. However, they say that if I pay them more money (minimum \$30/month) then they will not hold my internet hostage. If this isn't illegal, it sure as heck should be.

Thank you for protecting this country and our internet.

[Ticket: # 1004824 - Latency not considered a service level requirement, leading to competitive offering disadvantage](#)

Date: 5/26/2016 10:35:52 PM

City/State/Zip: Harvard, Massachusetts 01451

Company Complaining About: Charter

Description

From Charter Level 2 support, in response to high latency times causing outages to my VoIP service with another vendor:

"If he has just residential internet services, those services are for entertainment purposes, and weren't wholly designed to function as a voip carrier. That's not to say they can't be used as such, but when it comes to being able to guarantee quality for such calls on our network, we're not able to guarantee that. I'm sure the Terms of Service has some clauses to that affect."

That would seem to be a block to open VOIP competition and other services that rely on reasonable latency.

Charter is granted an exclusive right to provide service in my community, so there is no alternatice.

Ticket: # 1005197 - Scam by phone and internet

Date: 5/27/2016 10:45:24 AM

City/State/Zip: Chester, Virginia 23831

Company Complaining About: Comcast

Description

(b)(6) I was contacted by phone by a person claiming to be with Interpol and they were trying to find the people that had scammed me this past December. Said to send \$2,000 to India to be picked up by these people and that he would see that I would get my money back on the people were caught. Then he said he need more money to capture another person that the 2 people had be caught and they were after a 3rd one. I didn't have anymore money so he waited about a week and just this month on the 24th he took money from my bank account \$744.00 and sent it to India but it originated at the Monefram Payment Systems,Inc. 1550 Utica Ave, South, Minneapolis, MN 55416.

Ticket: # 1006293 - Verizon FiOS is filtering non-verizon devices from internet access

Date: 5/27/2016 5:03:13 PM

City/State/Zip: Sterling, Virginia 20165

Company Complaining About: Verizon

Description

I purchased FiOS after being reassured that I would be able to use my own device in place of the FiOS router.

The FiOS "Quantum Gateway" has several vulnerabilities that make it insecure, one very obvious one is the WPS feature enabled by default.

I am an PaloAltoNetworks Certified Engineer and own a Palo Alto Networks firewall; when connecting to the Verizon network, I am able to obtain an address. However Verizon's network does not permit my device to send any traffic on the network. I can provide evidence in the form of traffic capture to forensically reconstruct the alterations that Verizon has made to my communications on a network that I expect to be unfiltered and unencumbered by my rights to access the internet as a utility.

I applaud the FCC initiative to move to open hardware specifications for device connectivity to cable networks and the internet in general as provided by broadband providers. Verizon FiOS has provided a clear case for the advancement of this initiative by attempting to restrict internet access based on device MAC address- to ensure every customer is forced to purchase a horrendously overpriced and insecure by default device. These devices are the leading cause of cyber security weakness in the US and are detrimental to the critical infrastructure of the US and its citizens.

I have experience giving testimony and welcome the opportunity to support the FCC initiative to punish internet providers for violating net neutrality rules.

[Ticket: # 1006846 - Comcast bandwidth caps](#)

Date: 5/28/2016 12:11:11 AM

City/State/Zip: Knoxville, Tennessee 37920

Company Complaining About: Comcast

Description

Bandwidth capped and charged extra for going over limits ability to freely chose online video content versus ppv tv

[Ticket: # 1006957 - AT&T Data Usage Caps](#)

Date: 5/28/2016 9:51:10 AM

City/State/Zip: Wauwatosa, Wisconsin 53213

Company Complaining About: AT&T

Description

AT&T imposed/enforced their data usage caps this week. The usage tracker they provide has not updated for almost 48 hours - their website says you can view updated usage within 24 hours. This is true both via their app and their website. Who's looking out for the consumer when the tool used to monitor usage is inaccurate and run by the company charging the fees?

[Ticket: # 1007014 - internet provider/email does not work](#)

Date: 5/28/2016 11:16:53 AM

City/State/Zip: Abilene, Texas 79606

Company Complaining About: Sudden Link

Description

Internet provider made me change my password and after I did cannot access on all computers. When you try to call they cannot help and give wrong help info. This happens after waiting on the phone line for more than 30 minutes

[Ticket: # 1007029 - Internet Caps are ridiculous](#)

Date: 5/28/2016 11:33:49 AM

City/State/Zip: Houston, Texas 77027

Company Complaining About: AT&T

Description

FIRST they started placing limits on cell phone data plans in order to charge more and now they are forcing it on user of home internet. The internet should be open, and providers should not limit how much of the internet that you can use. You pay for the connection/speed and thats it. I pay for FIBER internet from AT&T and now they have placed a limit on how much of that I can use. The FCC needs to put a stop to this immediately.

[Ticket: # 1007213 - FCC not doing anything](#)

Date: 5/28/2016 2:39:19 PM

City/State/Zip: Dallas, Georgia 30132

Company Complaining About: Federal Communications Commission

Description

I have filed three complaints against comcast and you the FCC keep closing the complaints without any resolution.

Ticket: # 1007599 - Comcast blocks HBO GO On PS4

Date: 5/29/2016 3:53:25 AM

City/State/Zip: Union, New Jersey 07083

Company Complaining About: Comcast

Description

I pay for Comcast through which I also pay for HBO. I have a ps4, but apparently Comcast is the sole provider that doesn't allow using ps4 to access HBO GO. This seems very sketchy and arguably close to infringing on if not directly against net neutrality.

I will be switching providers when the first opportunity presents itself, but I know for a fact that given Comcast's size there are many places others may not have the option at all.

Ticket: # 1007749 - Frontier - Internet

Date: 5/29/2016 1:13:46 PM

City/State/Zip: Argyle, Texas 76226

Company Complaining About: Frontier Communications

Description

Moved from Grapevine, Texas to Argyle, Texas and requested transfer of services. Our new home in Argyle had everything connected from Verizon FIOS. We only needed transfer of service. Through numerous calls, hours on the phone with numerous employees nothing was resolved. We finally had a technician come to the home who knew exactly what he was doing. We were connected last Sunday, 5/22/16. Today, 5/29/16 our Internet stopped working at 9:44 AM. Frontier has told me it will be another week. I would change service providers but in Argyle, Texas Frontier holds the monopoly. I am very exhausted and frustrated and need help immediately. Thanking you in advance for any help that you can provide

Ticket: # 1008243 - Comcast is overcharging!

Date: 5/30/2016 12:22:44 PM

City/State/Zip: Cordova, Tennessee 38016

Company Complaining About: Comcast

Description

Comcast is charge extra for data usage. I'm handicapped and on SSI I can't afford to pay extra because I use their product. That's illegal. I already pay for access they shouldn't be able to charge more because I use it more. If anything I should get a discount for being a good costumer. I hav been a Comcast costumer for 3 years on my own and under my parents for 18 years. Please get them to stop changing me for using their product "too much"

Ticket: # 1008320 - lack of internet service

Date: 5/30/2016 1:35:34 PM

City/State/Zip: Norwalk, Ohio 44857

Company Complaining About: Time Warner

Description

my connections keeps failing and all I get is we don't see a problem. the tech lie to your face then note the account that it is customer failed equipment.

I have had a supervisor and 2 tech not bet able to get any of my devices to connect to their equipment, but that is y fault that all 6 devices cant login to the wifi that they are supposed to be providing. All the problems started when they installed a capture filter on the cable tv on May 8, 2016 it has yet to be corrected

Ticket: # 1008685 - Data Usage Cap

Date: 5/30/2016 8:16:17 PM

City/State/Zip: Benton, Tennessee 37307

Company Complaining About: Comcast

Description

In this day and age I can not imagine anyone is able to do business or even recreation without the use of the internet. I live alone, I do not use a 'smart phone'; I use the internet for my personal business, since we no longer have Yellow Pages (they are on the internet now) I use my internet to find business that can help me example: plumbers, electricians, doctors you know every day activities. In my rural area I am stuck with 2 choices for internet service AT&T and Comcast/Infinity. I have no choice it must be one or the other. And now I am being told I can not use more than 300 GB a month. Sounds like a lot doesn't it? I use internet for my TV viewing, my phone and my entertainment when I am not slaving at a job for 10 hours a day to make enough money to pay for a roof over my head, some food, my medicine and my Internet entertainment, There needs to be something done about this, caps are not the way to go, I already pay enough. I understand the FCC is having hearings on this very issue right now. I hope to hell someone there has some sense and will put a stop to this madness

Ticket: # 1008860 - AT&T Throttling

Date: 5/31/2016 12:15:22 AM

City/State/Zip: Moore, Oklahoma 73160

Company Complaining About: AT&T

Description

I have received this message from AT&T

ATT Free Msg: Your data usage this month has reached 16.5GB. If you exceed 22GB before your next cycle on 06/02/2016, you can still use unlimited data however your speeds may be reduced at times and in areas with network congestion. Wi-Fi helps avoid reduced speeds. Visit att.com/datainfo or call 866.344.7584 for more

Ticket: # 1008883 - Service Disruption

Date: 5/31/2016 12:41:47 AM

City/State/Zip: Los Angeles, California 90045

Company Complaining About: Time Warner

Description

Occurs every day starting at ~5:30pm and goes on till almost 11pm-midnight in some cases.

Lots of stuttering on video playback, high latency/pings.

At the time of this writing when I ran a tracert, it seems to be an issue with 66.109.9.122 (time warner). Have spoken to 2 other households (anaheim, westwood) who also have time warner, same issues as well during the times listed above.

[Ticket: # 1009426 - Reduced internet speed for video streaming](#)

Date: 5/31/2016 11:52:54 AM

City/State/Zip: Irving, Texas 75060

Company Complaining About: Time Warner

Description

Good Morning, I suspect my internet service provider to provide me reduce speed for video streaming apps, such as You Tube. I have 30 MB/PS plan but i experience low quality video many times when using video streaming.

Please check on them to make sure they're in compliance with FCC rules and regulations. Thanks

Ticket: # 1009967 - email scam ... "samantha morrison" <info@TAIFENGSHUI.COM>

Date: 5/31/2016 2:18:47 PM

City/State/Zip: Gadsden, Alabama 35903

Company Complaining About: AT&T

Description

Full Headers Printable View

Dear Friend,

My name is Sgt.Samantha Morrison, I'm an American soldier. I'm seeking your kind assistance to move the sum of US\$15.2Million to you as far as I can be assured that my share will be safe in your care until I complete my service, This is no stolen money, and there are no danger involved. I'm presently in a hospital recovering from injuries Sustained in a suicide bomb attack.

Source of money:

Some money in various currencies was discovered in barrels at a farmhouse near one of Saddam's old palaces in Tikrit-Iraq during a rescue operation while I was still serving in Iraq some years ago and it was agreed by Sgt.Duff and I that some part of this money be shared among both of us before informing anybody about it since both of us saw the money first. This was quite an illegal thing to do, but I tell you what? No compensation can make up for the risk we have taken with our lives.

Please view website for confirmation;

http://news.bbc.co.uk/2/hi/middle_east/2988455.stm

The above figure was given to me as my share, and to conceal this kind of money became a problem for me, so with the help of a British contact working with us and his office enjoy some immunity, I was able to move the money to a security company in Bangkok Thailand as a diplomatic baggage. They are now waiting for us to provide the name of beneficiary who they will transfer the funds to. The reason I want you to claim the funds on my behalf is that as a soldier, I cannot present a concrete evidence on how I made such a big amount of money.

The moment I'm sure that you will assist me, I will let you know were I'm currently receiving treatment and I will also give you the information of the security company and the security code of the baggage. I want you to tell me how much you will take from this money for the assistance you will give to me. One passionate appeal I will make to you is not to discuss this matter with anybody, should you have reasons to reject this offer, please and please destroy this message as any leakage of this information will be too bad for me. I do not know how long I will remain here at the hospital, I honestly want this matter to be resolved immediately, please contact me as soon as possible, Here is my e-mail address: sgt.samanthamorrison@gmail.com

Warm regards,
Sgt.Samantha Morrison.

Ticket: # 1016533 - Unwanted text messages

Date: 6/3/2016 1:06:30 PM

City/State/Zip: Mission Hills, Kansas 66208

Company Complaining About: Time Warner Cable

Description

On May 27, 2016, I received a number of unsolicited text messages from 7272511158@bzipix.com and 7272692054@vzipix.com.

[Ticket: # 1010963 - Net Neutrality](#)

Date: 5/31/2016 7:33:21 PM

City/State/Zip: Agoura Hills, California 91301

Company Complaining About: Time Warner

Description

To the FCC,

I just heard about the threat to the "Net Neutrality" agreement on John Oliver's show. Please consider leaving net neutrality the way it is in order to prevent cable companies such as Time Warner and Comcast to control the speed of streaming and in effect run a monopoly for internet services. Their attempts are self-serving and will have negative effects for everyone besides themselves.

Ticket: # 1011425 - Comcast/Xfinity slowness and HBO Go

Date: 6/1/2016 8:13:20 AM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

I pay upwards of \$90 per month for Internet and an intermediate cable package from Comcast that includes HBO, however I can't watch HBO Go on my television because Comcast will not support it, yet every other cable/dish/DSL company and even some universities allow for this. I am paying for this service and believe I should have access to it in any way that I please. My Internet speeds are also ridiculously slow. I know Comcast jams the internet speeds as well, however it is to the point where I cannot have two devices connected to the WiFi at once in order for it to work. This is ridiculous. Comcast is denying me services that I am paying for and intentionally making my "high-speed" Internet slow. I wish that I could switch providers, however Comcast is the only company that is supported in my apartment complex.

[Ticket: # 1011775 - AT&T limiting internet usage](#)

Date: 6/1/2016 11:24:10 AM

City/State/Zip: Angleton, Texas 77515

Company Complaining About: AT&T

Description

I signed a contract with AT&T for one year of unlimited internet, on 23May2016 AT&T put a limit of 600GB usage a month.

Ticket: # 1011953 - Comcast charging for additional internet at home service

Date: 6/1/2016 12:25:25 PM

City/State/Zip: Fort Pierce, Florida 34982

Company Complaining About: Comcast

Description

Comcast will not charge for additional TV service drops for each room in a home except for renting a small box. On the same cable drop they want another full service charge for the internet monthly even with your own router. I had Comcast add the service to a additional room without charge and had my own modem. Now six months later when our service was down for 3 days they come out and inform me that I have to purchase additional internet service. If Comcast setup our system and set precedence then why are they now allow to charge for service already being paid for. If you can have additional TV services in each room than why can't you have internet also. They do not charge for the wireless internet in the house; but will charge for a router being added on to each service in a home. I look forward to your direction and input.

Regards,

(b)(6)

Ticket: # 1012317 - ALLEGIANT air spam

Date: 6/1/2016 2:42:12 PM

City/State/Zip: San Francisco, California 94103

Company Complaining About: T Mobile

Description

After selecting to opt out of email messages while purchasing a ticket, I started to receive daily spam from ALLEGIANT. In order to unsubscribe, ALLEGIANT is requiring me to view a video. I cannot view the video from my phone and cannot unsubscribe due to this burdensome requirement.

[Ticket: # 1012183 - AT&T U-Verse data caps](#)

Date: 6/1/2016 1:54:50 PM

City/State/Zip: Mckinney, Texas 75071

Company Complaining About: AT&T

Description

First AT&T limited their "unlimited" wireless plans, now they're capping and charging extra for wired home data usage. If I subscribed to DirectTV or U-Verse television I'd be exempt from the overages. How is this NOT discrimination against my using of Netflix, Hulu, HBO NOW, and Amazon Prime Video?

Ticket: # 1012131 - AT&T Uverse Data caps

Date: 6/1/2016 1:41:49 PM

City/State/Zip: Chicago, Illinois 60628

Company Complaining About: AT&T

Description

Anybody who works for or knows somebody who works for AT&T in Chicago as a Uverse tech or lineman knows that AT&T is abandoning its copper. They don't even give their lineman the materials to fix the problems with the lines, Uverse is installed by some miracle on 100 year old falling apart copper and they have the nerve to LIMIT the bandwidth? Bully tactics to subscribe to DirectTV or UverseTV or else?!? I know for a fact that AT&T is doing new installations offering people 768kbps - 1.5 Meg's and calling it high speed internet. YOU GUYS NEED TO DO SOMETHING ABOUT THESE CAPS, AT&T HAS NO RIGHT TO LIMIT DATA WHEN THIS INFASTRUCTURE IS FALLING APART AND THEY HAVE NO PLANS TO FIX IT.

Ticket: # 1012575 - Hijacked google account

Date: 6/1/2016 3:57:44 PM

City/State/Zip: Northlake, Illinois 60164

Company Complaining About: Franklin Park Public Library

Description

On May 21st while at Franklin Park Public Library in Franklin Park Illinois someone has hacked into my Google account and changed all my credentials this according to Google text support that they see that someone has been in my account and change this but yet they are refusing to give it back to me under my normal credentials that I've had with them for over 10 years I was told by T-Mobile my phone carrier to actually make a complaint with you since they are not doing what they should be doing and seeing if you could direct me in a different direction or some how do something to get them to give me my account back as there is seriously needed legal documents and personal information as well as photos there involving a K-1 Visa and and stuff in it including Homeland Security papers and everything I've tried numerous times recover emails to them and and nothing no matter what matches because I don't know what the heck is put in all I know is the number that the hackers did give me which was weird in the screen was +1-888-828-4871 and I spoke to a an Indian man named Andrew and he said for \$399 or to 9999 he would return like account to me so I've already made a police report I already went to the FBI and file that report and now I was told to go and file a report to you guys and see if there's a way you could help me I would really appreciate appreciate any help it is desperately needed the information in my emails and as well as the access to my Google Drive photos which I no longer have access to because they took the whole account the account is still active but it is not active in my control it is active in the hijackers control Google like I said does know this but they will not do anything

Ticket: # 1013776 - affiliates/marketing

Date: 6/2/2016 10:32:43 AM

City/State/Zip: Signal Mountain, Tennessee 37377

Company Complaining About: Epb

Description

This is an odd one, but, a fairly serious one. WordPress (the most popular website software in the world) has a list of hosting providers they recommend. However, the one on the top of the list is owned by a company (Endurance International Group or \$EIGI) that has invested in Automattic, the company behind WordPress.

I don't infer anything shady is going on, but it would be nice that they note that on their page here: <https://wordpress.org/hosting/>

Ticket: # 1014349 - Sale of human eyeball

Date: 6/2/2016 1:33:22 PM

City/State/Zip: Connersville, Indiana 47331

Company Complaining About: Verizon Wireless

Description

Yesterday I was on a website that sell handmade items. One of the items I saw for sale is a real human eyeball in formaldehyde. This is NOT a joke! I am not sure if you are the correct agency to contact, if not please provide me with the proper one. Also I do not know if I chose the correct answer for Internet issue

Ticket: # 1014179 - internet throttled & forcing their custom speed tests (prioritized)

Date: 6/2/2016 12:44:00 PM

City/State/Zip: New York, New York 10034

Company Complaining About: Time Warner

Description

TimeWarner refuses to accept complaints about their speed based on: a) from major internet infrastructure maintainers's (Google and Netflix) own, unbiased speed tests; b) my experience as a customer; c) frequent outages (to which their solution is to clear signals on *their* systems). They've also admitted that my speed issues have been on the outside of my apartment - in *their* own infrastructure - yet they refuse to place a work order to fix their lines/drops.

[Ticket: # 1014273 - Time Warner Blocking Mobile Data](#)

Date: 6/2/2016 1:11:40 PM

City/State/Zip: Overland Park, Kansas 66085

Company Complaining About: Time Warner

Description

With Wi-Fi on, (at least) gmail and google play appear to be blocked. Turn Wi-Fi off to get on Verizon network, all data syncs immediately. Happens on both my phone and my wife's phone (different manufacturers, both Android).

[Ticket: # 1014809 - Data caps on home internet](#)

Date: 6/2/2016 4:00:39 PM

City/State/Zip: San Antonio, Texas 78240

Company Complaining About: AT&T

Description

AT&T has begun capping data usage on home internet. As a technician for the company, I know firsthand there is no need for this artificial money grab. There is no overload on the AT&T hardware or network.

Ticket: # 1015063 - Misrepresentationf content

Date: 6/2/2016 5:24:03 PM

City/State/Zip: Phoenix, Arizona 85021

Company Complaining About: Centurylink

Description

This Health Science Institute Represented they were presenting How President Obama was lying about a health issye. Afer going online it finally becam apparent they were selling memberships in some health scam.

[Ticket: # 1021877 - buffering my vudu](#)

Date: 6/7/2016 6:36:25 AM

City/State/Zip: Ridgeley, West Virginia 26753

Company Complaining About: Atlantic Broadband

Description

I CAN NOT WATCH VUDU BECAUSE OF BUFFERING OF VUDU
THEY NOT GIVEN ME THE SPEED I AM PAYING FOR THEY DO NOT
HAVE EQUIPMENT FOR SPEED OF INTERNET

Ticket: # 1015261 - Suspicious domain

Date: 6/2/2016 6:50:35 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Not Sure

Description

Just wanted to bring to your attention that the domain <http://www.summersixteen.party/> that is registered to namecheap.com is engaging in some questionable activity. A possible phishing scam based on the artist Drake's music tour.

Ticket: # 1015511 - Data caps

Date: 6/2/2016 9:28:31 PM

City/State/Zip: Austin, Texas 78750

Company Complaining About: AT&T

Description

I am currently with at&t and recently received an email "congratulating" me that because I had tv and internet with them and would not be limited on my internet data. Having recently wanted to cut cable, i feel that is no longer an option since I would then be slapped with a new fine or forced to pay more for my internet. This is very monopolistic and feel outraged at the thought of this even happening. Thank you for your time.

Beat regards,

Ticket: # 1015548 - news disservice

Date: 6/2/2016 9:58:48 PM

City/State/Zip: Canandaigua, New York 14424

Company Complaining About: Pioneer

Description

Commissioner Ajit Pai
Federal Communications Commission
445 12th Street SW
Washington, DC 20554
Commissioner Pai,

Broadcast television news is perhaps the most pervasive of political forums; conceivably more Americans learn about our democracy and state of the elections from television than any other source.

As stated on the Federal Communications Commission website:

“As public trustees, broadcasters may not intentionally distort the news. The FCC has stated publicly that “rigging or slanting the news is a most heinous act against the public interest.”

<https://www.fcc.gov/consumers/guides/complaints-about-broadcast-journalism>

Video evidence to follow will bear out these facts:

On May 28, 2016, MSNBC announced that they and other networks are prepared to declare Hillary Clinton the winner of the Democratic nomination at 8:00 PM EDT, a full 4 hours before California and six other state polling locations close, even though a winner would be virtually impossible to determine on that date.

Broadcast news has already routinely misrepresented the state of the Democratic primary contest for President of the United States. This has been accomplished by inaccurately reporting the delegate totals to include delegates which are not part of the election, and whose votes are not cast, relevant, per the party

Technical Note: The 1769–1501 pledged delegate count (as of June 1, AP) requires Clinton to win 614 of the remaining 908 pledged delegates or 67.6% of the remaining vote in order to clinch the nomination. Conversely, Sanders could win 64.9% of the vote and take the pledged delegate lead, though the latter scenario would result in a contested convention, as would Clinton’s failure to take anything short of 614/908 remaining delegates. Regardless, Democrat party voters will still be participating in a contested nomination while television news will be more than suggesting the contest has been won.

The Democratic nomination process is complicated; with two classes of delegates. Accurate news reporting on the state of the nomination contest requires segregation and/or explanation of each. Instead, the two delegate classes are not distinguished, the totals are merged and inflated, and the result is that one candidate appears to have an insurmountable lead while the other appears to be hopelessly behind, which is false.

Video Evidence:

February 20, 2016, as seen on MSNBC’s Rachel Maddow Show

<https://www.youtube.com/watch?v=qTvKNnDDfCc> DNC Chairwoman Debbie Wasserman-Schultz stated “... the Super-Delegates... I’m glad you’re asking me about this because the way the media has been reporting this is incorrect that there aren’t pledged delegates ie super-delegates earned at any of these primary or caucus contest Rachel...” “... so combining them is really NOT an accurate picture of the way this works...”

April 28, 2016, as seen on CNN's The Lead with Jake Tapper:

<https://www.youtube.com/watch?v=a5PKoEbdDgA&app=desktop> DNC Communication Director Luis Miranda - stated "Superdelegates, I think one of the biggest problems is the way the media reports it, any night that you have a primary or caucus, the media lumps in superdelegates that they've basically polled, phoned them up saying who are you supporting. They don't actually vote until the [July] convention.[...]they're not actually voting and are likely to change their mind". Miranda reminds Tapper about the 2008 contest where they did exactly that. Tapper concludes the interview by saying "Very interesting, the DNC itself saying 'don't include super delegates in the totals' to cable networks"

May 23, 2016 - as seen on MSNBC's Hardball with Chris Matthews:

<https://www.youtube.com/watch?v=wGG3DJAALkw&app=desktop> MSNBC's Chris Matthews states that on June 7th, the major news networks plan to intentionally distort the delegate count by including unpledged superdelegates in their total, in order to declare Hillary Clinton the nominee:

"At 8:00 eastern time the networks, including this one, will be prepared to announce that Hillary Clinton has gotten over the top, that she will have won the nomination, it's done" He adds that it will cause voters to stay home and not vote: "What will that do to turnout, if that's 5 O'clock Pacific time, with 3 more hours to vote in California, who will be least likely to vote?"

June 1, 2016, as seen on CNN's New Day with Alisyn Camerota

<https://www.youtube.com/watch?v=EE1fMr6oESg> "Hillary Clinton will have the nomination locked up mathematically speaking, by this coming Tuesday, and early in the night Tuesday, by the way, before even the polls close in California" CNN then shows a graphic indicating Clinton needs only 9% of remaining delegates, Sanders needs 107%. This, of course, erroneously includes the superdelegates who do not vote until July and can and have historically changed their voluntary commitment.

Polls close at midnight eastern time, and 'superdelegates' don't vote for another 7 weeks. Bernie Sanders has announced "the convention will be a contested contest" indicating he intends to challenge 'superdelegates' to change their vote (National Press Club, May 1, 2016).

CNN and MSNBC personnel have indicated their intention to include superdelegates to spread the false information that the nominating contest has been won.

These are three of the most — in FCC terms "heinous" — examples of network news outlets distorting the reality of the nomination process by merging voted delegates with as yet non-voting, uncommitted delegates. Sadly, this is a daily problem. Unpledged superdelegates are reported the same as pledged, denying viewers vital information and perpetuating an air of inevitability of one candidate over the other by every major network news outfit.

We call upon the FCC to act:

"The FCC may act to protect the public interest when it has received documented evidence, such as testimony from persons who have direct personal knowledge of an intentional falsification of the news."

Failure to prevent the dissemination of a falsified election total, as has been threatened by MSNBC June 7, 2016, could be catastrophic to our primary election process. The closeness of this race is not only being lied about those lies could directly affect voter participation, and we believe they already have.

In addition I request the FCC investigate the news divisions of the major television channels participating in this deception: MSNBC, CNN, ABC, NBC, CBS, Fox.

These entities have been broadcasting delegates while under advice of authority in the matter not to do so. The impact is immeasurable.

Finally, while these are party preference primaries, their legal significance has been addressed by the Supreme Court in *US v. Classic* -313 U.S. 299 (1941) which extended a constitutional right of participation in primary elections to the general election. Though SCOTUS elaborated a congressional right and not the scope of your powers, please take notice that these primaries are

legally every bit as important as the general election in November, de facto federal elections in that sense.

Thanks,

[Ticket: # 1015705 - Data Caps](#)

Date: 6/3/2016 1:06:53 AM

City/State/Zip: Ames, Iowa 50014

Company Complaining About: Mediacom

Description

After years of unlimited plans, Mediacom has instituted mandatory capped plans on all users. This is unacceptable and needs to stop.

[Ticket: # 1015733 - CenturyLink not doing they're part of the deal.](#)

Date: 6/3/2016 2:00:46 AM

City/State/Zip: Winlock, Washington 98596

Company Complaining About: Centurylink

Description

CenturyLink is not doing they're part of the deal, the deal with them we got is the High Speed Internet Plan that is \$19.99 , they are supposed to give us up to 12 mbps, but we get like less then 2/10 of what we are supposed to get with our deal.

Ticket: # 1016654 - Sling TV being throttled by comcast

Date: 6/3/2016 1:50:25 PM

City/State/Zip: Manassas Park, Virginia 20111

Company Complaining About: Comcast

Description

I purchased a plan with 75 Mbps internet a few weeks ago and it worked great. At times it was below 75 Mbps and at times it was above even. Then, earlier this week I got sling TV so I could watch TNT to watch the golden state game. Almost as soon as I started streaming Sling TV over my xbox my internet went to hell. I was registering speeds below 20 Mbps which is far too slow to be useful for streaming anything. I then chatted Comcast who then had me reset my modem and router as if it was my equipment. That didn't do anything. Then the chat rep told me they submitted some higher level team request. That I would get a call from someone. I did not. It is now the fourth day past that date and I had to chat them again today because my average speed had fallen to 14 Mbps which doesn't even fit your definition of broad band, which I am paying for. Side note: should be more like 50Mbps. I chatted them again today and the conversation went exactly the same with a different rep. They gave me another "higher level case submittal". As soon as the call ended my internet went down and I reset it and now I have 10 Mbps internet =(What If I have to remote into work? I can't even do that on 25 Mbps. The FCC really needs to stand behind the people of this country and tell the corps to sit down. Image if people could telecom into work everyday. It would benefit society because millions of people would gain hours of their lives back not having to commute hour(s) to and from work. Oh wait. We can't because our cable industry doesn't allow such investment into a very needed infrastructure. I digress. The point is they don't want me to be able to have an option like Sling TV because it hurts they bottom line which is already fine, you know, with the 90+% profit margin on cable. While I am at it, I should complain about all the issues Comcast seems to have with allowing apps to connect through their cable service. I.e. Comedy Central. Somehow through the magic of greed, Comcast doesn't want people to be able to sign into Apps like Comedy Central on Xbox to watch things on demand. Which is pretty astounding when all the big boys along with dozens of tiny little companies I have never heard of have no issue signing in with them (with their subscription obviously.) Please do something to halt the robbery. What Comcast is doing is a crime. Somehow the only entity with any sway to enforce decency is the FCC. Please help.

[Ticket: # 1015806 - Comcast data limit set to 300gb in my area](#)

Date: 6/3/2016 6:55:01 AM

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

As the subject suggests. I recently moved to a bigger city and into an apartment. Comcast is the only option for us. The package we got was for 75mb speeds with a 300gb limit. It's unlawful and they refuse to up it.

[Ticket: # 1015811 - Data caps](#)

Date: 6/3/2016 6:57:35 AM

City/State/Zip: Gulfport, Mississippi 39503

Company Complaining About: Cable One

Description

I've talked to several people now that all have the same company and all have different cap amounts for different speeds and amount that they pay each month. One person even has a lower speed but a higher cap than I do. I'm having to watch all of my content in the worst quality possible just to stay within the limits of my cap every month. I've also had random issues with spikes in ping and it took them 4 months to fix an interference issue that we called about twice.

[Ticket: # 1016912 - Youtube site being throttled](#)

Date: 6/3/2016 3:12:01 PM

City/State/Zip: Van Nuys, California 91411

Company Complaining About: Time Warner

Description

Cannot properly view Youtube videos without constant buffering. I don't have this problem with any other streaming site or service. I have called Time Warner about this issue was told they don't know why I'm having these issues.

Ticket: # 1017260 - MediaCom Caps

Date: 6/3/2016 5:14:35 PM

City/State/Zip: Mason City, Iowa 50401

Company Complaining About: Mediacom

Description

After I decided the cable TV were paying for was no longer worth it, my wife an I decided to cut the cord. With 0 competition in our area, MediaCom has implemented CAPS on their internet packages. What once we had as unlimited, we're now forced into a caped package so that streaming is not so painful. I received my first bill on the capped package and low behold \$25 in "overages" fees...This is absolutely absurd...they say it's to provide updates to the bandwidth etc...Except i used to be an engineer for MC in Mason City Iowa...They hadn't touched it in 6+ years. Do you guys plan to inforce anything or just continue to stand by and let these HUGE monopolies screw over the consumer year after year?

[Ticket: # 1017667 - Bandwidth caps](#)

Date: 6/3/2016 9:04:08 PM

City/State/Zip: Kirksville, Missouri 63501

Company Complaining About: Cable One

Description

My ISP has informed me that because I have gone over their bandwidth cap, they will be automatically bumping me up to their next tier of service.

Ticket: # 1018537 - Data Cap

Date: 6/4/2016 7:55:32 PM

City/State/Zip: Sylvania, Ohio 43560

Company Complaining About: Buckeye Cable

Description

I am writing today to try and get a solution to an issue I am having with my ISP. I would like to cancel my cable TV service so I can stream all of my entertainment. Unfortunately I do not have access to an unlimited data connection. Also if I want to cancel my TV service I am charged more for my internet connection. I would like to be able to have an unlimited internet connection so I do not incur overage fees as well as penalty for not also subscribing to TV service.

Thank you for your time.

[Ticket: # 1018617 - Comcast will be high jacking us](#)

Date: 6/4/2016 10:25:12 PM

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

Please help regulate companies like Comcast that feel they can high jack their own customers and raise rates as they please. Now that we move to a life of streaming everything, we need clear guidelines as to what they CANNOT do to consumers.

Ticket: # 1018627 - Comcast Tech Support

Date: 6/4/2016 10:53:19 PM

City/State/Zip: Dallas, Georgia 30132

Company Complaining About: Comcast

Description

I have called Comcast 4 times about trying to get certain ports open on their end of service and I have yet to receive a call back from a human that can actually fix the problem. They refuse to send me directly to tier two support telling me that I have to file ticket and they will call me back. Every time I do I get a call a few days later that says they have located the problem and corrected it from a recorded voice. I have the problem at our office location and now at our home location as well. I am using the connection for a network attached storage device that has a cloud feature, if comcast can not fix the issues then I may have to find a provider who can. The customer care sucks, they take your money and give you a product that they can not support.

Ticket: # 1018643 - Comcast Data Limits

Date: 6/4/2016 11:33:27 PM

City/State/Zip: Delray Beach, Florida 33483

Company Complaining About: Comcast

Description

Comcast will destroy the internet as we know it with their data limit usage. As someone who enjoys the benefits of streaming services and do not like the limitations of cable or satellite TV, we are falling far behind other countries in terms of connectivity. I strongly believe that Comcast holds a communication monopoly over our heads here in South Florida. DSL from AT&T is not stable and there are no other competitors. Please help stand up for us consumers and be there for us in this time of need.

Ticket: # 1018947 - Comcast Bandwidth Usage Calculation

Date: 6/5/2016 3:13:04 PM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: Comcast

Description

I reviewed the data usage numbers provided by comcast. I was shocked to see their numbers are 1.94 times higher than my numbers. My numbers are being calculated by my router [Running DDwrt Firmware].

There is only an Ethernet cable between my modem and my router, so it is impossible for any unauthorized usage to occur. With a 300GB + \$10 for each additional 50GB this is very concerning. I am currently enrolled in an unlimited plan at an additional charge of \$35.

I have done the numbers on the last three months, and each month would have had a resulting overcharge of over \$40 because of comcasts miscalculation.

MONTH | Xfinity Report | MyReport | WouldBeOverCharge

March | 482GB | 248.2GB | \$40 Overcharge

April | 692GB | 355.2GB | \$60 Overcharge

May | 886GB | 454GB | \$80 Overcharge

June | 142GB | 42.1GB | NA

[Ticket: # 1019764 - AT&T Uverse high speed internet data caps](#)

Date: 6/6/2016 12:48:03 PM

City/State/Zip: Dallas, Texas 75252

Company Complaining About: AT&T

Description

I have been a Uverse member for over 5 years and do not believe that AT&T should be 'metering' the amount of data that is sent or received. We pay for a certain speed of data, now AT&T is trying to cap the amount of data that is sent/received as well. Is this legal?

[Ticket: # 1019811 - Att uverse stealth data cap internet](#)

Date: 6/6/2016 1:08:48 PM

City/State/Zip: Westerville, Ohio 43081

Company Complaining About: AT&T

Description

Att uverse us imposing data thresholds in order to charge us more as a work around for having to comply with net neutrality. They are providing unlimited internet to those who subscribe to their TV package but to those who only pay for their internet they are imposing cap limits that require us to pay more if we go over threshold limitations. They have set these limitations in a semi reasonable level but are only doing so to avoid FCC intervention. Once the FCC has been determined that it does not have jurisdiction on these thresholds they will use this as precedence to further restrict users from Using the internet. Please regulate att from unfairly charging it's customers different rates for the same service inside the same markets

Ticket: # 1020322 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:41:33 PM

City/State/Zip: Groton, Connecticut 06340

Company Complaining About: Comcast

Description

Comcast is breaking the rules, and the FCC should put a stop to it.

This decision should not be made behind closed doors. The FCC should have an open, public process to determine when rules are being broken.

I switched away from Comcast because I felt them to be unfair, and now I see them taking an end run around the brand new FCC Net Neutrality rules.

It's the FCC's job to protect consumers from these kinds of abuses by ISPs.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)(6)

Ticket: # 1020341 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:44:42 PM

City/State/Zip: Longmont, Colorado 80501

Company Complaining About: Comcast

Description

I think freedom of internet is important, for everyone and their kids.

I don't have a problem with these companies making plenty of money- I just think that once we start down this legislative road it is difficult to turn back.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)(6)

Ticket: # 1041495 - Comcast data usage inaccurate**Date:** 6/17/2016 12:15:40 AM**City/State/Zip:** Sandy Springs, Georgia 30328**Company Complaining About:** Comcast

Description

I've had Comcast for almost a full year, and I consistently average around 200GB/month. With a 300GB cap, I have canceled most of the data-heavy services like Netflix, Crashplan, and Amazon Prime, and cut way back on Youtube because I am outright afraid to exceed my cap. As a system administrator with 10 years of experience, I am not an average user. Towards the end of last month, my usage skyrocketed with no changes on my side. Around May 25 Comcast's system showed I had used my normal ~190GB, but by June 1 it was over 400GB. Comcast provides three "freebies" for every 50GB over the limit before they start charging for overages. This caused me to use two of them. At the time I was using a PFSense firewall with a Windows 2012R2 domain controller running DHCP/DNS and Cisco Meraki access points. I verified that there was nothing malicious or unidentified on my network and checked out my own bandwidth monitoring reports with PFSense, however those reports are very limited. I replaced PFSense with a Sophos XG firewall that is designed with the intention of generating highly detailed reports. As of this writing, Sophos (attached) and Meraki both show I've used 38GB from June 1-16. Comcast is currently measuring 291GB. I understand that retransmissions may cause some discrepancy, but not a difference of 75%. On June 1 Comcast raised their cap to 1TB so I'm not in as much of a crunch as I would have been last month (I work from home most days), but if they're going to measure my usage and charge me for overages (something that should not exist in the first place - data is not a finite resource), they need to be accurate.

On June 3 I called Comcast to see what was going on, and after being bounced around for almost an hour, I was told that my modem is old and should have been replaced three years ago (I've only had service for a year, and the modem has already died and been replaced once). Then I spoke to a manager that said my modem is the latest model and is up to date. He agreed that something was wrong with Comcast's usage report and I should hear something from the third-party service that runs them. I have not heard anything since. I called tonight to check on it and after the automated system hung up on me three times (!), I finally got through to a CSA rep named Diego. I have worked in a call center, and I have sympathy for them because of the people that they have to deal with. I am an extremely patient person, and it is difficult to make me angry. Diego managed to get me so irate that I was swearing within 4 minutes. I apologize for that, but his customer service skills are beyond unacceptable. Constantly interrupting me and talking over me, ignoring my statements, and when I tried to explain my network setup he said "congratulations" in the most condescendingly way possible. At this point I requested a manager and he transferred me to the CSA Tier II line, which had an autoattendant that gave me three options, but did not recognize any input. The message looped every 30 seconds. I gave up after 20 minutes.

It has crossed my mind that Comcast may be fudging the numbers after increasing the cap, however I cannot see any benefit in doing so other than

TLDR; I have three complaints:

1. Inaccurate bandwidth monitoring.

2. Bandwidth caps in general - measuring monthly usage is not an effective way to prevent link saturation.

3. Diego's offensive customer service skills. I am genuinely offended and would cancel my service if I had another option.

[Ticket: # 1020533 - TWC apparently throttling youtube.com](#)

Date: 6/6/2016 4:24:43 PM

City/State/Zip: Queensbury Ny, New York 12804

Company Complaining About: Time Warner

Description

All websites are readily available and most often max out my 15Mbit/sec connection, yet watching videos via youtube.com cannot exceed 500kbit/sec with perfect reliability. Due to fear of punishment by my ISP I'm filing this complaint semi-anonymously.

[Ticket: # 1020732 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

Date: 6/6/2016 5:02:09 PM

City/State/Zip: Oakland, California 94607

Company Complaining About: T Mobile

Description

Net neutrality should be exactly that-- net neutrality. Don't let ISPs create backdoors around net neutrality.

(b)(6)

[Ticket: # 1021487 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

Date: 6/6/2016 9:19:44 PM

City/State/Zip: Austin, Texas 78759

Company Complaining About: T Mobile

Description

It's absolutely ridiculous that T-Mobile can cap my mobile internet data and then get away with what amounts to racketeering, by giving those that pay the most exclusive access to a cap-free version of the internet. Didn't we just defeat this Fast Lane bullshit? Why are we going through this again? Same shit, different asshole. This is a clear violation of the spirit of Network Neutrality.

FTC, please drive a stake in the heart of this effort (and all future efforts) to violate Network Neutrality.

(b)(6)

Ticket: # 1021901 - News Stations on Facebook

Date: 6/7/2016 8:04:26 AM

City/State/Zip: North East, Pennsylvania 16428

Company Complaining About: Sprint

Description

Several news stations are falsely calling Hillary Clinton the presumptive nominee of the democratic party. The Associated Press. MSNBC. NBC. ABC. CBS. CNN. I can not believe what I was, and am, reading! I see this morning, June 7th, it is still going on. I unfollowed and unliked MSNBC immediately.

Do something to keep these news organizations accountable! They are acting like a tabloid and spreading false statements to millions. These are the United States of America's top news stations! This is unacceptable!

Ticket: # 1022020 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:11:44 AM

City/State/Zip: Edgefield, South Carolina 29824

Company Complaining About: Verizon

Description

Charging \$800 after all of the fees for a new cell phone? Get out of the cell phone sales business and into better serving your customers, it's obvious that we are getting poor service when we can't even use your phone at a large event with many people. Shape up or ship out!

(b)(6)

[Ticket: # 1022532 - Net Neutrality](#)

Date: 6/7/2016 12:14:05 PM

City/State/Zip: Johns Creek, Georgia 30022

Company Complaining About: Comcast

Description

please don't screw up a good thing for greed. Haven't you made life difficult enough, leave net neutrality as it is you bunch of greedy grubbing disrepectful shitty corporate citizens. DON'T BE A DICK

Ticket: # 1022967 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:38:30 PM

City/State/Zip: Crofton, Maryland 21114

Company Complaining About: Comcast

Description

I use the internet exclusively for watching shows via Netflix and Hulu, playing games on Steam, XboxLive, and other services. I use the internet for general research, social connection via Facebook and web forums. I use the internet a lot and so does my wife whom I live with. Allowing these companies to place a cap and then charge extra for access to the internet, and worse, decide what you can and can't use is criminal. I pay for an IP address and a speed at which I can access the internet, not how much and what sites I can access.

(b)(6)

Ticket: # 1023353 - XX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:52:15 PM

City/State/Zip: Wixom, Michigan 48393

Company Complaining About: Comcast

Description

Comcast is nothing but a bully. Their customer service is horrible! The right hand never knows what the left hand is doing. The fees are atrocious! This is sneaky underhanded and disgusting! You will never be able to buy customer loyalty!! Great service and fair practices do.

Sincerely,

A soon to be ex Comcast customer

(b)(6)

Ticket: # 1023442 - Youtube Throttling

Date: 6/7/2016 3:15:48 PM

City/State/Zip: Lee, Massachusetts 01238

Company Complaining About: Time Warner

Description

We pay for 30mbps down/5mbps up, and for the large part receive it. Downloads run fast, gaming is great. However, youtube will often not buffer/download faster than 1mbps, making even 480p a hard time. The issue is not constrained to one youtube video, but all of them.

Attached is 1) a screenshot of a speedtest results, and 2) a graph of network usage on my local machine. The spike in said graph was made by the speedtest. The rest of the graph traffic was from a youtube video.

[Ticket: # 1023871 - XXX XXXX's complaint re: ISP Zero Rating](#)

Date: 6/7/2016 4:48:48 PM

City/State/Zip: Cambridge, Massachusetts 02138

Company Complaining About: Comcast

Description

Comcast's use of zero rating is shameful and against the spirit of the net neutrality rules that the FCC passed just last year.

Here in Massachusetts, and especially Boston/Cambridge, we have very few options for ISP providers- the prevalent one being Comcast.

Most apartment buildings are wired only for one ISP, due to contracts between large property management companies and Comcast. This makes it difficult for people to show their disapproval of tactics like this by switching to other ISPs- we have no choice.

Something must be done!

(b)(6)

[Ticket: # 1024373 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

Date: 6/7/2016 7:28:06 PM

City/State/Zip: New Orleans, Louisiana 70117

Company Complaining About: AT&T

Description

So many are watching what you're doing. This is so uncool. We will choose the company that chooses to respect the People's wishes...

(b)(6) ones

Ticket: # 1024430 - Facebook

Date: 6/7/2016 7:48:52 PM

City/State/Zip: Westfield, New Jersey 07090

Company Complaining About: Facebook

Description

I wrote a simple comment suggesting Donald Trump was not a racist. Face book banned me for 24 hours. I write a feedback to them challenging it, to which they falsey replied that my ban was 72 hours because "it appears as if you uploaded a photo or video of a minor child", which false allegation constitutes a crime under the Telecommunications act. Obviously I'd done no such thing as I was banned at that time and u avle to upload anything. The photo was a news story about a three legged pig. I have a copy. This has bmeen Facebook's punitive behavior towards anyone in disagreement with Mark Zuckerberg's politics.

Ticket: # 1024580 - Birch Communications Second Complaint

Date: 6/7/2016 9:00:02 PM

City/State/Zip: Jackson, Kentucky 41339

Company Complaining About: Birch Communications

Description

We were told that we could have access to our email account free of charge at mybirch.net regardless of purchase of Internet service. We cancelled with Birch and we were disconnected from the email without any notice. They indicated the only way they would give our information and emails back was to pay them money. This is the second complaint I have had with this company.

[Ticket: # 1024940 - AT&T Data Caps](#)

Date: 6/8/2016 6:28:24 AM

City/State/Zip: Brandon, Mississippi 39047

Company Complaining About: AT&T

Description

AT&T is now going to cap the amount of data I use over my internet connection. That is unless I pay and extra \$30 dollars a month or subscribe to DirectTV or Uverse TV. I would then not have any cap on the amount of data I use. This seems to me like its a policy designed to get people to sign up for their television offering to keep people from cutting the cord

[Ticket: # 1025517 - The FCC's ban on custom flashable firmware](#)

Date: 6/8/2016 12:45:55 PM

City/State/Zip: Carbondale, Illinois 62901

Company Complaining About: Not Relevant

Description

This requires no response of any kind. I, as a consumer, feel as though rights have been violated by proposing a ban on adjustments to power level and channel usage on wireless network environments. This has effectively put an end to the possibility of flashing custom firmwares. I am simply stating my opinion on this issue.

[Ticket: # 1025682 - Cox Communications Refusing to update their internal mail server/dns server](#)

Date: 6/8/2016 1:40:09 PM

City/State/Zip: Chandler, Arizona 85226

Company Complaining About: Cox

Description

Our business previously used Cox Communications for email services (cox mail server). We moved away from Cox to and Office365 account and made the appropriate changes with our domain registrar to point MX or mail records to the Office365 mail server. Cox however is refusing to update their internal dns servers to correctly point to our new mail server. Instead, they are routing internal mail sent from a cox account to the old mail server which now does not really exist. Even after two call to their support line, they have not made the changes necessary on their end. We have been correctly receiving email for 4 weeks now from mail sent from a non Cox account

Ticket: # 1026129 - Internet Commercials

Date: 6/8/2016 4:09:15 PM

City/State/Zip: New Oxford, Pennsylvania 17350

Company Complaining About: Comcast

Description

I have accessed numerous websites which also embed advertising within the website (most all do now). Previously, these advertisements wouldn't start unless you purposely accessed them. Recently, though, I have found that these commercials start immediately upon accessing the site and I am unable to stop or pause these ads for what seems to be the majority of the commercial. This is extremely annoying and forces me to endure the commercials. Is this allowed or can it be changed?

[Ticket: # 1026242 - Time Warner Cable appears to be throttling youtube](#)

Date: 6/8/2016 4:54:46 PM

City/State/Zip: San Antonio, Texas 78248

Company Complaining About: Time Warner

Description

Even with video quality set the lowest, Youtube buffers every time I play it. When I connect to my work VPN, with traffic transiting all the way from Texas to new jersey before going out to Youtube, video plays smoothly. When on VPN I can seamlessly turn up quality. This leads me to believe that Time Warner is not providing even handed data distribution, but is instead playing favorites.

[Ticket: # 1026549 - Yahoo policiy](#)

Date: 6/8/2016 7:05:21 PM

City/State/Zip: New Hyde Park, New York 11040

Company Complaining About: Verizon

Description

I send comments to Yahoo. They have begun a policy of designating some of us with the generic label "a Yahoo reader" Others are designated by there designated name, I do not want to be a "non person"

Te,y also censor remarks by pushing comments to the bottom of a long list, how do they choose the one to push down, seems to be censorship to me.

[Ticket: # 1026453 - Service Cap | Not allowing to use own modem for service](#)

Date: 6/8/2016 6:16:27 PM

City/State/Zip: Mattoon, Illinois 61938

Company Complaining About: Mediacom

Description

Only allowing a certain amount of monthly usage on an unlimited resource shouldn't be allowed. It is also unfair to force customers to pay for the company's equipment and not allow them to use their own.

[Ticket: # 1026473 - FCC not helping](#)

Date: 6/8/2016 6:23:07 PM

City/State/Zip: Dallas, Georgia 30132

Company Complaining About: Federal Communications Commission

Description

See last email I sent you.

[Ticket: # 1026923 - Internet Speed](#)

Date: 6/8/2016 11:12:22 PM

City/State/Zip: Winlock, Washington 98596

Company Complaining About: .

Description

My monthly Century Link bill states I have "High Speed Internet" for \$45.99 per month. In truth I have an internet speed of less than 1 mg and as a result I am unable to utilize the many features of the internet. I have also noticed the speed has slowed considerably over the last few years and fear it will continue to slow until it is completely useless. We may be a rural community but we don't want to be a "back-water" area completely out of touch with the rest of the world.

[Ticket: # 1026994 - Unwanted and forced installation of Windows 10 software on my PC](#)

Date: 6/9/2016 1:38:20 AM

City/State/Zip: San Diego, California 92105

Company Complaining About: Microsoft

Description

I am livid over the underhanded and deceptive business practices by Microsoft of installing Windows 10 on my PC without any advance notice, warning, or option to decline. I was in the middle of scanning old family photos when all of a sudden Microsoft took control of my PC and installed new software that i did not want. In fact I had repeatedly declined their annoying pop-up messages about upgrading from Windows 7 to 10. These messages were popping up on a daily basis, sometimes more than once per day. They don't seem to understand that "no" means "no", even if it is free.

Ticket: # 1027176 - Comcast

Date: 6/9/2016 9:31:09 AM

City/State/Zip: Atlanta, Georgia 30312-1232

Company Complaining About: AT&T

Description

i cancelled my service with comcast, the whore of satan, last year. it is only by the grace of God that after dealing with those people for one month I did not end up institutionalized. i will NEVER do business with that god awful wretched company AGAIN so long as I live. I WANT THEM TO STOP SENDING ME THEIR JUNK FLYERS ADVERTISING THEIR CRAPPY PRODUCTS. STOP!!!! AND COMCAST BETTER NOT CALL ME IF THEY DON'T WANT TO BE CURSED OUT JUST STOP MAILING YOUR CRAP TO MY ADDRESS.

Ticket: # 1027318 - Usage Caps

Date: 6/9/2016 10:47:10 AM

City/State/Zip: Oklahoma City, Oklahoma 73107

Company Complaining About: Cox

Description

I'd like to file a complaint that Cox is planning to extend it's usage caps across their network. Recently Frontier's CEO came out and said that that despite increasing number of users they have, the cost to deliver the data is lowering. How does enacting usage caps at this point in time do anything but help their bottom line while preventing users from actually using the capacity they are offering? Cox along with other companies continue to increase the speeds available all the while enforcing usage caps at an ever increasing pace. We pay an increasing amount each year for service while their costs have been proven to lower.

[Ticket: # 1027410 - intermittent internet connection](#)

Date: 6/9/2016 11:18:48 AM

City/State/Zip: Kittanning, Pennsylvania 16201

Company Complaining About: Windstream Communications

Description

For the past three days I (and other users of Windstream Communications) have been having difficulty connecting to our internet server. A call to Windstream confirmed that they are having somekind of technical problem in our area with customers being unable to access their internet server.

[Ticket: # 1027557 - Cox Internet data caps](#)

Date: 6/9/2016 12:01:48 PM

City/State/Zip: Wichita, Kansas 67277

Company Complaining About: Cox

Description

Cox Communications just cut my monthly data allowance in half. For more than a year my data allowance has been 2000 GB and yesterday they cut it to 1000 GB without any advance notice whatsoever.

Ticket: # 1027849 - Straight Talk Wireless False Advertising and providing false information Customers

Date: 6/9/2016 1:33:49 PM

City/State/Zip: Olathe, Kansas 66061

Company Complaining About: Straight Talk

Description

(b)(6)

[Ticket: # 1048865 - internet](#)

Date: 6/22/2016 7:51:39 AM

City/State/Zip: Prosperity, South Carolina 29127

Company Complaining About: Toast.net

Description

Fox News must have been blackballed. I cannot contact them online the webmaster keeps telling me that it is an invalid address. I watched the Factor and all emails came from liberal states. WHY?

[Ticket: # 1029109 - ATT throttling](#)

Date: 6/9/2016 10:13:00 PM

City/State/Zip: San Antonio, Texas 78254

Company Complaining About: AT&T

Description

As an AT&T uverse customer who pays for their higher end services I find youtube to consistently be significantly slower to the point where videos will not play, or even the ads. Running multiple internet speed tests shows my download speeds to be much, much lower (12-16MB/s) than what I am paying for (24 MB/s).

Ticket: # 1029903 -

Date:

Ticket: # 1029826 - Charter-TWC-Bright House merger Complaint**Date:** 6/10/2016 12:48:18 PM**City/State/Zip:** Northville, New York 12134**Company Complaining About:** Charter

Description

Time Warner Cable (TWC) has removed my freedom of watching a TV show on my laptop computer while using their Road Runner internet service. Last year with TWC Road Runner, I could watch TV shows on my laptop computer. In Florida, I can watch TV shows on my laptop using Bright House Road Runner. But now with the Charter merger, TWC has denied me the ability to watch TV shows using my laptop. I have no doubt that those financial predators would let me watch those shows if I was willing to let them extort more money from me which I will not do. Why does the FCC allow these mega mergers that end up taking away freedoms from the consumer? You people are not doing a very good job when you allow these predatory corporations to rip off their customers!

Ticket: # 1029906 -

Date:

[Ticket: # 1029959 - XXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

Date: 6/10/2016 1:39:39 PM

City/State/Zip: Philadelphia, Pennsylvania 19104

Company Complaining About: Comcast

Description

I was very happy last year when the FCC protected net neutrality. However, Comcast (and other ISPs) are trying to subvert the wise decision that the FCC made, to protect their interests. This has got to stop, and I urge the FCC to make its decision regarding zero-rating publicly, ideally without the input of Comcast + other ISPs.

(b)(6)

Ticket: # 1030352 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:24:22 PM

City/State/Zip: Lake Jackson, Texas 77566

Company Complaining About: AT&T

Description

The fact that this again a problem with my phone and internet provider is atrocious. I am severely disappointed in AT&T.

Not only would this make a bad mark on the internet, but also in the face on America's capitalistic views.

(b)(6)

[Ticket: # 1032041 - Time warner cable throttling adult sites](#)

Date: 6/12/2016 2:53:54 AM

City/State/Zip: Brooklyn, New York 11201

Company Complaining About: Time Warner

Description

I believe TWC is giving preferential treatment to "legitimate" sites and intentionally giving lower bandwidth to adult sites. It's too consistent to be a coincidence.

Ticket: # 1030406 - Cox dropped data "limit" from 2TB to 1TB without informing me

Date: 6/10/2016 3:39:10 PM

City/State/Zip: Tulsa, Oklahoma 74114

Company Complaining About: Cox

Description

Cox dropped the data usage limit on their Ultimate speed tier from 2TB of data to 1TB of data without informing me of this (nor anyone else, apparently). They are not charging overages yet, however this struck me out of the blue because I was never informed, nor did I ever receive any email that I've used twice my "allotted" data in the first two weeks of the month.

I am paying the exact same amount for literally half the data I previously received.

Ticket: # 1031677 - Broadcasting yahoo

Date: 6/11/2016 4:03:25 PM

City/State/Zip: Perrid, California 92571

Company Complaining About: Verizon Wireless

Description

My apologies this third time I've contacted but Google provided me new and the right information on on who was hacking me it wasn't my neighbors feel really bad for accusing them I've apologized I just didn't know the right answers until Google helped me but I had to do research in this on my own I found out it was my own family my little nephew (b)(6) he an intelligent kid somehow he convinced yahoo lies about me due to me calling cps on his mom he really good with gadgets he jailbroke his iPhone and modified his Xbox I'm writing to clear the my resume on my neighbors they had nothing to do with but my family cummunicated with and provided a bunch of lies my sibling abused me physically, verbally as a child and they were doing the same cycle to there kids and I wasn't gonna let that happen to them. I have to mental medication everyday because of the traumatic things they did to me (b)(6) brother and sister's.

Ticket: # 1032195 - Comcast Data Cap

Date: 6/12/2016 1:40:25 PM

City/State/Zip: Midvale, Utah 84047

Company Complaining About: Comcast

Description

(b)(6)

[Ticket: # 1032313 - Comcast, fraudulent data billing](#)

Date: 6/12/2016 4:55:50 PM

City/State/Zip: Elizabethtown, Kentucky 42701

Company Complaining About: Comcast

Description

Comcast did not disclose data usage policy prior to contract execution and sent zero notifications within period to enable me to cancel contract in the beginning period without penalty. This is deceptive business and clearly within the FCC realm to control this. criminal behavior.

How many complaints do you need to act?

[Ticket: # 1032458 - Facebook and 1st amendment](#)

Date: 6/12/2016 9:16:34 PM

City/State/Zip: Newnan, Georgia 30271

Company Complaining About: Nulink

Description

FB has removed Pam Geller's FB account page stating her group does not meet their standards. However they have continued allowing Occupy Democrats which is a hatefilled, profane, vulgar, vile site calling Christians and conservatives names repeatedly. Are they allowed to do this?

Ticket: # 1032636 - Cricket Wireless Hot Spot Block

Date: 6/13/2016 9:30:40 AM

City/State/Zip: Shawnee, Kansas 66216

Company Complaining About: Cricket

Description

I pay for 2.5 GB of data every month, but Cricket Wireless has blocked my phone from using the built in WiFi hotspot. The 2.5 GB is paid for no matter if I use it or not. They should not be allowed to prevent my phone from using hotspot. They will let me use the hotspot if I pay \$10 more per month.

Ticket: # 1033526 - Scammer s/Federal Reserve Bank New York USA

Date: 6/13/2016 3:24:15 PM

City/State/Zip: Burlington, Kansas 66839

Company Complaining About: Mediacom

Description

6.13.16. mon @ 0832 hrs KS time

Consumer complaint

RE: Scammers stating there from the: Federal Reserve bank of New york, USD

1-912-472-8644, Tybee Island, GA

Ststing ive Abandonnd \$ 4.7 million dolrar credit card & i need to send the \$ 819.00 for the transfer of funds.

my texts come threw on (b)(6) Google voice forward to my cell phone (b)(6) & forward to my answering machine (b)(6) home phone

[Ticket: # 1034292 - Comcast Blocking HBO GO on Tivo](#)

Date: 6/13/2016 9:23:58 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

Comcast restricts the ability to use the HBOGO app on Tivo for no reason other than trying to skim more money out of people. We pay for the service and EVERY other provider works BUT Comcast. There is no technical reason for the block and this is violating Net Neutrality.

[Ticket: # 1034307 - My Service provider seems to be restricting my search access to information](#)

Date: 6/13/2016 9:39:37 PM

City/State/Zip: Locust Valley, New York 11560

Company Complaining About: Verizon

Description

I was searching using my Yahoo browser I believe it was this past Friday night and was able to find good and BAD reviews on FIOS new Quantum G100 wireless router and tonight I went and tried to do the same search and I am unable to find the negative reviews that I had found on Friday. I am upset knowing that any provider can not restrict or direct any searches or any online information requests. I am an FCC General Radiotelephone operator License holder with years in the communications industry and it irks me when corporations over step their authority while changing me for it.

Thank You

(b)(6)

Ticket: # 1034538 - Throttling by time warner cable internet

Date: 6/14/2016 6:07:14 AM

City/State/Zip: Albany, New York 12202

Company Complaining About: Time Warner

Description

I have time warner's fastest internet service available in my area (50mbps down/5mbps up). When trying to watch videos on youtube, and only youtube, I get constant buffering for anything 720p or above. My connection is wired and has been stable for the past couple of years. Resetting my router and modem does nothing, nor does changing cables. Note this only happens when watching youtube. Doing one of the several speed tests available on the web (speedtest.net, testmy.net, etc.) shows my connection is fine and running at full speed.

[Ticket: # 1034572 - Cox internet](#)

Date: 6/14/2016 8:36:42 AM

City/State/Zip: Enfield, Connecticut 06082

Company Complaining About: Cox

Description

Inaccurate data meter, just cut my data allotted in half with no notification, very low monthly data allotment, caps are used to protect video distribution and have nothing to do with fairness.

[Ticket: # 1034725 - Website throttling](#)

Date: 6/14/2016 9:58:13 AM

City/State/Zip: Windsor, Illinois 61957

Company Complaining About: Consolidated Communications

Description

I am having trouble accessing any website that isn't a mainstream website such as youtube, google, yahoo, etc. I have a large packet loss rate and a download speed similar to speeds during the 1970's or early 80's.

[Ticket: # 1034793 - Poor Youtube Performance](#)

Date: 6/14/2016 10:28:53 AM

City/State/Zip: Houston, Texas 77084

Company Complaining About: Comcast

Description

No matter how fast my connection may be to other sites, yet again Comcast does not provide a stable, reliable connection to Youtube.

[Ticket: # 1034887 - email address with at&t company](#)

Date: 6/14/2016 11:00:22 AM

City/State/Zip: Walls, Mississippi 38680

Company Complaining About: AT&T

Description

i have had access to a email address ((b)(6) ██████████@bellsouth.net) for over 16 years now they are tell me i cant access that account because it has been suspended and know real reason why. this is a work related email so that mean i'm losing thousand of important emails.

Ticket: # 1034916 - AT&T UVerse Data Caps

Date: 6/14/2016 11:12:01 AM

City/State/Zip: Columbia, South Carolina 29223

Company Complaining About: AT&T

Description

I am writing to express my displeasure that AT&T is allowed to set a limit on broadband internet usage.

I pay a fair monthly charge for a service that is always-on and need not be metered. To have a looming threat of additional charges should I exceed the usage limit is an unfair burden as a consumer.

Ticket: # 1036258 - Pricing of internet and ISP slowing down internet**Date:** 6/14/2016 7:04:29 PM**City/State/Zip:** Anchorage, Alaska 99508**Company Complaining About:** <https://www.gci.com/internet/plans>

Description

Dear FCC: Plz help us! We are in Alaska, and due to this, I would argue it is IMPERATIVE that we have monthly internet at a reasonable price in Anchorage, AK to link us to not only the lower 48, but other businesses in Alaska. Plz see this site <https://www.gci.com/internet/plans> This site is gouging working families and professionals, as for the HUGE monthly fee of \$60, we get internet that GCI will slow down so much as to be akin to dial-up! My latest ookla speedtest is running (on my new HP laptop with Widows 10 OS) at 1/2 of ONE Mbps when we are supposedly paying for 10 (TEN) Mbps. GCI constantly claims we are at the data limit they set, though we are limited to watching the lowest quality netflix, never use facebook, never upload videos to youtube, can basically never watch anything on YouTube, etc. We are paralysed as two professional adults. We cannot take online courses or even run our two laptops at the same time in our house. Plz look into why Alaskan working families and professionals on budgets are being discriminated against because we live here. It is bad enough, the (understandably) higher cost of heating (vs lower 48) for our apartment in winter, the higher (vs lower 48) rent cost up here. Now we are forced to pay \$60 for non-working internet. There are no other 'net providers that cover our address, and only a few providers in Anchorage and the next one charges \$80 (EIGHTY!!!! dollars) to not cap and slow down the internet at this website <https://www.alaskacomunications.com/For-Your-Home/Unlimited-Internet>. We cannot afford 60/ mo so 80/mo is out of the question!! The internet at Anchorage residences at a reasonable fee is absolutely ESSENTIAL up here for checking weather all year, especially winter, for hearing news from the lower 48, like the upcoming presidential election, for being able to make purchases for winter supplies and gear, etc etc. Plz help ensure Anchorage can have functioning internet that truly works for a reasonable price, comparable to the lower 48 states. PLEASE KEEP THE INTERNET FROM BECOMING A TOOL ONLY THE WEALTHY CAN AFFORD TO HAVE AT THEIR HOME LOCATIONS. Military families, working families, working professionals, and students all NEED this vital tool to function and at a level we can afford to pay on top of our other monthly expenses. Thank you for your help.

[Ticket: # 1036469 - Computer software hoax.](#)

Date: 6/14/2016 8:31:29 PM

City/State/Zip: Temecula, California 92592

Company Complaining About: Supremo Internet Security

Description

I received a phone call from an individual claiming to be a Microsoft support technician. I was told that my software has been hacked, and they offered to sell me a software security pack for "only" \$199.00. This was a supposed "lifetime" internet security package. He showed me all of the software that was stopped, and said that because I had an "public" IP address my internet was being hacked. When I informed him that I didn't have that amount due to being on a fixed income, he became more insistent that if I didn't pay I couldn't use my computer and proceeded to lock me out using his access to my laptop. When I told him no I couldn't afford to do it, he then hurled a few profanities, and hung up.

The phone number presented on my cell phone was: (970) 249-2572, and was listed as Montrose, CO.

I hope this helps stop a phone scam perpetuated on computer users. And particularly senior citizens.

[Ticket: # 1036815 - hbogo not available on PS4 for comcast customers](#)

Date: 6/14/2016 11:23:14 PM

City/State/Zip: Dresher, Pennsylvania 19025

Company Complaining About: Comcast

Description

HBOGo remains inaccessible for Comcast customers attempting to access the service via PS4. This is unacceptable, as customers are paying for both HBO as well as their cable service, but are being denied access to the app merely because they own a different streaming device than others.

[Ticket: # 1037286 - Reduction of data caps](#)

Date: 6/15/2016 10:01:31 AM

City/State/Zip: Moore, Oklahoma 73160

Company Complaining About: Cox

Description

Cox communication has recently reduced the day caps of their highest packages from 2tb to 1tb. There has been no communication about this change and no options to increase it.

[Ticket: # 1037406 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

Date: 6/15/2016 10:51:37 AM

City/State/Zip: Sun Valley, Nevada 89433

Company Complaining About: Comcast

Description

The Internet is for all and no one regardless of interest may lay claim to its infrastructure. On a technical level and digital level it is without borders or boundaries. One day it will be truly be world wide and more importantly then ever before an open freedom rich experience is a human right that predates private interests by at least half a century.

(b)(6)

Ticket: # 1042790 - Unwanted Text Messages

Date: 6/17/2016 4:23:09 PM

City/State/Zip: Washington, District Of Columbia 20010

Company Complaining About: AT&T

Description

I have been receiving text messages from USPS Text Tracking number(28777) and i am unable to subscribe from this service. I have tried contacting USPS about this and no luck. All the short codes to leave this services do not work.

Ticket: # 1037946 - Cox - Usage caps reduced without notice or reason

Date: 6/15/2016 1:30:25 PM

City/State/Zip: Santee, California 92071

Company Complaining About: Cox

Description

Caps for Cox's highest internet plan were very recently 2TB. As of about June 9th, without notice, these were reduced to 1TB with no explanation or reason given. At the current time, Cox does not enforce caps with overage fees, but it seems almost inevitable that they will start doing so, and they are preparing for charging overage fees by reducing the allowed usage. This seems like the typical money grab from an ISP where the only competition is DSL or Wireless, which is basically no competition at all.

You can see what the caps USED to be by looking at the internet archive.

<http://web.archive.org/web/20160605042830/www.cox.com/residential/support/internet/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-000000000000>

Look at that same article today, and you'll see the limits are now 1TB.

Ticket: # 1037989 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:41:02 PM

City/State/Zip: Walnut Creek, California 94595

Company Complaining About: AT&T

Description

As leaders, it is your job at the FCC to ensure these corporations are not allowed to become the gatekeepers of the internet. Your responsibility is to we the people.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)(6)

[Ticket: # 1039131 - Cox internet in Fayetteville, AR](#)

Date: 6/15/2016 9:43:32 PM

City/State/Zip: Fayetteville, Arkansas 72701

Company Complaining About: Cox

Description

Our ISP in Fayetteville, AR, Cox Communications, has recently slashed maximum allowed data and imposed large overage fees. Internet is supposed to be a utility, not a luxury that Cox can make unlimited profit on.

Ticket: # 1039203 - Cox Communications Data Limits

Date: 6/15/2016 10:53:35 PM

City/State/Zip: Tempe, Arizona 85284

Company Complaining About: Cox

Description

Cox Communications has had a "soft" data limit of 2TB for the largest bundle available. I use an average of 2TB of data a month, as I "cut the cord". This month, Cox changed their policy and reduced my data limit to 1TB. I have absolutely no other options. Cox has announced they will soon charge overages, and I will be hit with hundreds of dollars of overages. This will go straight to Cox's pocket. The FCC's job is to regulate this stuff, please do your job. The public is counting on you to look out for our best interests and prevent this bullshit.

[Ticket: # 1039301 - Comcast isp blocking websites](#)

Date: 6/16/2016 2:06:29 AM

City/State/Zip: Thornton, Colorado 80241

Company Complaining About: Comcast

Description

Comcast is deciding to block me from viewing websites I've frequented for years. I can still see the websites using other providers (like on my phone) but not Comcast. Going to the websites gives me a blank page with "403 Forbidden. Request forbidden by administrative rules."

Ticket: # 1039305 - ATT Modem Resets Offer Whenever I Access YouTube - Relatively New Issue

Date: 6/16/2016 2:19:57 AM

City/State/Zip: Sacramento, California 95831

Company Complaining About: AT&T

Description

Starting about maybe three-four months ago, the DSL-Modem sold to me by ATT a few years ago began resetting/rebooting randomly, almost exclusively only when I was accessing YouTube videos. I am also told by them that I have no option of replacing with one of my own choosing, but that I must buy or exchange with another from them.

As many years as I have had internet service, I have never experienced this type of service interruption, and it seems odd that it tends to happen when I am on YouTube.

They have also sent out a card recently stating that they are going to start charging more for more bandwidth use, even though I have been on a limitless bandwidth plan for awhile, unless I fork over additional \$30/mo.

Thank you!

[Ticket: # 1039401 - Isp Throttling our connection](#)

Date: 6/16/2016 8:57:50 AM

City/State/Zip: McMinnville, Oregon 97128

Company Complaining About: Online Nw

Description

Many months of testing has shown that we are being sold wifi Internet for \$65/mo for 3-5Mbps download, but have never been able to achieve over 2.8Mbps. Evenings and weekends our service falls to virtually nothing. The access point has been completely oversold. Numerous complaints to OnlineNW over 1.5 years have not helped. They shrug their shoulders.

[Ticket: # 1039437 - Windstream](#)

Date: 6/16/2016 9:10:06 AM

City/State/Zip: East Brady, Pennsylvania 16028

Company Complaining About: Windstream Communications

Description

She is having issues with Windstream. She has not had internet for 18 days in the past 6 weeks; this last time she did not have internet for 6 days. When you call you are on hold for 1-2 hours and then they offer a service man which takes an additional 5 days for him to come out. Currently her internet is working but for how long? They do not disclose that there will be all these issues prior to signing up... ***CTR375-phone***

[Ticket: # 1039463 - Internet data limits](#)

Date: 6/16/2016 9:24:04 AM

City/State/Zip: Avondale, Arizona 85323

Company Complaining About: Cox

Description

I recently read that Cox Communications may start putting limits on internet users as well as charging them overage fees if they cross those limits. There is absolutely no reason you would be charging for overages or placing limits on customers unless it is solely out of greed. I work from home as well which means I require my internet for business and pleasure.

[Ticket: # 1041108 - Ethics, price fixing](#)

Date: 6/16/2016 6:45:23 PM

City/State/Zip: Chandler, Arizona 85224

Company Complaining About: Centurylink

Description

Century Link is the only provider I am allowed access to. Their prices are high, the service is terrible and I have been told that they have the territory where I live. I tried to get COX and they said it was not their service area.

The same holds true for AT&T. This would be bid rigging in the private sector and subject to fines and jail time. Is this legal with Federally regulated companies?

Ticket: # 1041367 - Metered Internet Usage

Date: 6/16/2016 9:13:02 PM

City/State/Zip: Tempe, Arizona 85281

Company Complaining About: Cox

Description

Per COX's website: <https://www.cox.com/aboutus/policies/speeds-and-data-plans.html>, they are planing to introduce metered usage to their internet plans. Seeing how they provide TV services it becomes clear, that they are attempting to unfairly attack online streaming services with their limitations.

But even beyond just that, as more and more of our daily lives get moved to the online realm, this becomes unacceptable. I have daily tasks related to both my job and my life which requires me to be online, doing something like this is fundamentally damaging to our way of life.

Please, stop them.

Ticket: # 1042241 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Their data meter is as arbitrary as their billing.

Date: 6/17/2016 1:37:51 PM

City/State/Zip: Little Rock, Arkansas 72202

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #875411 "Re: [FCC Complaints] Re: Th..."

Since we just don't want to address my other issue. How about this one. Comcast owes myself and at least one other person I referred the visa gift cards they offer when signing up/transferring/referring someone if they use your code. I have sent multiple emails to their "executive relations" joke team. They simply choose to not respond. And when you call you get transferred to some department that hangs up on you. I've even offered MULTIPLE times to take mine in the form of account credit one rep even agreed that would be amicable and said he was going to have his supervisor credit me the 320.00 no credit ever came.

Sent from XFINITY Connect Mobile App

----- Original Message -----

From: FCC

To: (b)(6)

Sent: April 19, 2016 at 7:42 AM

Subject: [FCC Complaints] Re: Re: [FCC Complaints] Re: Their data meter is as arbitrary as their billing.

Ticket: # 1042296 - Internet speed issues

Date: 6/17/2016 1:56:13 PM

City/State/Zip: Batesville, Indiana 47006

Company Complaining About: Frontier Communications

Description

He has phone and internet service with Frontier Communications. One day the internet works fine and then doesn't work for several days. He has called Frontier and they tell him he is the last on the line and he gets what is left. They have not sent a technician to review. He is paying for High Speed internet but do not receive this. Even when it works he are not getting the speeds he are paying for. He had done speed tests and he is only receiving 25% of what he is paying for.

[Ticket: # 1042429 - Internet Slow Speeds](#)

Date: 6/17/2016 2:28:10 PM

City/State/Zip: Fresh Meadows, New York 11366

Company Complaining About: Verizon Wireless

Description

The internet in our house is experiencing slow internet speeds during different times in the day. Speeds would slow down considerably then go back to normal levels.

[Ticket: # 1042437 - Slow internet speeds](#)

Date: 6/17/2016 2:31:35 PM

City/State/Zip: Fresh Meadows, New York 11366

Company Complaining About: Verizon

Description

Internet speeds are inconstant, fluctuating between good speeds and really slow speeds. Has slowed down in general over the past week or so.

Ticket: # 1042494 - MediaCom

Date: 6/17/2016 2:53:56 PM

City/State/Zip: Ames, Iowa 50011

Company Complaining About: Mediacom

Description

I received an email from Mediacom, my internet service provider, asking if I wanted to volunteer for the Measuring Broadband America program. I see on your website that there IS such a program but is this how you are recruiting volunteers? I'm willing to sign up but I wanted to make sure this was a legitimate request first.

[Ticket: # 1042979 - slowed Internet with caps](#)

Date: 6/17/2016 5:33:40 PM

City/State/Zip: Rosamond, California 93560

Company Complaining About: AT&T

Description

Att has slowed my internet speed and capped me at 300 gig per much. For home dsl connection. Bribed me to get direct TV for unlimited net but warned slow speed after X amount of gig used

[Ticket: # 1043406 - Throttled internet speeds](#)

Date: 6/18/2016 12:20:49 AM

City/State/Zip: Phoenix, Arizona 85022

Company Complaining About: Centurylink

Description

My internet speeds should be around 40 Mbps but they are at about 4 Mbps and this has been an issue even after they came to my house and "fixed" the issue.

[Ticket: # 1043587 - Hotwire injection ads](#)

Date: 6/18/2016 11:30:19 AM

City/State/Zip: Miami, Florida 33125

Company Complaining About: Hotwire Communications

Description

I received an ad directly from Hotwire injected into a webpage asking me to complete a survey on my service. It did not originate from the webpage I was visiting. It is my understanding that tampering with communications as part of a common carrier, which includes Hotwire as a broadband service regulated under Title II, is illegal. I am uncomfortable with the injection of ads into a PAID service, and also the privacy ramifications of utilizing packet inspection in order to deliver these ads.

[Ticket: # 1043709 - Frontier Internet](#)

Date: 6/18/2016 1:28:04 PM

City/State/Zip: Vienna, Illinois 62995

Company Complaining About: Frontier Communications

Description

Our Internet service is awful and it is completely out right now. When we call frontier to get someone out here to fix it, it takes days for anyone to show. I never know if they have even shown up because I never physically see anyone.

[Ticket: # 1044149 - ATT imposes Internet Data Caps for non subscribers.](#)

Date: 6/18/2016 11:29:10 PM

City/State/Zip: Westerville, Ohio 43081

Company Complaining About: AT&T

Description

I signed up for unlimited internet uverse. ATT used this as a bait and switch and now have instituted a cap of 600 GB data a month, and call it giving me choices? They said their infrastructure was so good they wouldn't need to institute caps. They really don't it is not costing them any more data cost have gone down my internet prices have gone up, but because companies have a wink and a nod anti-competition agreement in areas I am forced to deal with them. I signed up for unlimited internet and now they are saying that was not the case. They have also changed their terms to include complaints can only be filed in arbitration, by their paid arbitrators. I wonder who will win that dispute? The cable industry is a dying dinosaur grasping at straws trying to milk a failing business model instead of adapting. Do not allow these anti-consumer changes, please punish ATT for their consumer abuse.

Ticket: # 1044171 - Cable One Internet complaint

Date: 6/19/2016 12:08:11 AM

City/State/Zip: Bartlesville, Oklahoma 74003

Company Complaining About: Cable One

Description

We use our internet mainly for streaming services (Netflix, Hulu, Amazon, etc.) as we do not have cable or satellite. Cable One has made us move up to more expensive plans multiple times in the last year due to our "excessive" usage. We originally had an unlimited data plan with them but last year they suddenly changed us to a 300 gb plan, then forced us to the 400 gb plan, and have now made us move to the 750 gb plan. The first move jumped our price from \$50 to \$80; now we are up to \$135! The moves were mandatory: we either upgraded or had to cancel our service. There are no other options in our town.

[Ticket: # 1044232 - ISP may be slowing my connection to Netflix](#)

Date: 6/19/2016 9:41:01 AM

City/State/Zip: Portersville, Pennsylvania 16051

Company Complaining About: Armstrong

Description

I've been trying to watch Netflix and on my mobile devices it needs to buffer every couple seconds. On my desktop though it plays at an extremely low bitrate. Youtube works fine playing HD though. And I've run internet speed tests and with the speeds that the tests are coming up with I should have absolutely no problem streaming in HD.

[Ticket: # 1044531 - Throttling Internet](#)

Date: 6/19/2016 7:50:15 PM

City/State/Zip: Saraland, Alabama 36572

Company Complaining About: Comcast

Description

I am pay for a 75 Mbps connection and they're only giving me 30-35 at max. I'm paying 79.99 when they should be charging me 69.99 for what they are giving me. I want the connection I signed a contract for.

[Ticket: # 1044553 - Verizon disabling Samsung software on new Galaxy phones](#)

Date: 6/19/2016 8:45:02 PM

City/State/Zip: Hamptonville, North Carolina 27020

Company Complaining About: Verizon Wireless

Description

Verizon disables Samsung Find My Mobile application which is a free service from Samsung, that is installed on Galaxy phones. They instead offer a similar service, with a lesser set of features, for a monthly fee of \$11.

Ticket: # 1044557 - Scam via online fill in form

Date: 6/19/2016 9:00:20 PM

City/State/Zip: Washington, District Of Columbia 20015

Company Complaining About: Talkagent.com

Description

Someone took the time to come to our website, not-for-profit organization, on 3 different occasions to fill out (or copy and paste) an online form. A scam. talkagent.com, email: bd@talkagent.com

Ticket: # 1044743 - Comcast blocking content

Date: 6/20/2016 8:15:12 AM

City/State/Zip: Rochester Hills, Michigan 48307

Company Complaining About: Comcast

Description

Comcast blocks HBO GO and other TV content from devices in which the device manufacturer hasn't paid Comcast a fee.

For example: While on Comcast, the HBO GO app works great on Roku. Meaning, Comcast is in the list of ISPs to authenticate with. However, you load the same app on Playstation 3, Playstation 4, Tivo, and a few others, and Comcast is not listed as a provider.

It is well documented here:

<http://www.fool.com/investing/general/2015/03/09/why-comcast-corporation-blocked-hbo-go-on-sony-corporation.aspx>

This has been going on for a few years now.

Obviously, Comcast demanding payment from device manufacturers for authentication, is not in the consumer's best interest.

Ticket: # 1044746 - Net neutrality violate suspected

Date: 6/20/2016 8:24:35 AM

City/State/Zip: Adams, Massachusetts 01220-1111

Company Complaining About: Time Warner

Description

Despite more than adequate network statistics (pings, speedtests, etc) I have noticed Time Warner Cable (Spectrum) seeming to give preferential treatment to some internet content over others.

My own site, for example (universal-nexus.com), will sometimes time out on a TWC connection while loading without issue on an alternative connection (cell phone data, DishNet, etc). Other sites as well, for example alternative news sources, sites fighting in favour of strong net neutrality regulations are randomly "unable to connect to host" ...

It's not constantly, only consistent. Refresh once or twice and suddenly it loads fast as you please.

[Ticket: # 1045223 - Microsoft](#)

Date: 6/20/2016 12:52:33 PM

City/State/Zip: Austin, Texas 78751

Company Complaining About: AT&T

Description

Microsoft keeps placing adds for their Explorer 10 on my computer and this interrupts my internet experience. What a piece of junk that E10 is. I downloaded it and could not use it without completely relearning the new system . I immediately went back to windows 7 which works excellently.

Why does Microsoft have to "bully" me into using their upgrade, by harassing my I-net experience. I may need to find a new provider.

[Ticket: # 1045548 - Disappearing Data Allowance](#)

Date: 6/20/2016 2:36:37 PM

City/State/Zip: Marshall, Texas 75670

Company Complaining About: Hughes Net

Description

My status meter is showing data is being used when nothing is connected to the internet. Router is turned off and disconnected, and data is still, according to the status meter being used.

[Ticket: # 1048559 - Data usage accuracy](#)

Date: 6/21/2016 8:18:40 PM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

I switched from the unlimited to the 1 terabyte plan. This month my usage is showing significantly higher than normal. My router statistics show my normal usage, but Comcast is reporting very high usage. I called customer service several times and they were no help. They had no technical info, just generic info like change your password. I strongly feel their measure of my usage is incorrect. I've never used this much data in the past.

[Ticket: # 1048823 - sexual traffic?exploitation narcotics?](#)

Date: 6/22/2016 3:02:58 AM

City/State/Zip: Colorado Springs, Colorado 80903

Company Complaining About: Metropcs

Description

<https://plus.google.com/102482438029621777111/posts/FCBHFCJwZjy>

Bone-thin-girl gang-banged. Posted on G+

Ticket: # 1049765 - Unconstitutional Censorship by Facebook

Date: 6/22/2016 2:12:40 PM

City/State/Zip: League City, Texas 77573

Company Complaining About: Facebook

Description

The description of the complaint is contained in the text below, which I posted on facebook but copied before posting because I suspect it will also be deleted.

ATTENTION FACEBOOK

As an American citizen, I am guaranteed, by the Constitution of the United States, the right to freedom of speech as follows;

Freedom of expression consists of the rights to freedom of speech, press, assembly and to petition the government for a redress of grievances, and the implied rights of association and belief.

https://www.law.cornell.edu/wex/first_amendment

However, you (facebook.com founders, administrators) are denying me this constitutional right by *automatically* deleting the facts and opinions I post, thus implementing UNCONSTITUTIONAL CENSORSHIP because my opinions do not align with your political agenda.

Therefore, be advised that I intend to report this activity to the FCC, and the National Coalition Against Censorship

<https://www.fcc.gov/consumers/guides/fcc-and-freedom-speech>

<http://ncac.org/resource/a-selective-timeline-of-the-internet-and-censorship>

[Ticket: # 1050630 - Hey there.](#)

Date: 6/22/2016 6:58:19 PM

City/State/Zip: Portland, Oregon 97203

Company Complaining About: Comcast

Description

Comcast is intentionally slowing youtube.com in portland oregon. Other streaming sites work perfectly fine, but youtube.com runs for 3 videos and then stops

Ticket: # 1050821 - Blocking of legal content by lockdown of email account

Date: 6/22/2016 8:30:59 PM

City/State/Zip: Taunton, Massachusetts 02780

Company Complaining About: Comcast

Description

Security camera that sends images to personal e-mail account was disabled by unauthorized change of password. Comcast the ISP and provider of email claims to have detected a "security" threat and changed password to my account without notification. Comcast would not disclose the specific detail as to what triggered their concern regarding the security threat. The security of the account in question was not compromised.

By its unsolicited actions, Comcast disabled a security system which was monitoring a remote location. Comcast does not provide a means to opt out of their account security monitoring. Through its actions under the guise of account security, Comcast has created a vulnerability to personal security systems which depend upon reliable communications to function. Comcast policy of forcing a new password to be implemented and not allowing the previous password to be restored means that the security cannot be brought back online in a timely manner. Security system components by design do not allow remote reconfiguration of passwords. A technician must make a trip to the remote location to reconfigure the device to use the new Comcast email password. Thus the security system is knocked out for a protracted time.

Comcast also has a conflict of interest as it provides a competing internet based home security system for additional monthly charges. Through their policies outlined above, Comcast has created a vulnerability in competing security products. By creating a means to disrupt access to one's email account, Comcast has unfairly placed competing security products at a competitive disadvantage

Ticket: # 1050954 - Please Look Into This Read the Comment Section

Date: 6/22/2016 9:56:23 PM

City/State/Zip: Lawton, Oklahoma 73505

Company Complaining About: Youtube

Description

Filed through youtube in Response to "THE CRINGIEST KID ON THE ENTIRE PLANET RETURNS WITH FIRE" : Jokingly at first but in the response I cannot unwatch this without mixed emotions on either like / dislike point is children under the age of 18 I Do Not want to see them without decent cloths also adult body actions the FCC usually regulates these kinds things with media content I know if I go to the beach this would be expected but there was no adult present in this video so makes me wonder if parents were aware or not my request is that no one under age without parent or guardian should be able to release this kinda content also any sexual nature or reference should be prohibited by the way I came across this when viewing XBOX Video game Dead Island I just wanted to comment also that the source should be looked into not the person to whom commented or release this video.

Sincerely, An Avid Concerned Youtuber Thank You.

By the way the notes may differ slightly from what is actually posted through YouTube today on 06/22/2016

[Ticket: # 1051085 - Selective web service speed cap.](#)

Date: 6/23/2016 1:01:15 AM

City/State/Zip: Seattle, Virginia 98103

Company Complaining About: Comcast

Description

I continued to receive normal service but the website youtube had a severe speed cap. To test it was an issue with Comcast and not youtube I used a VPN and the site worked at full speed meaning Comcast was deliberately slowing the speed of youtube. This lasted a couple weeks and has stopped. I just wish to file a complaint for placing a speed cap on certain websites with no explanation of why

Ticket: # 1051152 - Fraudulent activities around ISP's

Date: 6/23/2016 7:17:45 AM

City/State/Zip: Hoofddorp, Washington 20850

Company Complaining About: [Http://www.confluence-networks.com/](http://www.confluence-networks.com/) //

[Http://publicdomainregistry.com/](http://publicdomainregistry.com/)

Description

Dear Sirs,

I am an employee of TNT Express NV of Taurusavenue 111, 2132 LS Hoofddorp, P.O. Box 13000, 100 KG Amsterdam, The Netherlands

It has been brought to my attention that a domain under the control of PDR (<http://publicdomainregistry.com/>) or <http://www.confluence-networks.com/> - because this is one company. Is being used for criminal activity, distributing email claiming to be from TNT in an attempt to coerce recipients into transferring money to facilitate the delivery of fictitious consignments.

We have tried to call both of the ISP's and e-mail them however they did not take any actions or respond. Over the telephone they promised to take actions and till this day nothing has changed.

Ticket: # 1051705 - Fraudulent posting of an event**Date:** 6/23/2016 12:56:04 PM**City/State/Zip:** Isleton, California 95641**Company Complaining About:** Frontier Communications

Description

False and inaccurate posts are being made on what appears to be on behalf of the Isleton Chamber of Commerce but in fact is directed at confusing consumers and causing harm to the chamber due to the fraudulent nature of the content. Over father's day weekend an ad on the Everfest website was posted announcing the Isleton Crawdad Festival. This festival went on for 22 years but was sold to R Wild Horse Ranch in Red Bluff in 2008. Also during this time the chamber closed and their website was sold to a company in Turkey. This website still remains our chamber inability to remove it. The new chamber has their website Isletonchamber.com. This advertising of the festival created chaos and confusion in the small town of Isleton. We had 1000s of people drive in looking for the festival, we fielded over 300 calls in the chamber office and one restaurant in town received over a 1000 calls. People were angry, especially the ad linking it into the now defunct website of the chamber. Also people said they had purchased tickets off the Everfest website. The chamber of commerce normally has their festival father's day weekend called the Cajun and Blues. Last year we had some threats from the community about our festival threatening to close the festival down and closing the chamber down. This group wanted to start their own festival. This year we moved the festival to the last weekend in June, 25 and 26 to avoid conflict. If we had continued to have the festival on Father's Day weekend, we would have had chaos and pandemonium. People were visibly angry even coming into the chamber office and accusing us of false advertising. We contacted Everfest on June 17 asking them to remove the ad. They did not respond to our 2 requests till Monday June 20 saying they were sorry and it won't happen again. His name is Cory Post from Everfest. His email address is Cory@everfest.com. We requested from Everfest who posted the ad for the Isleton Crawdad Fest. The chamber needs to know just in case future problems don't occur to sabotage our Cajun and Blues Festival. Also this person or agency created so many problems over the Father's Day weekend, including traffic backed up for miles, people milling around town in large groups looking for the festival, phone ringing off the hook, and some visibly angry people when told the ad on Everfest was a scam. We are requesting help in getting this information and why after 8 years this Isleton Crawdad Festival resurfaces.

[Ticket: # 1053036 - Wireless router name with vulgar word](#)

Date: 6/23/2016 11:03:50 PM

City/State/Zip: Reno, Nevada 89502

Company Complaining About: Charter

Description

A wireless router in my condo complex is named "we can hear you f***ing".

It is completely spelled out (I edited my version...) and can be seen by minors logging onto wireless signals.

[Ticket: # 1052028 - Layitlow.com should be 18 years or older to enter](#)

Date: 6/23/2016 2:32:10 PM

City/State/Zip: Whittier, California 90605

Company Complaining About: AT&T

Description

Layitlow.com has a lot of hate speech, profanity, and pornographic images and should not be for children.

Ticket: # 1052342 - Illegal Marketing Campaign by Sparefoot.com

Date: 6/23/2016 4:05:11 PM

City/State/Zip: San Francisco, California 94118

Company Complaining About: Unsure, Sf Fiber

Description

The company SpareFoot (<https://www.sparefoot.com/>), pulled an email I have on a club site and added it to their marketing campaign. They then sent me a marketing email of their blog which advertises their brand and company for their next move.

Ticket: # 1052380 - Comcast is the Devil

Date: 6/23/2016 4:20:35 PM

City/State/Zip: Bellevue, Washington 98004

Company Complaining About: Comcast

Description

(b)(6)

[REDACTED]

[Ticket: # 1052515 - Mandatory Monthly Rental fee of AT&T modm](#)

Date: 6/23/2016 5:05:58 PM

City/State/Zip: El Paso, Texas 79902-2122

Company Complaining About: AT&T

Description

For five years, we had AT&T Uverse internet connection since 2011 without an equipment rental fee, however last month lightning zapped out our modem, the replacement cannot be customer's own purchased modem, it means that AT&T does not allow the customer to buy from them (nor from vendors), a MANDATORY MONTHLY rental fee of \$7 for the AT&T modem as high-speed internet equipment fee is charged!

[Ticket: # 1052551 - ISP changed plan without consent or warning](#)

Date: 6/23/2016 5:20:22 PM

City/State/Zip: Idaho Falls, Idaho 83404

Company Complaining About: Cable One

Description

I have cable broadband through Cable One, and found out today via a warning pop-up that I had exceeded the limit on my data plan for my broadband. When I first signed up for a contract with Cable One years ago, there was no limit, and I had never been informed of an impending limit, nor had I switched to a plan with a limit. Cable One never notified me in any way about my "new" plan until I got the warning pop-up - which does not even state the details of the plan. Upon calling customer service, I was informed that my plan was changed without my knowledge, permission, or choice - but was given no details beyond that.

Ticket: # 1052722 - Internet issues and Over billing practices

Date: 6/23/2016 6:46:07 PM

City/State/Zip: Warren, Michigan 48089

Company Complaining About: Comcast

Description

Due non resolvable internet issues after we cancelled our cable. We filed a complaint after a series of lies and billing and connectivity issues. Based on the non fixable results Comcast stated they were reboicing us on a 34.99 plan for another year. They sent a letter advising us so. Not even a year yet as of 6 weeks ago Comcast sent us a bill for 157.00 including a late fee of 9.50. Our rate is still supposed to be 34.99. Our bill was paid on time as our rate was supposed to be 34.99 which is what we have paid. I haven't received a bill in months. They jacked the bill up with no warning and outside of our agreement among us them and the fcc.

Ticket: # 1054426 - Fraud - pop-up threat

Date: 6/24/2016 5:08:06 PM

City/State/Zip: Decatur, Alabama 35603

Company Complaining About: AT&T

Description

The attached website

[http://nextdeskhelp.com/oknfr/index.php?tfn=%2018552513761&ffn=\(855\)%20251-3761](http://nextdeskhelp.com/oknfr/index.php?tfn=%2018552513761&ffn=(855)%20251-3761) (see attachment screen shots as well) just took over my screen posing as Microsoft said that I had a virus, and that it was sending all my credit card information and user names and passwords to hackers, and if I didn't call the number immediately they would be forced to disable my account.

My reseach of this URL showed that nextdeskhelp.com is two students from the School of Visual Arts in NY. Also in attached screen shot.

I would appreciate an investigation and follow up to me into this as it seems like someone might be testing their hacking skills at the School of Visual Arts.

Ticket: # 1054678 - Fake Promises

Date: 6/24/2016 7:03:54 PM

City/State/Zip: Dallas, Georgia 30132

Company Complaining About: Federal Communications Commission

Description

FCC makes untrue statements about time frames. Last email I received from you told me the carrier would have no more than 14 days to respond to me via postal mail. It has been 14 days to the minute in ~15 as of the filing of this complaint and I have yet to receive anything. Please stop closing my complaints against you for not doing anything and then still failing to do anything about the situation. Remind me again why the FCC was created.

Ticket: # 1054697 - MIS USE/FALSE ADVERTISEMENT OF MY BUSINESS NAME

Date: 6/24/2016 7:17:35 PM

City/State/Zip: Columbia, Maryland 21044

Company Complaining About: Verizon

Description

Hi,

I am a Locksmith (AB Locksmith/MD Lic.# 17) in Columbia, md 21044, a scam locksmith company 24/7 LOCKSMITH SERVICE(<http://www.247locksmiths.us/>)

(<http://www.247locksmiths.us/md/columbia/>)using my info on their website, I attached PRINT SCREEN(copy & past) of the same, please take necessary action or advise them to not to use my company info on their website, it would be greatly appreciated.

Thanks,

Harwinder Singh Athwal

AB Locksmtih

410-446-6000

Ticket: # 1055486 - REMOTE NEURAL MONITORING

Date: 6/25/2016 4:25:20 PM

City/State/Zip: Sharpsburg, Georgia 30277

Company Complaining About: AT&T

Description

Victim of mind reading with electromagnetic radio frequency "human microwave". This issue has been reported to the FBI & Police without any help!!!! This has been going on for some time and I am having health problems because of this evil.

[Ticket: # 1055260 - In support of AFA challenge to television ratings](#)

Date: 6/25/2016 12:28:30 PM

City/State/Zip: Thomasville, North Carolina 27360

Company Complaining About: Time Warner

Description

I object to the Bad Language and Sexual scenes I see on television. I used have a VCR that would cut out the Bad Language and I would just stop viewing anything Sexual.

But my VCR has totalled failed me now and this type of VCR is no longer available now.

Ticket: # 1056321 - Improper internet service Mediacom

Date: 6/27/2016 2:08:06 AM

City/State/Zip: Marshall, Illinois 62441

Company Complaining About: Mediacom

Description

For the past 6 months I have had issues with internet connectivity. The issue seems to occur mainly in the early morning hours. When the customer service is called after one of these events, a recorded message is heard that "system maintenance" is being performed routinely during these wee hours. There is no way that an IP needs to do maintenance every single night. Not only is this loss of connectivity an inconvenience (as I must restart my router every time to connect again, which takes some time) but it is a safety issue also because I have home security and safety devices which depend on a reliable internet connection in order to work properly.

Now as I've stated there is no reason that they should have to do maintenance every single night and cause daily disruption to my internet service. I have called them many, many times and always there is the same recorded message. I've asked the humans if in fact there is maintenance being done and they have said that nothing shows according to them. So apparently Mediacom just plays that message in the hope that people who call will just be brushed off.

They've tried to blame me by saying that I am connecting too many devices. Which is hogwash. I am using their top-of-the-line dual band router which can surely handle 36 "devices" (which is not a true count, it is just how their screwed up ClearAccess software interface sees the network. Many of those devices are routed through hubs or access points). The fact that this issue happens at the same general time of night and that it affects different devices seems to indicate that it is actually something they are doing on their end. The dead of night would presumably be a time of least internet congestion so it doesn't make sense that I'm somehow crashing my network with low-usage devices. I pay for the biggest fastest package so bandwidth should not be an issue for me. And looking at my consumption on past bills it is obvious well within normal parameters.

The situation has become so persistent that I now have my router on a timer so that it automatically reboots the router daily. Far from the correct solution to this problem.

This is 2016. Nobody would put up with a daily water outage which required you to pump a hand pump every day for five minutes in order to have proper water service. And there's no reason I have to waste five minutes (or more) every day to restart my router. I'm tired of it.

[Ticket: # 1055481 - Email provider sending valid emails to junk folder](#)

Date: 6/25/2016 4:16:22 PM

City/State/Zip: Lawndale, North Carolina 28090

Company Complaining About: Google/gmail

Description

Google (Gmail) has been forwarding valid emails, from Donald J. Trump, directly to my junk folder. I feel that this is a violation of net neutrality/content as Google is attempting to interfere with my receiving of Donald J. Trump emails. I provided my email address to Donald J. Trump campaign for the purpose of receiving campaign news and notifications. Because Google/Gmail purposefully misdirected my emails from Donald J. Trump, I missed the window of opportunity to have my donation matched dollar-for-dollar. I feel this was intentionally done to harm supporters like myself and the campaign of Donald J. Trump in particular. The two emails that were maliciously diverted were dated June 21 and June 22, 2016.

[Ticket: # 1063857 - Net Neutrality](#)

Date: 6/30/2016 3:21:30 PM

Description

Fax Ticket Ready For Data Entry

Ticket: # 1055777 - Comcast data caps

Date: 6/26/2016 5:37:34 AM

City/State/Zip: Houma, Louisiana 70360

Company Complaining About: Comcast

Description

Due to the limited market for broadband in the Houma, LA area, Comcast is my only option for high speed internet. They have decided that Houma will be part of their "trial" for data usage caps. This is obviously taking advantage of consumers that are within the local monopoly of Comcast over "conserving bandwidth" which makes little sense due to the nature of how the internet works. This is an obvious money grab for consumers stuck in areas with no other option for internet. Now that the FCC has more authority to regulate broadband companies as per the recent reclassification and rulings in federal court I hope that you will stop this anti consumerist trend that punishes people simply for living in an area without proper competition between internet providers. I hope you will also help to break up the local monopolies on last mile infrastructure to encourage companies to actually invest in expanding services rather than just pocketing money intended to fatten their wallets.

Ticket: # 1056227 - Bleeding on my TV, house phone, and Cell. Phone

Date: 6/26/2016 9:33:49 PM

City/State/Zip: Tulsa, Oklahoma 74126

Company Complaining About: Hughes Net

Description

(b)(6)

June 27, 2016

It's a man name (b)(6). His Address is (b)(6).

Tulsa, Oklahoma 74145. His phone number is (b)(6).

Mr. Ed Scott always be out there on the CB Radio Air Wave saying he is running 2000 Watts. Every time he talk on his CB Radio with his high power linear. Pictures on my TV freeze up, and some time I hear his voice on my TV.

Not all the time just some times. Some time I hear him on my house phone, and some time I hear him on my Cell. Phone.

[Ticket: # 1056241 - Lack of captioning](#)

Date: 6/26/2016 10:08:37 PM

City/State/Zip: Washington, District Of Columbia 20002

Company Complaining About: Comcast

Description

CNN has reported a lot of issues regarding the Brexit and a lot of those videos online has not been captioned. My retirement account is tied to the U.S. government which has a lot of foreign investment. From what I can surmise, the UK exit from the EU will have a lot of international economic repercussions but because the its not accessible to me as an individual, I'm unable to assess whether I should be concerned.

[Ticket: # 1056600 - Television service provider required](#)

Date: 6/27/2016 10:57:14 AM

City/State/Zip: New Columbia, Pennsylvania 17856

Company Complaining About: Windstream Communications

Description

Certain internet sites, such as CNN require a viewer to sign in via their television / cable provider or the viewer loses the right to view the particular site (s). What are people that have no television provider and use the internet as their only source for the same purposes supposed to do? In the case for CNN, I am being deprived current news articles that could affect my life.

For example, I suffer from several different maladies. If a medical breakthrough make the news that I need to be aware of, and cannot access, the denial of service could literally cost me my life. I'm sure I am not alone in this issue, and believe something needs to be done about it.

Sincerely,

(b)(6)

[Ticket: # 1058197 - internet connectivity issue](#)

Date: 6/27/2016 9:01:50 PM

City/State/Zip: Murrieta, California 92563

Company Complaining About: Frontier Communications

Description

continued interruption - not continued service - when logged into a secured site - due to the interruptions i am logged off. i pay extra to have fast internet - but the service is not provided

Ticket: # 1057723 - AT&T U-Verse Unlimited Internet unfair for consumers

Date: 6/27/2016 5:04:10 PM

City/State/Zip: El Segundo, California 90245

Company Complaining About: AT&T

Description

Recently, AT&T implemented metered internet to punish cord cutters, of which I am not. They have begun metering internet and offering only 600 GBs for my tier (AT&T High Speed Internet Max Turbo) unless you pay for either U-Verse or DirectTV. It's a move clearly intended to punish cord cutters, of which I am not.

We (my roommate and I) currently have two services from AT&T, Internet and Phone service. We used to have U-Verse television for a couple of years before switching to Dish. Both the television service and technology (Hopper DVR specifically) we found to be far superior. We are avid TV watchers and having way more tuners than U-Verse or DirectTV allow us to record everything. On top of that, we watch a lot of Netflix and Hulu original series and we are avid Wrestling fans, watching a lot of WWE Network. Finally, we both work primarily from home, using the internet moderately but not nearly as much as we do for the streaming services.

We are not cord cutters but we are being punished for choosing a television provider that we think provides a superior service. They are requiring us to pay for unlimited internet at an additional \$30 a month for using the service exactly how we've been using it for 6 years. It's supposedly "to improve the quality of the network" but it's bullshit. If that was the case, they wouldn't offer free unlimited to those who signed up for their TV service.

For now we paid for the unlimited, as we went over the 600 GBs. We will be looking at switching internet providers, of which there's only one other option, Time Warner Cable. I'm not happy about the disruption that will cause but I refuse to pay almost \$100 a month for internet that's inferior to internet in so many other first world countries.

Metering is only good for corporations and bad for consumers.

[Ticket: # 1057762 - High Prices and Data cap](#)

Date: 6/27/2016 5:13:46 PM

City/State/Zip: Castalia, Ohio 44824

Company Complaining About: Buckeye Cable

Description

i am moving and the only provider in the area that offers what i have is Buckeye Cable. they want 130 for internet and another 80 for tv i have uncapped internet through time warner and tv for 80 how is this legal?

Ticket: # 1057909 - Comcast Blocking Service

Date: 6/27/2016 6:14:40 PM

City/State/Zip: Elizabethtown, Kentucky 42701

Company Complaining About: Comcast

Description

I am trying to activate HBO Go on my PlayStation 4. I am paying for HBO through my service provider, Comcast, and have logged into HBO Go successfully on my computer. When trying to activate the app on my PS4; however, Comcast Xfinity is not on the list of service providers. HBO states that "If your TV provider is not listed, access to HBO GO on PlayStation®4 is not offered as part of your HBO subscription. Contact your TV provider and ask for HBO GO on PlayStation®4".

I am paying for to be able to watch HBO each month, and that they do not allow their customers to be able to access the service they pay for on all devices is ridiculous. When speaking to their Customer Support i was informed that a supervisor would be calling me in 2-3 minutes, and not to call back until after I had spoken with her. As of 20 minutes later, I have yet to receive a call.

Ticket: # 1057994 - Slow Internet

Date: 6/27/2016 7:05:33 PM

City/State/Zip: Touba, Wyoming 21701

Company Complaining About: Orange Sn

Description

Hello Dear,

I am from Senegal (Diourbel), I know that the Internet is the speed of the salaries paid as give you your share

But the Internet is somewhat weak

Approximately 10,000 francs paid monthly and speed of 512 Kb

What I consider to pay quite a lot on the 512 Kb per month

What if the increased speed of 3 or 4 Mega

" used Orange ADSL "

And sorry for the language I use Google translate

-- My State not poster --

Thank you

(b)(6)

Diourbel

Senegal

[Ticket: # 1066972 - commercial volume](#)

Date: 7/3/2016 1:33:53 AM

City/State/Zip: Akron, Ohio 44313

Company Complaining About: AT&T

Description

commercials from Home Depot and capital one a much louder than the program. This is while watching "Aquarius " on the NBC App through Apple TV

Ticket: # 1058282 - Frontier Throttling in Los Angeles

Date: 6/27/2016 10:27:05 PM

City/State/Zip: North Hills, California 91343

Company Complaining About: Frontier Communications

Description

I have a 15/15 FIOS plan with Frontier. Since Frontier took over from Verizon we have regularly encountered interruptions while streaming programming. Tonight, I ran diagnostics via Measurement Lab (<http://www.measurementlab.net/tools/ndt/>). Here are the results:

Monday, June 27 (via Measurement Lab):

WHILE STREAMING

6:46 pm - Upload 5.91 mb / Download 3.26

6:47 pm - Upload 9.69 mb / Download 9.57

6:48 pm - Upload 7.97 mb / Download 8.14

6:49 pm - Upload 6.89 mb / Download 9.71

6:50 pm - Upload 10.10 mb / Download 8.67

6:51 pm - Upload 2.46 mb / Download 9.95

AFTER STREAMING

7:11 pm - Upload 13.93 mb / Download 13.32 mb

7:12 pm - Upload 13.71 mb / Download 13.95 mb

7:13 pm - Upload 13.56 mb / Download 13.81 mb

7:14 pm - Upload 14.18 mb / Download 14.68 mb

7:15 pm - Upload 14.09 mb / Download 14.37 mb

7:16 pm - Upload 13.95 mb / Download 11.51 mb

[Ticket: # 1058527 - Open Internet Comment](#)

Date: 6/28/2016 8:18:41 AM

City/State/Zip: New York City, New York 10035

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1058913 - data usage](#)

Date: 6/28/2016 12:15:45 PM

City/State/Zip: Springfield, Missouri 65803

Company Complaining About: Pluma -sierra

Description

internet provider slows speeds after reaching a 100% usage however, you can not track the data accurately because it is not in real time. He has checked it from one day to the next, knowing he used a good bit of data but there is no change

[Ticket: # 1079594 - Vulgarity](#)

Date: 7/11/2016 8:13:28 PM

City/State/Zip: Ft Lauderdale, Florida 33334

Company Complaining About: Wplg

Description

WPLG local 10 Miami has posted a re-tweet of Miko Grimes complaints about the Dolphins ownership and it contains the word FUCK

[Ticket: # 1058928 - att service contract](#)

Date: 6/28/2016 12:23:13 PM

City/State/Zip: Corte Madera, California 94925

Company Complaining About: AT&T

Description

how is it possible that only att and comcast have the majority of ISP? is this not a monopoly? with only two providers? both provide only contract service, which is a scam. and require to buy their modem, also a scam. just like the phone companies, until t-mobile and google broke things up. when will this happen with internet service? im sure google fiber is having a hard time because att and comcast and fighting their progress in court.

[Ticket: # 1058964 - Happie keeps sending me emails - no opt out](#)

Date: 6/28/2016 12:34:18 PM

City/State/Zip: Boulder, Colorado 80305

Company Complaining About: Comcast

Description

Hello,

A company called Happie keeps sending me sales inquiries in a drip campaign. They are not providing an opt out or anything. I have actually called the sales person and asked to be removed, he said he would, however, I am still receiving these. I doubt I'm the only one.

[Ticket: # 1059049 - Gmail](#)

Date: 6/28/2016 12:58:27 PM

City/State/Zip: Montevallo, Alabama 35115

Company Complaining About: Charter

Description

Gmail is sending certain emails directly to my spam folder e.g. political candidate emails. For a long period of time I wasn't even getting certain emails due to Gmail censorship. I find this unacceptable. Please investigate.

[Ticket: # 1060660 - terrible internet and customer service](#)

Date: 6/29/2016 7:19:27 AM

City/State/Zip: West Middlesex, Pennsylvania 16159

Company Complaining About: Verizon

Description

Well my daughter filed a complaint because the speeds we are getting simply can't even run her schooling or anything really for that matter, and after she filed nothing was done at all. The speeds provided in our area is nothing more than a joke and white frustrating. 1.3 mgbps is what the speed is on a good day most days they stay under 1. We pay all this money for internet we can't even rely on. Every time we contact verizon it's like our problem doesn't matter and we get told we pretty much don't matter because they don't want to give better speeds of that is the case I believe someone else should be able to service our area. I really hope someone helps.

Ticket: # 1061998 - Harrassing calls regarding illegal activity on my internet

Date: 6/29/2016 4:39:29 PM

City/State/Zip: Barboursville, Virginia 22923

Company Complaining About: Centurylink

Description

I have been receiving calls, 4 or more per week for quite some time. The caller, who is foreign sounding, says that he is from Windows and that their server has been picking up illegal activity on my computer. I have contacted my IPS which is embarq and they suggested that I make a complaint to the FCC. My caller ID is saying that the phone # is 530-921-4207. Can you please help.

Ticket: # 1062815 - Verizon Wireless shuts off data all day during the day on 3G tower 27555

Date: 6/30/2016 6:14:43 AM

City/State/Zip: Coulterville, California 95311

Company Complaining About: Verizon Wireless

Description

After several failed attempts to contact customer service to resolve my connectivity issues with Verizon Wireless for deliberately shutting off all data during the day each day of the year. I have no other resource than to file a complaint here. I have logged days of data using open signal. The signal is there but the data shuts off. I and my girlfriend are paying for anytime data and Verizon shuts off data at the Penon Blanco Tower 27555/55/112. I desperately need to have data and there are no other alternatives for me in this area. Also, they charge me for data by the Gigabyte and most of my downloads fail mid way through making me have to download the files over and over causing me to have to waste money adding data several times per month. I can only access data during their off peak hours at random times. The data during the day is pretty much 0 upstream and downstream. Verizons customer service department is lying to their customers about the problem. I have checked with several people in the area and they all have the same complaint. They need to keep the data on and should upgrade the tower to 4G. I am extremely close to this tower that is using CDMA-eHRPD data protocol. The primary tower is in La Grange, CA and uses Penon Blanco tower , and I am the closest neighbor to this tower as the crow flies. Please help me to resolve this issue with Verizon.

Ticket: # 1063377 - Phone and Internet Service issues with Hughes Net**Date:** 6/30/2016 12:47:51 PM**City/State/Zip:** Hamilton, Georgia 31811**Company Complaining About:** Hughes Net

Description

Consumer stated that she has internet and phone service through Hughes Net. She obtained service around the first of the year, 2016. She stated that she has had service issues , from day one. She stated that they have continuously called and has been advised to go through trouble shooting to determine the problem. However, Hughes Net has indicated that they see NO issues/problems. The consumer has requested service calls, multiple times because she cannot use the phone (most of the time). Nor, can they use the internet. Hughes Net has refused any service calls and has stated that it will cost \$300.00 for a service call ...even though the service has not worked since day one. Therefore, the consumer then requested to cancel the service because Hughes Net has never delivered service as promised and has also refused to fix the problem. She was then advised that she will be charged an Early Termination Fee. Another rep referred her to the Home Tech Support and the Technician has stated that it will be \$100.00 to provide tech services/guidance over the phone. This fee is to assist in installing a "piece of equipment, over the phoneusing their direction". The tech stated that she needs this piece of equipment for the service to properly work, but also explained that Hughes Net does not disclose this fact. The consumer requests that Hughes Net immediately fix the service and provide the service for which the consumer pays. She also requests that the repairs be provided at no cost along with all appropriate equipment to deliver what was promised. The consumer request that Hughes Net also provide appropriate credits, to her account, as the service has never worked properly and she also has not been able to use the phone many times when needed. (The consumer stated that she is legally blind and the customer service treatment, provided by Hughes Net is shameful).

Ticket: # 1063586 - T-Mobile

Date: 6/30/2016 2:03:56 PM

City/State/Zip: Sacramento, California 95827

Company Complaining About: T Mobile

Description

I have the low income internet services. They are contracted with T-Mobile because it is one of their devices. For the last two weeks services have been interrupted with this program. I try to log on and get connected. At the same time I get a pop up ad from T-Mobile. The ad states "We have been waiting on you . The ad provides a list of the features and plans that T-Mobile has. They want you to activate your device. This is a misleading ad. They want you to click on the ad and then pick a plan. I am on a low income plan of 10 dollars and T-Mobile wants you to really select a plan. They will then want you to pay more, activate the device. They have frozen my computer and I cannot use the internet because of T-Mobiles ad. If someone is a low income consumer they would never want to sign up for a plan at a higher rate. Consumer wants T-Mobile to stop sending the ads and freezing up my computer. So to my computer up and running then I have to click on this notice and then pay a higher rated plan.

Ticket: # 1064696 - Hacker

Date: 7/1/2016 12:01:19 AM

City/State/Zip: Lehigh Acres, Florida 33971

Company Complaining About: Centurylink

Description

I have a guy who is hacking my phone, (landline and cellular) as well as my internet non stop!! The phone company was here it took them nearly an hour to simply swap out my router. They were confused by the situation If I don't reply to email, he has changed my password the second i have restored it. I am at a loss. He also stalks my mother and I The police will do nothing about him as they cannot catch him on the property She is 80 years old and just had heart surgery! I need your help NOW!!!

Ticket: # 1064994 - Net Neutrality Violation

Date: 7/1/2016 11:07:08 AM

City/State/Zip: Marietta, Ohio 45750

Company Complaining About: Sudden Link

Description

It has come to my attention that my monthly internet plan will be increased in installments of 50 GB at a cost of \$10 per installment for going "over" my allowed use of internet data. This has never been an issue in the past, and using the service for which I have contracted and paid should cost me more money than it has in the past.

Ticket: # 1065250 - Service issues with Hughes Net

Date: 7/1/2016 1:08:47 PM

City/State/Zip: Eastville, Virginia 23347

Company Complaining About: Hughes Net

Description

The consumer contacted the FCC to report that he is not receiving the speeds for which he pays. His service provider is Hughes Net. The consumer stated that he is receiving less than half of the promised speed. He stated that he does NOT download video, pictures, etc. Therefore use is minimal and he should not experience these types of latency issues. However, since January, the service has consistently degraded. He stated that he was informed by Hughes Net that nothing can be done for another 6 months until they install a new satellite. The consumer stated that if he is going to get half the speed, then he should pay half the price. He stated that the service sometimes even completely disconnects/drops the connection. The consumer stated that he experiences these service issues all of the time, not just during peak hours. The consumer stated that he does not know his account number because he has never received a bill - Hughes Net simply takes the money out of his account through auto-pay.

Ticket: # 1065946 - Services with Windstream**Date:** 7/1/2016 6:02:51 PM**City/State/Zip:** North Ridgeville, Ohio 44039**Company Complaining About:** Windstream Communications

Description

The consumer called the FCC to file a complaint involving her services provided by Windstream. Her services have been out for two days. The consumer stated that her internet service had been "spotty" for several days, prior to the outage. She stated that the phone service also is not working properly. The consumer attempted to contact Windstream to report the service issues and called their customer service number. She held for 48 minutes and then was cut off. She also stated that one representative explained that the server needs to be replaced for her area. However, Windstream has not done this. The employee stated that Windstream simply applies a "band aid"! When the consumer contacted Windstream (originally), she was told that they cannot see the outage! Later, another rep outside of her area could see this outage and stated that it was being worked on. Promised repairs have not been provided/completed as promised on the IVR - the time keeps being changed. The consumer requests that Windstream immediately repair services and provide appropriate credits. She is not receiving the service for which she pays.

Ticket: # 1066021 - Comcast service vs price**Date:** 7/1/2016 6:57:39 PM**City/State/Zip:** Immokalee, Florida 34142**Company Complaining About:** Comcast

Description

I have been an unfortunate customer of Comcast for 12 years or so. When I first started with Comcast my bills would fluctuate \$50 at a time. I finally had to take them off my bill pay system because I could not trust them to give me the same bill every month.

I just got off the phone with them because my bill changed again, from \$39.95 a month to \$78.21 with no explanation for the charge. When I called Comcast again they said I was on a \$39.95 special for Internet service and now it expired. I was never on a 39.95 special in my history with them. I moved about two years ago from Aventura in Florida two Ave Maria in Florida and tried desperately to find an Internet service that would service me beside Comcast. No luck, they have a monopoly. And with their monopoly they just bought NBC. Think about it, how much money can a company earn that allows them to buy NBC. I spent about 10 years being shifted to Bangladesh when I want to ask a question or complain. If I didn't smile on the telephone, the girl would simply hang up on me.

Back to my current problem. When I called they told me that I was off the \$39.95 program that I never asked for, and now my cost for just Internet is going up to \$78.21 for 75 mps service. I almost went through the telephone to grapple with the snotty kid on the line. But instead I said [in a strangled voice] "What do you have that's cheaper?"

well we have the slower Internet [how slow?] 25 mps and that is \$49.95 a month. I said that's too much I'm on Social Security only. How about something cheaper? Hold on a moment he said. I waited and he came back to me and said there is nothing cheaper, which I know to be bullsh-t. I said how come I'm paying about 25% less and your service drops by 50%. There was silence and I said currently the \$49.95 a month and goodbye.

With the advances in electronics and electronic equipment, their ability to parse their service has progressed enough to charge more. I guess they want ABC and Fox news. Sure it's capitalism, but something is basic and necessary as the Internet should be a nickle. Comcast and their ilk will cost the United States millions as they dumb down the country by preventing many people from being able to afford the Internet. Somethings cry out for regulation. Something about this.

Ticket: # 1066760 - Charter Communications intentionally slowing my internet speed.

Date: 7/2/2016 4:45:52 PM

City/State/Zip: Baraboo, Wisconsin 53913

Company Complaining About: Charter Communications

Description

We have and pay for, the same internet speed and service that we have had the last many years. We subscribe to MLB service every year and have not had problems until this year. We can stream live games for 3-4 innings, then have very frequent buffering problems. The only difference in our service with Charter, is, that we have now cancelled our bundle and no longer have tv service and phone. Only internet. We suspect they are slowing us so that we will call them and they can attempt to get us to take more services or pay for some bogus higher speed. Last year's streaming, at the same speed, was seamless. This is not our first complaint with Charter. We have had billing and contract problems in the past. So much of what they do to get customers to agree to more services and pay higher fees seems really crooked business practice.

Ticket: # 1067152 - Re: Violation of Suddenlink to provide an

Date: 7/3/2016 2:17:20 PM

City/State/Zip: Mountain Home, Arkansas 72653

Company Complaining About: Sudden Link

Description

This is a follow-up to your previous request #1004459 "Violation of Suddenlink to provide an "Open Internet""

Greetings

In the following paragraphs, I use the term "Open Internet" to represent an internet connection, from my home to the internet through Suddenlinks connective services, as one the does not prohibit DNS queries on port 80, from reaching my server, so my server can send back a properly formatted webpage to the requesting computer.

It has been one month since I have filed a complaint against Suddenlink, to provide me with an "open" internet connection and this is not the only complaint that I have filed regarding this issue. As of this day, July 3, 2016, Suddenlink has yet to provide me with an open internet connection, without demanding that I pay additional moneys above and beyond the standard bandwidth pricing.

I received a response letter from suddenlink, stating that they will not provide me with an "open internet". Suddenlink agreed, earlier this year that they would accommodate my "open internet" needs, at a price that was reasonable and consistent with the expected pricing I requested, But Suddenlink used my request to "Bait and Hook" me into a service plan that I clearly stated, would not accomidate my needs, if the price raises above \$50 per month. But now, Suddenlink has raised the priced to double what we agreed to, and has demanded that I pay for an "open internet" under threat of terminating my service.

I refuse to pay, or use Suddenlinks "open internet" service, under threat of demand of payment above and beyond \$50 per month for this service. I have made this clear many times, by calling Mr Michael J. Zarrilli, at 1 314-315-9337 and I have discussed my position with him. So far, the best response by Mr. Zarrilli, was to demand that I discuss the pricing and compliance with the Supervisor of Business Account Services John Crowell. Mr Crowell, refused to listen to my concerns, and would not accommodate my requirements for an "open internet" without demanding that I pay additional moneys.

As of this day, I still have not received any accommodation for my internet needs of an "open internet" to my private server, without the demands for additional moneys by Suddenlink. Suddenlink continues to insist on billing me these unreasonable sums of moneys, although I have not used their services for over an month now.

I will refuse to pay unreasonable amounts of moneys, as I have said repeatedly to Suddenlink, but they continue to insist they have the right to charge DOUBLE the price for and "open internet" connection.

If Suddenlink chooses to do so, they can receive from me, \$50 per month for the equivalent residential bandwidth, as per their regular pricing. I WILL NOT pay above this amount, for the privilege of an "open internet", as this was not the original agreement, that I made with Suddenlink, when I started my connection services through Suddenlink, and this understanding, has been reaffirmed by the Net Neutrality order, passed by the FCC as the "Open Internet Rule" - Reference: <https://www.federalregister.gov/articles/2015/04/13/2015-07841/protecting-and-promoting-the-open-internet>

I was "Guaranteed" an "open internet" connection, at the sum of \$50 per month, for a residential connection, and Suddenlink has failed at EVERY OPPORTUNITY to provide me with such a service.

I have made more than a reasonable effort, to get Suddenlink to comply, to what they have GUARANTEED me, and all that Suddenlink has done is avoid me, hand me off to other departments to delay me, and threaten me to pay additional moneys.

I have already submitted to the FCC, a recording, as evidence, that Suddenlink guaranteed me an open internet connection when I started my service with Suddenlink. There is no refuting, that Suddenlink, has failed to provide me with an "open internet" connection, and has continued to demand additional payments of moneys, for such a privilege.

Please, Please, Please. I would like the FCC to "Demand" that Suddenlink accommodate my requirements for an "Open Internet". I feel I have been put through "Too Much" grief and stress regarding this issue, and I have received no considerations or compensations.

Please Help Me.

Best Regards,

(b)(6)
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Ticket: # 1067390 - Online Gambling - YouTube Stars who do not disclose they're the owners of the Site they're gambling on

Date: 7/3/2016 10:45:21 PM

City/State/Zip: New York, New York 10023

Company Complaining About: Time Warner

Description

The Youtube Stars: 'TheSyndicateProject' real name: Tom Cassell

<https://www.youtube.com/user/TheSyndicateProject/videos> with close to 10 million subscribers and 'TmarTn' real name: Martin Trevor <https://www.youtube.com/user/TmarTn/videos> with around 3 million subscriber are regularly broadcasting themselves and uploading videos of themselves betting on their OWNED online casino website www.csgolotto.com without disclosing to their millions of viewers that they're the owners.

There are multiple reasons for this complaint, first of all those people do not disclose THEIR ownership of the website they're gambling on, they are literally dishonest and probably scamming users they're betting against in their videos due to the backend knowledge they have.

Second there is no protection from children and teenagers gambling, CS:GO which is game by Valve, has no protection, children can simply buy a key for \$3 for a slot-machine with the chance of a skin value from \$0.03 - \$4000 dollars, after this they can take these skins to gambling websites like csgolotto.com to bet, influenced by their favorite YouTube stars which own those sites.

I am sure you can do more research on this yourself, if this complain even lands anywhere near someone with decision powers. Valve claims the skins represent no real monetary value, while it is very easy to convert them into money, even in Valve's own Steam-market, where you can sell them to get Dollars added to your Steam-Wallet which whom you can make transactions on Valve's product "Steam" i.e. for example Video-games.

Another video from another unrelated YouTuber discovering the relationship of those named in the complaint https://youtu.be/_8fU2QG-IV0?t=3m50s

But seriously someone has to do something against all this, the whole system has been corrupted, the nation's underprivileged children are being preyed on by these individuals and companies. The laws have barely caught up, but if you read this and know someone who could dig deeper into all this industry, or just with the FCC get at least those YouTubers punished, I beg you, not for my sake, but for our societies sake, enough is enough, the Internet is not a lawless place for those companies to prey on our citizens.

Ticket: # 1067401 - CSGOlotto.com fraud

Date: 7/3/2016 11:22:12 PM

City/State/Zip: Rockville, Maryland 20850

Company Complaining About: Verizon

Description

For the sake of saving you the time of reading here is a video explaining the fraudulent actions of Trevor Martin and associates of CSGOlotto.com

https://www.youtube.com/watch?v=_8fU2QG-IV0

Trevor Martin owns this gambling site and actively advertises his own gambling website on youtube without disclosing that he is the owner or has been sponsoring himself. On top of that him GAMBLING on his OWN website shows how shady this activity is.

Ticket: # 1067419 - Violation of requirements of disclosure of endorsement

Date: 7/4/2016 12:02:57 AM

City/State/Zip: Santa Rosa, California 95401

Company Complaining About: Csgolotto, Inc.

Description

Various owners of CSGOLOTTO, Inc. failed to disclose their financial relationship with the CSGOLOTTO.COM website, or that they had an ownership stake in the website despite encouraging their viewers, in various Youtube.com videos and Twitch.com broadcasts to utilize these sites.

Further information can be found at the following Youtube video:

https://www.youtube.com/watch?v=_8fU2QG-IV0&feature=share

Ticket: # 1067516 - Unable to delete email from mailing list

Date: 7/4/2016 9:40:03 AM

City/State/Zip: San Diego, California 92120

Company Complaining About: Cox

Description

<https://www.smashwords.com>

Unsubscribed from email but subscription gets "reset" so they continue. Cannot delete account on site. No way of removing email from distribution list.

Ticket: # 1067547 - NLOP cheating

Date: 7/4/2016 10:47:54 AM

City/State/Zip: Sainte Genevieve, Texas 63670

Company Complaining About: AT&T

Description

The National League of Poker gaming site. Is running some kind of cheating system. I believe by having employees play the game with programs where they can see what is being played. When and if you review them you should note they are supposed to be a free Texas Hold em, site where you win real money.

I have seen reports about them on the net that say they never pay out what people do supposedly win.

But many times I have seen players bet all, on hands like 6,4 and get 2 more 6's or all on 4,5 and get a full house. A player has to KNOW to make that jump.

The possibility that that will happen is not so great against it, it happens. It is how the players bet that is the telling part. When a player who does not bet all every time suddenly will bet all on a 6,4 and get two more 6's and win against payers who have doubles or better and do it repeatedly, that is more than suspicious.

And It happens all the time with them and it is to big a coincidence to be a coincidence. I think they do not want to pay and are cheating.

When a player repeatedly wins on hands that show nothing something is going on.

[Ticket: # 1067608 - data caps](#)

Date: 7/4/2016 12:15:27 PM

City/State/Zip: Toney, Alabama 35773

Company Complaining About: Mediacom

Description

mediacom has a rather absurd cap of 350GB on their 50/5 tier that's not at all difficult to reach with streaming video. this cap used to be 999GB for this tier, before they upgraded everyone on the old discontinued 30mbit tier to 50, and those on 50 to 100.

[Ticket: # 1067619 - Throttling](#)

Date: 7/4/2016 12:23:44 PM

City/State/Zip: Aurora, Illinois 60504

Company Complaining About: Comcast

Description

Certain internet protocols are being visibly relegated to a lesser access tier

Ticket: # 1067640 - Illegal Online Gambling in Counter-Strike: Global Offensive

Date: 7/4/2016 12:46:24 PM

City/State/Zip: San Anselmo, California 94960

Company Complaining About: Comcast

Description

csgolotto.com has been "sponsoring" YouTubers who bet on the site, without disclosing the fact the those very YouTubers are actually co-owners/founders of the site. They act as if it is a "new site" and everyone should "try it out." The YouTubers also routinely win large bets with underdog odds (keep in mind they OWN THE SITE), and are promoting it as if anyone can win like them.

More info: https://www.youtube.com/watch?v=_8fU2QG-IV0

Ticket: # 1069105 - Hacker... Invasion of Privacy, "Identity Theft", Harrassment, and Stalking

Date: 7/5/2016 3:36:26 PM

City/State/Zip: Houston, Texas 77028

Company Complaining About: I Wireless.. .kroger's

Description

To Whom It May Concern:

I am forwarding this email with regards to filing a complaint as it relates to the above mentioned matter. Please note that I was hacked by (b)(6) of Dallas, TX. (b)(6) is notable for being a Police Officer, Bishop, and Pastor of Abundant Life Cathedral of Praise Church--Dallas, TX. My violation occurred on the evening of 6/17 and the police (HPD) was dispatched to my location and issued a case number. The officer too noticed that I had no access to my personal files and the personal information of others that I have assisted with various projects, etc. Equally so, the individual after hacking the computer communicated shortly after he hacked my computer. I lost it... I explained that he's going to be charged with a felony. This individual acts out of obsession... It's a joke. He and I only talked about 5-7 months... It was then I recognized that he wasn't what I desired in a husband. Furthermore, I declined him on several occasions with regards to marriage. He then took it upon himself to remotely activate my webcam without my knowing. He began stealing files from my hard drive and have since "SYNC" all of my contacts both cellular and emails and/or social media accounts. He also has been stalking me daily and cutting into my phone calls and/ or intercepting my calls and emails. He wants my attention... REFUSE to satisfy this individual neither will I entertain his misery. He has accessed a senior citizen's account (cellular) and has locked him out too... on occasions. He has deleted accounts. He have mixed phone numbers and created false profiles for stalking and harassment purposes. Furthermore,

In addition, I have filed with several agencies (Government) as it relates to identity theft measures to aid and protect my future. This individual feels that he's going to force me into a relationship that I have no intentions of participating in. I have told him repeatedly ... NO WAY POSSIBLE. He post comments a few times through the Cortana voice activation system on my computer... like..."I can't help it!" or "I still want you." He's a sick individual. I have not seen this individual in 3-4 years now. He married one of his sets of children's mom and I haven't entertained his interest since I told him before they married that I was not interested in a marriage. (b)(6), is doing a lot more under the terms of "criminal negligence" that I ever knew.

The company's that are affiliated with this mess is as follows: Comcast...Infinity internet and cable--Richardson account, Micro Soft Corporation... My account and the one that (b)(6) went through servers and firewalls to personally activate my voice operating system...Cortana (Windows 10), Facebook, Aol, etc. allowed access to my profile and accounts that Mr. (b)(6) locked me out of and seized the control via remote the Dallas, TX area. He also, deleted my Taggedmail.com account. Please note that I DID NOT GIVE him permission to access my webcam, neither my emails, nor my software applications provided by Microsoft license. I feel that I have been violated and with the mind set of Richardson's obsession, it is easy for him to kill me... He's an hacker and officer with a badge and gun.

I don't feel safe right now because he acts as if he just won't stop and that if he can't have me than NO one else can either. I feel that security has been breached because ALL of my personal information was stored within the files that he stole from my system.

Also, note that I have filed with several agencies with regards and have had to terminate cellular services in order to keep him from listening to my conversations. He desires control... I'm not willing to give him the satisfaction that he seeks. I need your assistance because my security and personal information has been breached. He listens to phone calls of each of the contacts. He has hacked the University and Junior College systems, the Work Source Solutions computers and now Mr. (b) [REDACTED] cellular phone.

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(6

Supporting documentation is available ... upon request.

[Ticket: # 1070146 - Open Internet Comment](#)

Date: 7/6/2016 6:05:37 AM

City/State/Zip: Cherokee, Iowa 51012

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1069650 - Cox internet speeds.

Date: 7/5/2016 6:43:12 PM

City/State/Zip: North Las Vegas, Nevada 89030-4326

Company Complaining About: Cox

Description

Consumer has recently made a switch from bundled services with another provider, to Cox for just broadband service. The consumer now uses the internet to watch television, since he has no specific TV provider. He states that frequently, the tv shows that he views, are "buffering", which makes it difficult to watch. He has had techs out twice to check on this, and they say that the service is working fine.

With his previous internet provider, he did not have this issue with buffering. The speed with that provider was 10. The consumer has done speed tests on his Cox service, and it is 15 - 16. There are internet sites/pages that the consumer cannot access. Although he tried three times today to file a complaint with the FCC on-line, he was not able to get through the complete form to get it submitted.

The consumer appreciates any assistance that can be provided in this situation. Thank you. (phone - CAMS 29)

[Ticket: # 1070027 - Mail keeps coming after Unsubscribing multiple times .](#)

Date: 7/5/2016 11:18:00 PM

City/State/Zip: Morro Bay, California 93442

Company Complaining About: Charter

Description

Hello! I Continue getting email soliciting membership, despite requesting unsubscribe multiple times.

info@sv.ama-assn.org

Ticket: # 1075404 - Net Neutrality

Date: 7/8/2016 1:40:35 PM

City/State/Zip: Milwaukee, Wisconsin 53225

Company Complaining About: Time Warner

Description

My speed is being lowered when I start streaming videos. I have had service at a new location for approximately 3 months. I pay for 30mpbs download speed and I am being knocked down to 15mpbs to under 1 mpbs. A technician came out and saw irregularities and trouble with me connecting. But my neighbor has no problems. They do a reset and send signals when technicians come out, but the moment I start streaming videos the problem continues and persists. I am being stopped from playing facebook games and watching Netflix and Huluplus which I have subscriptions for. Attached is today's readings from the speedtests. I have also been confined to sit in one room because my wifi will not work if I move to a different room in the house. I paid for the upgrade because I was told I needed it in order to do the things i do online which are stream movies and play facebook games. This continues to happen every time they want me to upgrade. It works fine at first and then I start having problems and they tell me that I need a bigger tier. Please help. I have requested help on 2 other occasions at the previous address. I have purchased new tvs, purchased new computers, and rewired my home, and I have their anti virus program, the issue is signals they refuse to give me or I am set to some sort of filter for streaming content and online gaming. Also when I am told I am to receive reimbursement I am not getting the full reimbursement promised me, And I am continually being charged for extra things on my bill that they have to fix monthly, I have had to remove channels, and charges for channels I did not authorize and when I make a payment they do not receive it until it is late so they can add on a late fee. I am also being charged for a broadcast tv and sports programming surcharge that they cannot answer me as to why this just was added to my bill within the last 4 months out of the 7years that I have had cable the fee is 9 bux a month and they are saying that you are doing that. So my payments are always a month behind so that I can watch my bill. Thank you for the time in this matter.

Ticket: # 1070040 - Comcast blocking streaming television services

Date: 7/5/2016 11:38:46 PM

City/State/Zip: Nashville, Tennessee 37211-4919

Company Complaining About: Comcast

Description

Comcast sells access to many television channels which also provide online streaming apps for their service (HBO, FX/FXX, Starz, etc.); however, they also block the receipt of these services through androidtv devices. They do allow the feeds through android phones and tables, just not the set-top type devices. Clearly there is no technical impediment to the receipt of the streams since the same operating system is being used by the devices. Additionally, they also allow the streams through Roku, Apple TV, iphone, ipad, Amazon Fire TV, Xbox 360, Xbox One (although not PS4). This seems to be their attempt to either force their customers to use the hardware they (Comcast) choose or else they're trying to leverage these services against the providers to force better terms. Either way, this is clearly anti-competitive as well as anti-net neutral.

Ticket: # 1070081 - Time Warners Internet

Date: 7/6/2016 1:41:13 AM

City/State/Zip: Pikeville, North Carolina 27863

Company Complaining About: Time Warner

Description

Hello I have time warner cable I first got there maxx speeds back in August I believe, when I first got my maxx speeds they were working but then it stopped working and I was getting my usual speeds like 30 Mbps download and 5 Mbps up I was suppose to be getting like 200 Mbps Download and 20 Mbps up. I had so many technicians come to my home and try to fix it but still nothing I had probably about 10 technicians come over even a high technician come to my home but still no solution, I tried to get the 300 Mbps download and 50 upload but still having the same problem, so I called for Twc technician and he said it was my cable poles it had a weak signal and he said he was going to schedule an appointment for me it takes 3-4 days for the company to come and fix And now I've been waiting for more than 2 weeks and still nothing I might file a lawsuit on them, this really pisses me off. And I time warner cable shows False Advertisement for internet saying that I have the max speeds and I don't I've been having slow speeds for a long time a year And up and had so many technicians come and don't do shit I am furious and I am 100 percent sure Time Warner Cable should get sued. And I'm getting charged for internet I'm not even getting it's been happening for more than a year.

[Ticket: # 1070590 - Internet](#)

Date: 7/6/2016 11:50:26 AM

City/State/Zip: Fall River, Massachusetts 02724

Company Complaining About: Comcast

Description

Have been without internet yet again, since 1:00 AM last night, early morning of July 6, 2016. We have reset our modem at least 4 times and still have no internet service. Have tried to call but I keep getting transferred and in the process of getting transferred, I get disconnected.

Ticket: # 1071445 - Verizon DSL Not Working

Date: 7/6/2016 4:52:03 PM

City/State/Zip: Philadelphia, Pennsylvania 19146

Company Complaining About: Verizon

Description

Our Verizon DSL is not working properly. We tried using FTP to work on our websites and it fails very time. Our two websites www.drbookspan.com and www.paulplevakas.com have been down for 3 weeks since we cannot update them. We have made multiple calls to Verizon throughout the Fourth of July weekend, sometimes several in the same day. Verizon has three tiers of technical assistance. We are only allowed to speak with the low level technician who then, we hope forwards the information to the tier 2 technician while we are on hold. Verizon refuses to fix the problem.

For the past 3 weeks when we use FTP to update our websites we experience increasing latency towards the target (godaddy.com server) through Verizon's DSL. The milliseconds at hops 8-13 are over 100 causing a signal failure. Verizon can see this when they do a traceroute on either of our websites. We have an open repair ticket #PAHM03VTP.

Verizon has been dragging their feet and slow to fix this known issue. I have spoken to tier 1 tech and have not been allowed to speak with tier 2 or tier 3 technicians to forward the valuable information I have that should help resolve the problem.

Verizon is deliberately preventing us from speaking to the technicians.

We want Verizon to know that we will not pay our DSL bill until this problem is fixed. We have been Verizon customers for 27 years.

We want the problem fixed!

[Ticket: # 1071796 - Exede internet](#)

Date: 7/6/2016 7:29:58 PM

City/State/Zip: Savannah, Tennessee 38372

Company Complaining About: Exede

Description

The liberty plan gives users a 1-5 mbps speed (slower speeds dependent on network congestion) after users use the priority data. When Major congestion slows the entire network they give a preference to priority data customers over Liberty pass customers leaving these customers well below 1mbps. I've tracked speeds below 0.1 mbps. This was there explanation for me slower speeds, that they preferred priority data users over others.

Ticket: # 1073052 - Continuing unsolicited emails from Hiras Fashion

Date: 7/7/2016 2:05:02 PM

City/State/Zip: San Diego, California 92108

Company Complaining About: N/a

Description

After multiple unsubscribe requests via email, and multiple text messages to the business owner at 646-660-5627, and promises from the business that my email address would be removed from their mailing list, I continue to receive email adds for their " Custom Tailor" business.

Ticket: # 1072754 - Frontier communications

Date: 7/7/2016 12:40:24 PM

City/State/Zip: Oxnard, California 93036

Company Complaining About: Frontier Communications

Description

I have had my Fios internet service disconnected since July 1st. I am paying over \$100 dollars for a service they cannot provide. After many attempt to fix the issue, and contacting frontier customer service I am still without Internet. I depend on Internet for my job and I'm losing wages. The call center is very unprofessional, I have had 20 minute waiting period and the call is lost.

[Ticket: # 1072823 - Bandwidth Cap - Comcast](#)

Date: 7/7/2016 1:07:21 PM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

Comcast has imposed a bandwidth cap onto my service that I pay \$55/mo for. For \$50 more, I can have the same unlimited service that I have already had for months.

Ticket: # 1073017 - Comcast is capping my data

Date: 7/7/2016 1:58:11 PM

City/State/Zip: Lake Bluff, Illinois 60044

Company Complaining About: Comcast

Description

Despite signing a contract with Comcast for unlimited data, Comcast has announced that it will cap our plan. Now to be clear, we pay a lot on money a month already to get high-speed Internet.

I am a research scientist, a volunteer science teacher, and my daughter is a profoundly gifted student. We rely heavily on the Internet for work/school. I expect that Comcast merely sees us as an opportunity to milk more cash where the fees are already onerous (well over \$100 monthly).

I feel this move on their part is not only a breach of our agreement, but a substantial change to our ability to work and attend school.

Ticket: # 1073156 - Xfinity Internet Cap to Start on August 1st, 2016

Date: 7/7/2016 2:34:29 PM

City/State/Zip: Naperville, Illinois 60565

Company Complaining About: Comcast

Description

Received an email informing me of the new plan "Trial" for my area. Per the plan I am allowed 1 TB of data, and \$10.00 extra charge for each 50 GB above the cap. The problem is the corporate applied two plans. One priced plan to acquire Internet only, TV & Internet, and TV/Internet/Telephone. Then a second plan for Internet data (i.e. 1 TB or Unlimited). Either way, I will be paying more than the advertised price of \$50.00 for unlimited which is unfair. Today I pay \$80.00 for internet & basic TV despite the fact I don't need the basic TV. But this is the lowest offer I could have to acquire internet access.

[Ticket: # 1076703 - Net Neutrality](#)

Date: 7/9/2016 11:10:29 AM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: Comcast

Description

Comcast exempts its own Xfinity and cable streams from the cap, disadvantaging internet-only customers to hurt Netflix, Hulu, etc..

[Ticket: # 1073531 - Comcast introducing data limits](#)

Date: 7/7/2016 4:08:37 PM

City/State/Zip: Palatine, Illinois 60067

Company Complaining About: Comcast

Description

Comcast is starting to put data limits of internet. Can we please stop this from happening. It is well known that this just an attempted to gouge more money from customers.

Ticket: # 1073720 - Comcast internet price increase

Date: 7/7/2016 5:04:15 PM

City/State/Zip: Crete, Illinois 60417

Company Complaining About: Comcast

Description

living only on Social Security. To cut corner to stay alive I have to use PlayStation Vue to watch TV and Comcast is telling me that my internet bill is going from \$68.00 to up to \$200.00. At present use it would be \$108.00. Please help before I lose my only enjoyment, my TV.

[Ticket: # 1073805 - 1 TB limit on streaming from Comcast / Xfinity](#)

Date: 7/7/2016 5:26:45 PM

City/State/Zip: Hoffman Estates, Illinois 60169

Company Complaining About: Comcast

Description

Comcast has put a limit on streaming more than 1 TB of data on my account. This is a violation of net neutrality.

Email follows:

Introducing a Terabyte Internet Experience

We're writing to let you know that we will be trialing a new XFINITY Internet data usage plan in your area. Starting August 1, 2016, your monthly XFINITY Internet service will include a terabyte data usage plan (that's 1,024 GB).

With 1 terabyte of data you can stream about 700 hours of HD video, play more than 12,000 hours of online games, or download 600,000 high-res photos in a month. If you believe you will need more data, we also offer an Unlimited Data Option.

Your average data usage for the past three months is 421 GB, so based on your historical usage, with this new plan you can stream, surf, game, download or do whatever you want online, worry free. Less than 1% of Comcast XFINITY Internet customers use a terabyte of data or more in a month.

Details of the Terabyte and Unlimited Plans:

1 Terabyte (TB) included/month If 1 TB is exceeded, \$10 for each additional data block of up to 50 GB/month \$200 overage limit - no matter how much data you use

Unlimited Data \$50 per month No overage charges — no matter how much data you use

You can also track and manage your usage so there are never any surprises about how much data you use. Here are a few tools you can use:

Usage meter – Monitor how much data you have used with our Data Usage Meter.

Data Usage Calculator - Estimate your data usage with our

Calculator Tool. Simply enter how often and how much you typically use the Internet, and the calculator will estimate your monthly data usage.

Notifications - Should you approach a terabyte of usage, we will send you a courtesy "in-browser" notice and an email letting you know when you reach 90%, 100%, 110%, and 125% of that amount. Usage notifications will not be sent to customers who enroll in the unlimited data option. Learn more about notifications here.

For the small percentage of customers who use more than a terabyte of data, we will offer them two courtesy months so they will not be billed the first two times they exceed a terabyte while they are getting comfortable with the new data usage plan. If you have any questions about the new data usage plan, please see our FAQs.

Thank you for being an XFINITY Internet Customer.

Sincerely,

John Crowley

Regional Senior Vice President of Comcast's Greater Chicago Region

Please note that this is a consumer trial. Comcast may modify or discontinue this trial at any time. However, we will notify you in advance of any such change.

[Ticket: # 1073856 - Comcast Xfinity Data Cap](#)

Date: 7/7/2016 5:43:18 PM

City/State/Zip: Chicago, Illinois 60614

Company Complaining About: Comcast

Description

Comcast is rolling out a 1TB cap on data for internet services. Internet has become a "Must Have" to conduct business and stay connected to things such as work, financial institutions, and many other things. Putting a cap on this service is ludicrous. We don't cap the amount of water or other utilities that are necessary to our every day lives. Internet should be no different.

[Ticket: # 1073910 - Comcast instituting bandwidth cap in my area](#)

Date: 7/7/2016 6:02:01 PM

City/State/Zip: Chicago, Illinois 60642

Company Complaining About: Comcast

Description

I just received an email from Comcast/Xfinity that there will now be a 1TB bandwidth cap in effect in my area starting August 1. There will be overage charges of up to \$200/month if I go over that cap, or I can pay \$50 extra for unlimited data.

It is my understanding that Net Neutrality prohibits this type of cap, and from what I've seen, they're rolling it out for all of Chicago.

[Ticket: # 1073915 - Comcast Internet Caps](#)

Date: 7/7/2016 6:03:00 PM

City/State/Zip: Chicago, Illinois 60610

Company Complaining About: Comcast

Description

Comcast is now capping internet usage in Chicago starting in August. In addition to this, they are also altering the websites between the website server and my computer to inject messages. I believe this is a violation of net neutrality.

Ticket: # 1073921 - websites do not function properly

Date: 7/7/2016 6:05:07 PM

City/State/Zip: Natick, Massachusetts 01760

Company Complaining About: Comcast

Description

Net neutrality (also network neutrality, Internet neutrality, or net equality) is the principle that Internet service providers and governments should treat all data on the Internet the same, not discriminating or charging differentially by user....(from wikipedia.org)

Websites do not function properly. Craigslist.org and indeed.com do not work properly . Information is missing, skewed and manipulated. I use both websites to try to find a job. Job posts are missing and it impairs me to find the right job. Search engines like google and yahoo do not function right either. Some of the information that comes up is very outdated and not related to what I am looking for.

I will be sending more information and attachments at a later date.

Ticket: # 1073964 - Internet Data Plan

Date: 7/7/2016 6:17:53 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

Hello,

I just got contacted by Comcast that they are placing a new Internet Data plans that are limited by 1 Terabyte and that I will be charged 50gb/10\$ up to 200\$.

I believe that being limited by the only company that offer high speed Internet service in the area to 1 Terabyte of usage is unfair and just adds costs to an already costly monthly charges for the Internet by itself while local competition like RCN (that is unfortunately isn't offered in my area) offer the same speed 150mb for half the price with no bandwidth limit.

Ticket: # 1073965 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 7/7/2016 6:18:31 PM

City/State/Zip: Minneapolis, Minnesota 55419

Company Complaining About: Comcast

Description

Comcast won't allow me to purchase and use my own modem hardware with my Internet connection. Their representative told me it's because I have a dedicated IP address. They said that if I want to use my own modem, I can't have a dedicated IP address. They said IP addresses are only supported on their own leased modems.

I see no reason why another modem wouldn't allow me to have a dedicated IP address, and so I am filing this complaint. They keep raising the monthly cost of the modem I'm leasing from them, and I believe they are acting in an uncompetitive manner.

I ask that Comcast would either allow me to use a dedicated IP address with my own modem, or waive the lease fee for my Comcast modem from here on out.

(b)(6)

[Ticket: # 1073999 - Comcast Unfair 1TB Data Cap](#)

Date: 7/7/2016 6:32:53 PM

City/State/Zip: North Riverside, Illinois 60546

Company Complaining About: Comcast

Description

It is absolutely unfair that Comcast is limiting the amount of Internet I can use. With the price I pay already they want an additional \$50 for unlimited Internet. As an IT Specialist this can be a significant blow to my livelihood and how I would like to consume digital media. This hinders cable cutters and forces them to either get cable or pay \$50 extra a month.

[Ticket: # 1074024 - Comcast Data Cap](#)

Date: 7/7/2016 6:38:22 PM

City/State/Zip: Chicago, Illinois 60622

Company Complaining About: Comcast

Description

I received an email today that Comcast will be capping my data service at 1TB/month that I previously signed an unlimited contract for. This is both a breach of their contract with me as well as a breach of the Net Neutrality laws. Swift action should be taken against this company.

Ticket: # 1074151 - Comcast Data Cap

Date: 7/7/2016 7:38:58 PM

City/State/Zip: Chicago, Illinois 60609

Company Complaining About: Comcast

Description

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

In the building that I live there is no choice but to use Comcast, as they signed an agreement when the building was constructed.

I do not want to be limited in my use of the internet so that while I am using it, I have to wonder whether I will receive additional charges.

Additionally, Comcast is reducing the amount I can use, from an unlimited plan to a 1 terabyte limit, without offering any reduction in price or or offering any alternative.

[Ticket: # 1074249 - Internet data Cap](#)

Date: 7/7/2016 8:31:45 PM

City/State/Zip: Chicago, Illinois 60610

Company Complaining About: AT&T

Description

At&t is enforcing a 600gb data gap.

Ticket: # 1074280 - Comcast Usage Caps and Ad-Injections

Date: 7/7/2016 8:45:25 PM

City/State/Zip: Round Lake, Illinois 60073

Company Complaining About: Comcast

Description

Comcast has arbitrarily started to enforce data usage caps on their "high speed internet" service that they offer. If you reach near the cap, besides additional costs, Comcast is advising that they will notify you via a courtesy "in-browser" notice (also known as ad-injection) which you cannot opt out of. This violates multiple FCC rules and regulations.

[Ticket: # 1074305 - Unlawful Internet Regulation](#)

Date: 7/7/2016 8:53:46 PM

City/State/Zip: Chicago, Illinois 60657

Company Complaining About: Comcast

Description

Comcast is planning on imposing illegal regulations that are designed to deter companies from being able to deliver large high quality content and the users from being able to take advantage of this. This is completely illegal and should be stopped.

[Ticket: # 1074368 - Comcast "In-Browser" Courtesy Notice and Data Cap](#)

Date: 7/7/2016 9:18:46 PM

City/State/Zip: Orland Park, Illinois 60462

Company Complaining About: Comcast

Description

Comcast has begun capping my previously "unlimited" Internet connection. They also described that they will notify me if I approach the limit using an "in-browser" courtesy notice which means they are modifying my Internet traffic as well. I believe both of these issues would be against what the FCC proposes as the Net Neutrality rules.

Ticket: # 1074332 - Limitation of Internet Usage

Date: 7/7/2016 9:05:27 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

I received a notification from Comcast today that my internet usage would be limited to 1TB per month, unless I agree to pay overage charges. Although I've yet to exceed this 1TB threshold the internet requires more and more data transfer to take advantage of new features - who can say what usage will look like tomorrow? Apparently, now Comcast can...

Ticket: # 1074443 - Comcast XFINITY "Terabyte Internet Experience"

Date: 7/7/2016 10:23:10 PM

City/State/Zip: Lisle, Illinois 60532

Company Complaining About: Comcast

Description

Starting August 1st, Comcast XFINITY is limiting internet usage to users in my area through an involuntary enrollment trial called the "Terabyte Internet Experience".

Speaking on behalf of myself and many other outraged customers, this recent change has left me with no choice but to file a complaint with this governing body. I have been a customer with Comcast for many years, and this is by far one of the most blatant abuses of the terms of service we have with them. We pay Comcast for internet with the understanding that we are paying for speed tier, not quantity.

It is with great dismay that I find myself needing to reach out to your organization, as it proves to me that I am powerless to use my own freedom of choice to simply stop paying Comcast for these services. Internet is an integral part of my everyday life, from home security to working from home. Comcast is the only broadband internet service in the area, and moving is not a reasonable possibility. Comcast clearly states that customers (involuntarily) enrolled in this program cannot opt-out (source: <https://customer.xfinity.com/help-and-support/internet/data-usage-trials-plan-opt-out>)

Comcast uses these tactics to nickel and dime its customers, and uses this money to lobby for legislation that acts in their own favor when it comes to making a profit. It makes no difference to Comcast's bottom-line whether they provide me with 1 bit of information vs. 1 Terabyte. It is the speed and effectiveness of the *delivery* that I pay for, and that they build infrastructure for.

And so I ask the Federal Communications Commission to put an end to these unfair business practices, and furthermore ensure that the "internet" cannot be quantified in an amount to be measured and charged for, but remain a service where companies compete to provide better bandwidth.

I have attached the email notice I received from Comcast today (07/07/2016).

Thank you for your time.

Ticket: # 1074481 - Comcast - ARE YOU KIDDING ME?

Date: 7/7/2016 11:06:55 PM

City/State/Zip: Newburyport, Massachusetts 01950

Company Complaining About: Comcast

Description

<http://i.imgur.com/ayCwvYJ.png>

You need to do something about this...Comcast is a straight up monopoly that is actively destroying innovation and competition in the ISP realm. How can you sit back and allow this? A 1TB monthly cap? This is absolute bull. We're the richest country on the planet, yet our internet is barely keeping up with countries a fraction of a size. Put Comcast in their god damn place already.

Ticket: # 1074482 - Comcast Caps

Date: 7/7/2016 11:08:34 PM

City/State/Zip: Downers Grove, Illinois 60515

Company Complaining About: Comcast

Description

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicagoland, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

Now I must -pay overage fees, which I cannot afford. -upgrade my internet service, which I cannot afford. -stop backing up my data online, which will leave my data unsafe

All while this was forced on me, on my account that I already had, I started this account and pay for an account that was unlimited. Now without discount or reasoning for this reduced service I must just deal with it, is basically the message.

Ticket: # 1074483 - Comcast in Chicago

Date: 7/7/2016 11:09:46 PM

City/State/Zip: Chicago, Illinois 60613

Company Complaining About: Comcast

Description

I am insanely perplexed over this action, which I would determine to defy current net neutrality rules. Comcast has decided to add a cap to the amount of data that they will allow customers to have on a monthly basis. While I believe that they are entitled to the amount of data that we are used (despite internet services having been recently deemed a basic human right by the U.N.) the bigger issue that I have is the clear intent of Comcast to inject themselves into my privacy. By their own admission:

Notifications - Should you approach a terabyte of usage, we will send you a courtesy "in-browser" notice and an email letting you know when you reach 90%, 100%, 110%, and 125% of that amount.

In-browser. Noting that they are within my browser and injecting their own message and preventing me from using the internet from my own choices of viewing. Not to mention that much of my internet usage is not based in a browser. I now use apps and phone calls through my Wi-Fi. That they would even consider this as an option is upsetting and I will be lodging a complaint with them, and terminating my service before too long.

I do not think that this should stand as a legal option, however.

Ticket: # 1074538 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 7/8/2016 12:37:53 AM

City/State/Zip: Memphis, Tennessee 38122

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane.

These companies don't realize that soon someone will create a company that doesn't cheat or gouge us and everyone will flock to them. Verizon and Comcast are only hurting themselves. In the meantime we should not have to pay for their learning curve.

(b)(6)

[Ticket: # 1074559 - Internet Speed Throttle](#)

Date: 7/8/2016 1:02:48 AM

City/State/Zip: Los Angeles, California 90035

Company Complaining About: Time Warner

Description

TimeWarner Cable has been slowing my speeds. Currently I pay for 200Mbps and they are only giving me 20 Mbps.

[Ticket: # 1074566 - data caps](#)

Date: 7/8/2016 1:14:52 AM

City/State/Zip: Chicago, Illinois 60617

Company Complaining About: Comcast

Description

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

As a member of a family of five, 1tb of data isn't enough with multiple people using the internet.

[Ticket: # 1074639 - Bandwidth Caps](#)

Date: 7/8/2016 8:02:45 AM

City/State/Zip: Niles, Michigan 49120

Company Complaining About: Comcast

Description

We've been notified that Comcast is going to be rolling out a terabyte bandwidth cap in August. We were under the assumption when we signed the contract that there was no bandwidth cap and no overage fees. This does not seem as a fair business practice towards the common consumer. How does it take an extra fifty dollars on top of what is already paid to transport that amount of data? Contact me via email.

[Ticket: # 1074667 - Comcast Data Cap in Chicago](#)

Date: 7/8/2016 8:50:38 AM

City/State/Zip: Downers Grove, Illinois 60515

Company Complaining About: Comcast

Description

I think it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

Internet usage is on the rise across the nation, and it is awful of Comcast to implement a paid limitation that everyone will start hitting a few years down the line as high definition video streaming becomes more and more mainstream.

[Ticket: # 1074693 - Comcast Data Limits](#)

Date: 7/8/2016 9:08:46 AM

City/State/Zip: Lombard, Illinois 60138

Company Complaining About: Comcast

Description

I am unhappy about Comcast limiting my internet data and not counting its own streaming in the limits but other streaming like Netflix does count towards limits.

Ticket: # 1074746 - Comcast Xfinity Data Caps

Date: 7/8/2016 9:51:26 AM

City/State/Zip: Des Plaines, Illinois 60018

Company Complaining About: Comcast

Description

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago and surrounding areas, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

Furthermore, "Notifications - Should you approach a terabyte of usage, we will send you a courtesy "in-browser" notice and an email letting you know when you reach 90%, 100%, 110%, and 125% of that amount." THIS injection of a notice onto whatever webpage you may be viewing at any time could be in violation of Net Neutrality in order to add that pop-up, right?

One last thing, I literally have one option for internet right now, how is that ok? Aren't there policies put in place to avoid this kind of situation?

Ticket: # 1074881 - Comcast data cap

Date: 7/8/2016 10:46:30 AM

City/State/Zip: Burr Ridge, Illinois 60527

Company Complaining About: Comcast

Description

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds. Leaked Comcast emails have shown that this limit has nothing to do with the quality of their internet service but rather purely a play to make money. In most cases Comcast subscribers do not have another choice or they are stuck in long contracts with the company. I believe this is extremely unethical, and clearly meets the definition of abusing their monopoly. Also this violates the terms of net neutrality because it limits the amount of online content I can watch which forces me to watch the Comcast tv that I subscribe to. This is unacceptable and I believe Comcast should be banned from enforcing this rule as well as fined for violating net neutrality.

[Ticket: # 1074989 - Internet is always down, not responding](#)

Date: 7/8/2016 11:26:58 AM

City/State/Zip: Red Rock, Arizona 85145

Company Complaining About: Comcast

Description

. internet is always down, speed is not what is stated on contract, message on internet says "internet not responding" please re log in and this happens at least 10 times a day or more and we have 850 homes out here in red rock and about 1/3 are having the same problem with Comcast have been for at least 2 years

[Ticket: # 1075093 - Comcast data caps](#)

Date: 7/8/2016 11:54:29 AM

City/State/Zip: Wheaton, Illinois 60189

Company Complaining About: Comcast

Description

Straight up extortion. As if we don't already pay an arm and a leg for shoddy service, there is no option, no recourse for us as consumers. No one else provides internet in my area, absolutely ridiculous to be fleeced for it.

Ticket: # 1075164 - Comcast, xfinity is trying to cap data bandwidth on home Internet

Date: 7/8/2016 12:24:11 PM

City/State/Zip: Palatine, Illinois 60067

Company Complaining About: Comcast

Description

I received an email from comcast, stating they are planning to charge \$50 more for unlimited Internet Access or \$10 for additional data block for 50GB/month if I use more than 1TB of Data in a month. I would like to request comcast not to make everyone pay additional amount if we ever go over 1TB. See attached screenshot for the email I've received.

Ticket: # 1075645 - Comcast is monopolizing the internet and now forcing data caps

Date: 7/8/2016 3:01:37 PM

City/State/Zip: Lindenhurst, Illinois 60046

Company Complaining About: Comcast

Description

Out of the blue Comcast has now forced what was previously an unlimited use internet plan to a capped "1TB" internet plan. This is completely a scheme to get more money from high data users and the nature of cable is that each person has their own "line" its not like high users cause "congestion" for other users this is completely a move to line Comcast's pocket books with more money. Stop this unfair business practice, it would be one thing if there were other comparable competitors in the area but here Comcast is basically the only option.

[Ticket: # 1076630 - Comcast Gives Chicago Customers Bad News: Data Caps Are Coming](#)

Date: 7/9/2016 9:03:12 AM

City/State/Zip: Chicago, Illinois 60608

Company Complaining About: Comcast

Description

Net neutrality. They exempt their xfinity and non IP content (traditional channels) from the cap. Clear violation.

[Ticket: # 1076294 - Xfinity in Chicago](#)

Date: 7/8/2016 7:44:55 PM

City/State/Zip: Chicago, Illinois 60625

Company Complaining About: Comcast

Description

I am a Comcast / Xfinity customer in Chicago and the company is close to capping my data in violation of net neutrality.

[Ticket: # 1076156 - Data Cal's from Comcast](#)

Date: 7/8/2016 5:57:05 PM

City/State/Zip: Berwyn, Illinois 60402

Company Complaining About: Comcast

Description

Comcast sent me an e mail yesterday saying they would begin capping my data each month unless I paid an extra \$50 on top of my current rate. They offered to sell me a bundle with TV to avoid this, which is quite ridiculous. I just want internet. And with no other available providers I am stuck. Crummy service, slow speed (I pay for 75mbps and rarely top 12). This is ridiculous.

[Ticket: # 1076390 - Verizon dsl](#)

Date: 7/8/2016 9:06:47 PM

City/State/Zip: Middleburg, Pennsylvania 17842

Company Complaining About: Verizon

Description

Repeated internet outages We pay \$77 per month for Internet service. Our service is out three or more times per week some times for more than 24 hours at a time. There is never any discount on your bill for the time that the service is down just continued outages and the same crazy charges. Unfortunately we have no other options for a provider because of where we live

Ticket: # 1076327 - Loud commercials

Date: 7/8/2016 8:07:15 PM

City/State/Zip: North Fork, California 93643

Company Complaining About: Ponderosa

Description

There are standards that keep tv commercials from being too loud, but what about streaming them on the Internet? I have experienced this issue on sites such as AMC.com and CWTV.com. Please extend your rules and policies to cover commercials viewed while streaming tv shows as well.

[Ticket: # 1076550 - internet](#)

Date: 7/9/2016 1:15:11 AM

City/State/Zip: Gold Bar, Washington 98251

Company Complaining About: Frontier Communications

Description

every month my internet speed drops once I started using a torrent service to move files but they claim they do not guarantee speed i am at 10 percent of what i was at 6 months ago .`

[Ticket: # 1076577 - Cap of Internet usage](#)

Date: 7/9/2016 6:17:53 AM

City/State/Zip: Lincolnshire, Illinois 60069

Company Complaining About: Comcast

Description

Comcast capping Internet useage "trial"

[Ticket: # 1076695 - Comcast Xfinity 1TB Data Caps in Chicago](#)

Date: 7/9/2016 10:59:57 AM

City/State/Zip: Alsip, Illinois 60803

Company Complaining About: Comcast

Description

"I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

[Ticket: # 1077255 - Comcast is capping my data](#)

Date: 7/9/2016 8:43:11 PM

City/State/Zip: Highland, Indiana 46322

Company Complaining About: Comcast

Description

Comcast is putting a data cap on my Internet service at my house and I feel this is a violation of the unwritten agreement between myself, the consumer and Comcast, the provider because a capped Internet service is not what I signed up for when I agreed to have their service at my home

Ticket: # 1077296 - Horrible Service**Date:** 7/9/2016 9:56:44 PM**City/State/Zip:** Amarillo, Texas 79109**Company Complaining About:** T Mobile

Description

To Whom It May Concern:

I am shocked and appalled at Tmobile Customer Service behavior, I have been accused of deceit and told lies and Tmobile has made me feel like they don't care about me or any of their customers. Tmobile made me so upset I seriously experienced medical issues. I even told them I have medical issues and I was thrown into PTSD, Panic, Anxiety, I have severe nerve damage and I experience nerve pain when stressed. They made me experience nerve pain through my body because of them. My issue starts two weeks before I created an account:

I first called Tmobile to order a sim card after receiving a used internet router. I spoke to sales online who called me to order a sim card. He offered me a sim card for prepaid service at \$3.99 for a sim card with \$11.99 expedited shipping. I couldn't find my card and I had to call back; I found it and called back. I was told by a sales rep that the sale ended and I couldn't get the card. I asked to speak to a supervisor and he swore up and down that the supervisor would tell me the same thing. He said there was a long wait and there was nothing they can do. I got disappointed and switched to straight talk. Straight Talk doesn't have 2G drop down when your service GB end. I switched back to Tmobile after straight Talk got turned off. I called Tmobile sales again and asked to speak to a supervisor and the sales rep tried to help me. She was confident and told me sorry it was there during the time I was trying to order and it was valid the gentleman was rude. She promised me free shipping and a free Tmobile sim card and transferred me to an escalations desk. She was supposed to conference call and did not and when we got through I reexplained with the new info and he informed me that she was wrong free shipping is only for difficult orders. I told him I was lied to and he didn't care, he had my order info and hung up when I went to get my debit card to pay. I then called back and reexplained myself, my order was then missing. I asked to speak to a supervisor named Darla and she informed me my Sim order was missing she could place it apologized and wanted to charge me for shipping. I told her that it is not right to charge me for shipping and she apologized for not having a code and said if she could she would waive the shipping. I paid anyway and asked her what she could do about it. She told me that she would add ten dollars to my sim card and send my info to billing just to see if they could waive the shipping. Guess what! I received my sim card and there was no money on my sim. I spent 2 hours just trying to activate my hotspot to find out the sim was never activated and there was no ten dollars on there. I then finally got it activated and was angry, they transferred me to a customer service specialty department and she apologized believed me and said " I want you to know that is not the way Tmobile works" she added ten dollars to the sim card and apologized I felt better I had been promised so much.

I then use the internet that night it is working fast, all of a sudden it slows down slower than 2G. I call the technical services informs me that I have a 4G only device and I need 4GLTE but don't worry he said if I prepaid 60 dollars I can get a free hotspot. I was upset but said when will this expire as in the past aforementioned I was lied to, I am disabled and don't get paid till the first. He told me

don't worry I as many of our customers have old hotspots the deal is not going to expire call back whenever. I said ok thanks. I called back on 7/7/2016 and spoke to the technical department, I was informed the deal at expired on the 28th of June. He said there was nothing he could do and said maybe they have a new sale going on and transferred me to the wrong department who then transferred me to sales. Sales then transferred me to customer service who then transferred me to Tech support supervisor. The tech support got my information then had me on hold and hung up on me while waiting for a supervisor. I then called back and spoke to a technical service regular person who tried to ask his peers instead of a supervisor. He then switched the line with someone who tried to pretend to be the original representative, when confronted he lied to me. Then I demanded a supervisor who took my info claimed he believed me and said it did expire and wanted me to speak to customer service to try and resolve the issue. I informed him that they had me on the phone for so long my minutes were gone I asked him to document it just in case I get disconnected and he stated that he would don't worry I will. I felt confident he was telling the truth. We got disconnected and I had to load minutes on my phone. I then called back I spoke to someone in the customer service department who who claimed she didn't understand and I asked to to speak to a supervisor, I explained my situation and told him the exact statement I told the last sales supervisor: I am sick and tired of Tmobile telling me promises and refusing to honor them, I feel as if Tmobile does not care about it's customers and it's service and that I wanted to switch service providers because I don't feel like you care about us. First he began the conversation rudely and he had an attitude the entire time. He consistently argued with me, he kept purposefully using the words first of all, and was ready for a fight right out of the gate. He accused me of trying to take advantage of Tmobile and trying to get free service when I wanted to pay for service and I only wanted what was promised. He called me a liar and said no documentation was on file regarding our calls and there was never a promotion ever and he tried forcing me to buy a router without the promotion. He then sometime during the call told me he would not get fired for speaking to me like that for making me feel like a villain and a deceitful fraud and for telling me there was never a promotion. He was so confident he gave me his information 1878623 dadandy L. I cannot fully remember the conversation word for word as I was so upset I can't recall. His actions threw me into PTSD and I forgot. I felt abused, betrayed, vulnerable, and at fault for Tmobile actions. I am deeply hurt as I was truly excited about Tmobile internet. I regret to inform you I am switching without using my 4.8 GB left out of 5 GB I received for the first problem. As I don't want to seem abusive, please take into account I used it once for surfing the internet only as I most often do. I could have continued the 2G even before attempting to upgrade. I have truly never deceived anyone and that hurt me deeply. I just hold companies to their word, and my word is always my bond.

For years I have had Tmobile prepaid service, sometimes my circumstances would change and I switched but I have come back and a combined total of at least 3 years I have had Tmobile. I loved your company for years no problems and excellent customer service. I am hurt behind your actions.

I would just like Tmobile to refund my Sim card and you can keep the shipping, per his words I don't want to get everything free from you.

A deeply hurt and unexcited customer,

(b)(6)

P.S. If I had got the chance I would have paid for my services not just got everything free.

[Ticket: # 1077479 - AT&T disconnects account for no reason](#)

Date: 7/10/2016 11:40:47 AM

City/State/Zip: Chicago, Illinois 60616

Company Complaining About: AT&T

Description

AT&T disconnects Internet to supposed violation of terms although no terms are violated and ISP can not identify. Pls investigate as I am paying this bill in full every month.

[Ticket: # 1077554 - AT&T contract violations](#)

Date: 7/10/2016 1:18:19 PM

City/State/Zip: Midlothian, Texas 76065

Company Complaining About: AT&T

Description

I have unlimited Uverse internet with At&t they have now not rightfully imposed a data limit on my families account

[Ticket: # 1077704 - IP address issue between Frontier and Netflix.](#)

Date: 7/10/2016 5:45:36 PM

City/State/Zip: Garland, Texas 75043

Company Complaining About: Frontier Communications

Description

I am subscriber to Netflix and Frontier (formerly Verizon) for my internet. I am not able to use Netflix, because Netflix is not able to verify my IP address is not a proxy. I am using a standard Apple wifi router and I can access the account from my phone. Therefore there seems to be an IP address issue between Netflix and Frontier. As they don't seem to be able to work this separately, I have a hope the FCC can help them.

[Ticket: # 1077771 - Spam email where the unsubscribe does not work](#)

Date: 7/10/2016 8:12:14 PM

City/State/Zip: Huntertown, Indiana 46748-9332

Company Complaining About: Frontier Communications

Description

I have three email id's 1. (b)@frontier.com, 2. (b)(6)@frontier.com, 3. (b)(6)@frontier.com, I get the following spam email 1. 40 total, 2, 417 Total, 3. 22 Total all of this in the month of June 2016. I tried to unsubscribe from most of these but it either does not work or it seems as if I get more spam. Can you not do something?

[Ticket: # 1078225 - Net Neutrality Comment](#)

Date: 7/11/2016 11:29:42 AM

City/State/Zip: Foxborough, Massachusetts 02035

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1078398 - blocking my internet](#)

Date: 7/11/2016 12:42:24 PM

City/State/Zip: Kempton, Illinois 60946

Company Complaining About: Cyber Broadcasting

Description

I had gotten ddos attacked so have been blocked all of my gaming access and access to log into my vpn through pptp after I had purchased that to stop the ddos attacks they have penalized me for something I can not control

Ticket: # 1078728 - Received a message from Microsoft Team that someone was trying to use an application to sign into my home computer

Date: 7/11/2016 2:39:04 PM

City/State/Zip: Huron, Ohio 44839-2288

Company Complaining About: Buckeye Cablesystem

Description

Microsoft (Steve Anderson Customer Advocate 1-888-724-4813 ext. 2315) sent me a message that someone was trying to get into my computer on July 10th at 5:24 AM GMT Location was Tokyo, Japan, Germany I.P. Address 196.27.255.255. I am not contacting Microsoft because all they want to do is sell me some protection.

[Ticket: # 1093403 - No HBO with PS4](#)

Date: 7/19/2016 7:39:01 PM

City/State/Zip: Salt Lake City, Utah 84108

Company Complaining About: Comcast

Description

Comcast does not allow using HBO Go app in PS4.

[Ticket: # 1079518 - Comcast internet data limit](#)

Date: 7/11/2016 7:26:53 PM

City/State/Zip: Saint Joseph, Michigan 49085

Company Complaining About: Comcast

Description

Comcast is placing a data limit on subscribers in my area beginning August 1, 2016. I believe this violates the principle of an Open Internet by placing a roadblock to steaming video services like Netflix or Youtube. This violation is made more egregious because the services complete directly with Comcast's television and video streaming offerings.

[Ticket: # 1079950 - Att is allowed to ignore net neutrality](#)

Date: 7/12/2016 8:29:55 AM

City/State/Zip: Van Nuys, California 91405

Company Complaining About: Att

Description

Bandwidth Caps, Att Uverse, etc, are all violations that are ignored due to bribes to elected officials.

They sent me marketing spam in response to the last complaint. i.e. they don't care.

Ticket: # 1080238 - Re: www.google.com Blocked

Date: 7/12/2016 11:25:00 AM

City/State/Zip: Pittsburgh, Pennsylvania 15237

Company Complaining About: Consolidated Communications

Description

So, I submitted an FCC request yesterday regarding Consolidated Communications my ISP - today, I can't access Google.com on my phone or desktop unless I use LTE - have evidence of this but can't attach since I'm using mobile. Can supply if requested.

Ticket: # 1080300 - CRAIGSLIST INTERNET FRAUD

Date: 7/12/2016 11:50:37 AM

City/State/Zip: Washington, District Of Columbia 20032

Company Complaining About: Rcn

Description

on June 6 I inquired about a Myrtle Beach, SC rental posted on CRAIGSLIST. I was contacted by a Ken Brickelle and was told it was cheaper for him to do Giftcards or a PayPal electronic check.

PayPal does not issue a e-check on first transaction so a paper check was sent

I call Mr. Brickelle for a Confirmation Number for the unit and was told to call on Friday, which I did. I was told to call on Saturday because he was traveling and could talk better on Saturday.

I call on Saturday and was told he was going to Cancel the Reservation because I called him on Saturday.

Bottom Line I have not received a Confirmation Number or Refund

I think he is running a SCAM on CRAIGSLIST

Ticket: # 1080726 - Centurylink - Throttling of Netflix

Date: 7/12/2016 2:14:27 PM

City/State/Zip: Windermere, Florida 34786

Company Complaining About: Centurylink

Description

I pay CenturyLink for a 100/50 Fiber internet connection. Our family has been noticing that Netflix looks terrible so I decided to investigate the last case.

Using speedtest.net I see speeds of 100/50 pretty consistently.

Using fast.com (from netflix, testing Netflix CDN) the speed varies from 10mbps to 1.1mpbs. Last night the speed was 1.1mpbs. Again we are paying for 100mbps.

On a hunch I decided to try the fast.com speedtest using a VPN. Lo and behold, as soon as traffic destination is not known to Centurylink, fast.com speedtests jump up to 97mbps.

I've tried engaging them in dialogue, but they plead ignorance, say it's my local usage, etc...

I make my money on networking, so this is not a random observation. But a well thought out and researched issue we've found. What Centurylink is doing must be illegal.

Our plan right now is to drop their service, but before doing that I wanted to help fix the issue for others.

I've attached fresh speed results, as tested right now.

[Ticket: # 1081110 - Slow internet speed/unlimited data plans with ATT](#)

Date: 7/12/2016 4:08:53 PM

City/State/Zip: Galiien, Michigan 49113

Company Complaining About: AT&T

Description

Constant slowdowns and outages with ATT Internet and cell phone service. Have had 3 techs out to replace modem, router and to do some rewiring. I called ATT about an unlimited data plan and they told me they offer it but when I hit 22 GB's, they will intentionally slow down the speed. I just read on your site that this is illegal so how is ATT getting around this?

Ticket: # 1081188 - Comcast Internet Cap**Date:** 7/12/2016 4:35:38 PM**City/State/Zip:** Lake Bluff, Illinois 60044**Company Complaining About:** Comcast

Description

In Chicago, Comcast says that subscribers in that area who exceed 1 terabyte of data usage a month will need to pay extra. It will affect less than 1 percent of internet users, Comcast reports, according to the email obtained by the Chicago Tribune, the Associated Press and others.

Fees will reportedly be \$10 for every 50 GB of additional data used during the month, or they can pay an extra \$50 a month for an unlimited plan. Comcast offers a data usage meter to all its customers.

This clearly violates the FCC's Open Internet rule of "No Paid Prioritization" and will limit consumers use to commonly used services, such as Netflix, YouTube, etc. Consumers cannot control how much bandwidth is used when watching these videos, so why should there be a cap? Additionally, with technology continuing to improve - from Standard Definition to HD to Ultra HD - the quality of the video will require more bandwidth. As a result, right now the consumer may not feel the effects of the Comcast cap, but as technology improves consumers will have to pay more.

[Ticket: # 1081194 - Northland Cable Capping "Unlimited" Broadband](#)

Date: 7/12/2016 4:38:15 PM

City/State/Zip: Greenwood, South Carolina 29649

Company Complaining About: Northland

Description

I pay for unlimited broadband internet at 24Mbps, There is an unlisted "Limit" that, after I hit that, I only get 500Kbps down. There is no Limit listed on their Site and there was no documentation on this limit and no published change of this service change.

Ticket: # 1081772 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 7/12/2016 8:33:33 PM

City/State/Zip: Bedford, Indiana 47421

Company Complaining About: Comcast

Description

As a Comcast customer, I should be able to choose freely what and how I watch news, movies and information.

Comcast has far too much control over the viewing choices of WE, The People. PLEASE STOP them from limiting us even further.

AT&T/BELL SYSTEM was forced to divest because they were so big, so why not also Comcast and Time Warner?

Last time I looked, this was a "FREE" country and WE, the viewing public should have more choices and less control over accessing media.

(b)(6)

Ticket: # 1082279 - Spam

Date: 7/13/2016 10:38:51 AM

City/State/Zip: Mahopac, New York 10541

Company Complaining About: City Tours

Description

I went on a trip to Santa Fe, New Mexico four years ago and used City Tours / Discovery.com to help book a destination we wanted to visit.

Upon returning home we have been receiving promotional information from City Discovery.com. Two years ago, I started to try and unsubscribe from CityDiscovery.com and today I continue to receive their SPAM/ads. I've attempted to unsubscribe over a dozen times and yet the SPAM/ads just keeps on coming. Each time I've unsubscribed, I receive a confirmation (see attachment) stating "Your request is now complete. You will no longer receive e-mails from us." It's now harassment and deception from CityDiscovery.com and I DO NOT WANT TO RECEIVE THEIR EMAILS ANY LONGER!

Please advise them to honor the wishes of those customers who wish to unsubscribe from their email. Thank you!

Frustrated,

(b)(6)

[Ticket: # 1082350 - Twitter](#)

Date: 7/13/2016 11:07:57 AM

City/State/Zip: Houston, Texas 77096

Company Complaining About: Twitter

Description

Twitter put viruses on my computer that cause the picture on the monitor to jump up & down uncontrollably. This make the second computer I owned that started doing that, while I was no twitter, and the virus stays in my computer, when I was on other sites. I took my computer to computer repair shop, and had it refurbished, and all virus removed, it worked fine. Not sure twitter put virus on my computer the first time. I went back on twitter, after my computer was refurbished, and the jumping of the monitor screen started all over again, while I was on twitter

Ticket: # 1082633 - Comcast data cap

Date: 7/13/2016 12:45:28 PM

City/State/Zip: South Elgin, Illinois 60177

Company Complaining About: Comcast

Description

To whom it may concern,

I would like to lodge a complaint against my internet service provider Comcast.

I recently received an email from comcast notifying me that beginning on August 1st 2016 that my account will be subject to 1 Terabyte usage cap. Exceeding the cap will result in charges.

I feel this is an unfair change in the terms of service that I had initially agreed to with comcast and should not be allowed.

Comcast is attempting to prevent users from utilizing streaming services such as Netflix that reduce the demand for their cable offerings.

The FCC should prohibit arbitrary limits set on internet usage.

[Ticket: # 1082885 - Re: Comcast deliberately degrading service](#)

Date: 7/13/2016 2:10:03 PM

City/State/Zip: West Haven, Connecticut 06516

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #745717 "Comcast deliberately degrading service"

No response has been received, despite being told Comcast had indicated one was sent.

[Ticket: # 1083203 - It looks like someone else might be using your account](#)

Date: 7/13/2016 3:39:30 PM

City/State/Zip: Tarentum, Pennsylvania 15086

Company Complaining About: Microsoft Email/hotmail

Description

unable to get into my Microsoft/Hotmail email FOR MONTHS! Recovery AND New Account-creations FAILED MULTIPLE TIMES!!

[Ticket: # 1087191 - Throttle speeds on AT&T LTE](#)

Date: 7/15/2016 2:32:13 PM

City/State/Zip: Wethersfield, Connecticut 06109

Company Complaining About: AT&T

Description

Since my new billing cycle started I have had consistantly slow speeds, hovering under 1mbps while paying for LTE connectivity.

[Ticket: # 1084698 - AT&T UVerse Bad Connection Experience](#)

Date: 7/14/2016 12:07:51 PM

City/State/Zip: Frisco, Texas 75034

Company Complaining About: AT&T

Description

AT&T Uverse Internet Connection drops every 5 mins that causes all personal communication over internet to die.

Ticket: # 1084273 - Internet Service**Date:** 7/14/2016 8:58:26 AM**City/State/Zip:** Shreveport, Louisiana 71118**Company Complaining About:** Comcast

Description

To whom it may concern:

On July 8th I moved but days prior I had called to have service setup with Comcast. I ordered Cable as well as Internet Service; I was told that I could do a self-install so I went to the local station to pick up the equipment. I went home and attempted to install the service to no prevail. I called technical support and this conversation went on for over 2hrs Friday night, I was finally told that there had never been service at this address so I would have to have a technician come out to install the service. I was given a date of July 12th but never given a time frame, I called back the next day July 9th and had to be transferred to 5 different people before they could pull up my account and advise me that the time frame would be between 1-3 (only one agent out of the many was polite). I was not happy with this due to the commitment that was given to me. I called back on Monday July 11th to cancel the cable service due to the way that I was treated by this company that I will have to pay my hard earned money to every month(I did have an option with my TV service). Due to Comcast having a monopoly with the Internet service where I live I had no choice but to keep my appointment for that service. I returned the cable equipment on July 11th and waited for the tech on Tuesday July 12th but he never showed nor called, I chatted with a rep on their website who assured me that the tech would still be coming but he never showed. On July 12th around 6pm I called and spoke to a rep who advised me that a tech had been out and he did not have to come inside that all he needed to do was done at the pole and all we needed to do was go through the connection steps and the service would work, we did that and to no prevail. I was so upset that this company had no respect for me as a customer nor respect for my time. I requested then to speak to a supervisor who then told me that if I had a small business that I need to consider setting up a business account and there was nothing he could do he said the ticket was open still the tech had not been out there and he was rude. I have not heard from anyone from Comcast at all and today is July 14th. I have exhausted all that I know to do and this was my last resort.

Ticket: # 1084152 - Tech support scam

Date: 7/14/2016 12:44:39 AM

City/State/Zip: Merritt Island, Florida 32953

Company Complaining About: Bright House

Description

I got a call from someone claiming to represent Microsoft. He said that there is a virus on my computer. I turned on my computer and saw that there was indeed a virus on it. I could not get rid of it and couldn't even get onto my computer at all. The virus had locked my system up completely. The guy on the phone told me to do something to my comp and it allowed me to get on and access my comp. Then he said to type into my browser something like: www.4pc4.com or something like that. Then he had me give him and his other techs remote access to my comp. They worked on my comp and they did remove the virus(es). Then they said they added a new anti virus program to my comp. But, they did not tell me how to update the virus program. Then they charged me \$249.99 USD with an online check. I had to write the check, take a picture of it and email the check to them. This was last month. They said I will have free updates and support from them for a certain amount of time. The name of the company is: SAPHIRE SOFTECH SOLUTIONS LLC. They are in New Delhi, India. They also have an office in California. They called me again recently and had me give them access to my computer. They said they had to give me some updates to my system. I allowed them access to my computer. They were in the process of doing some things remotely to my system when they called me on the phone. They told me the check did not go through and they would send me \$250 as a deposit to my bank, checking acct. Then they needed me to send the money back through Western Union, directly to somebody in India. This got me suspicious, So I checked my bank account online and I did not see a deposit of \$250 in my acct. So I called my bank and asked them if they had any record of a recent deposit of that amount of money. They did not have any record of it either. They also said and my bank statement also showed that the check had already cleared and was deposited into their account. I had a bad feeling about doing something like this (allowing someone access to my computer remotely and paying them \$250 in an online check in the first place). But, I needed my comp fixed, so I did it. When they asked me to send them the money again through Western Union and they would deposit the money in my acct and have me send it back, that just didn't make any sense. Then they didn't even deposit the money at all. They asked me when I was going to send them the money, I told them I would when they deposited it into my bank acct. which, they never did! This all raised a red flag to me and made me realize, it just may be a scam. I have not resent them any money and as far as I know, they have not deposited any money into my acct. When they sent me a message online asking me when I was going to send them the money and I told them I would when they sent the money to me, they asked me why. They expected me to send the money within one hour. I told them I am broke and I don't have any money to send them and I won't have money until they send the \$250 to my bank, which, so far, they had not done. After I told them that online, I used my cellphone to do some research on the company: Saphire Softech Solutions. I found some other websites that said it was a scam and other people had gotten ripped off by them to. Is Saphire Softech Solutions a legit company or not? Can they be trusted? They are located in New Delhi, India. When they called me, their phone number just appeared on my phone as: Private number. They told me that the company name was spelled: Saphire. But Online they are listed as: Sapphire.

Ticket: # 1084115 - lost internet too many days

Date: 7/13/2016 11:46:21 PM

City/State/Zip: Garland, Texas 75044

Company Complaining About: Frontier Communications

Description

we had free problem with verizon Fios service until Frontier came to serve my internet. Last month i lost half month without internet signal. I made too many call but never resolve my problem. This month i lost 7 days ready for no internet. I upgraded up to 150 MB and had service guy come to install on 07/11 and running just about 5 min, I call in and set up service guy come to fix it 07/13 , when he came and do some job , internet on , i ask him please stay with me about 5 min to see what it will happen . When he start to drive car out , i lost internet again and rush to call him back . he checked it and no internet again. He reboot the box outside the house and internet was come back. Amazing, few minute, internet was off again. reboot and reboot any 2, 3 minute. Now i was so tired waiting for they fix it.

Ticket: # 1084180 - Data Caps

Date: 7/14/2016 4:08:49 AM

City/State/Zip: Lancaster, South Carolina 29720

Company Complaining About: Comporium Communications

Description

I have Comporium's 100Mb/s cable modem plan. I pay \$80/mo and it includes 450GB of downstream data. That is not NEARLY enough for a household of 3 people who more often than not have Netflix or Sling or similar apps open. Absolutely pitiful amount of data. On top of that, they're threatening to charge \$10 per 50GB overage.

[Ticket: # 1084217 - internet scam](#)

Date: 7/14/2016 7:36:15 AM

City/State/Zip: Appleton, Wisconsin 54915

Company Complaining About: Support Buddy

Description

My computer said it was infected with a virus that would release my personal info to the internet unless I called a phone number right away. A high pressure sales agent said he represented MS and he could fix my problem for \$300. After I paid "support buddy" they had me call a technician who just did some normal file cleaning. This service was not worth the price. I also think they started the virus to begin with.

[Ticket: # 1084421 - Abusive behavior](#)

Date: 7/14/2016 10:30:19 AM

City/State/Zip: Graysville, Pennsylvania 16337

Company Complaining About: Verizon Wireless

Description

There is a page. It is called drama central. It was originally on face book but was shut down for 3 days . It is now on Twitter. It's an anonymous page where the owner posts ignorant hurtful and harmful things about other people. I'm asking that this page b shut down and not for a few days but indefinitely . The person running the page needs to have some kind of consequence to their actions. I have a friend who has been effected deeply by the horrible things being displayed on social media. All it is gonna take is one hurtful post for someone who already suffers with depression to commit suicide!

Ticket: # 1084579 - AT&T illegal Internet access

Date: 7/14/2016 11:38:13 AM

City/State/Zip: Simi Valley, California 93065

Company Complaining About: AT&T

Description

My mom lived with me in SO. CA and had at&t Internet (dsl then uverse) on her own phone line. She passed away and I could not take control of the account as I did not have her password. At&t said they could only cancel her account and install a new account. I was told that they would cancel her account and on the same day install my new account. Instead on the transfer day, no-one showed up. I was told there was a technical issue that required a two week wait until the new service could be activated. As Internet is now a utility, I believe at&t has violated that principle. In effect, at&t will not allow two accounts at the same address to be activated without the two week delay. I believe the reason is that at&t allows new customers a discount and to discourage people from switching between two incoming phone lines when the discount expires and getting a new discount, has placed this restriction on their network. However, this policy has resulted in me not having Internet for reasons unrelated to this policy. I believe the fcc should consider this as a regulatory uncompetitive practice and forbid it in regulations. Also, since I'm forced to go to Verizon and increase my phone data allowance (costing me money) I believe at&t should be required to pay for Verizon costs until my new at&t service is activated. I have talked to the at&t reps about this policy and was told it happens all the time but corporate policy prevents them from any action to shorten the two week waiting period, although they claim it's a technical issue. However, modern switching equipment can easily switch between incoming phone lines so this impediment must be due to anticompetitive policy.

[Ticket: # 1085006 - Optimum cable \(my current TV, Internet, Telephone\) blocked access to a free website, i.e., www.TBS.com](#)

Date: 7/14/2016 1:49:25 PM

City/State/Zip: Edison, New Jersey 08820

Company Complaining About: Optimum

Description

Optimum cable (my current TV, Internet, Telephone) blocked access to a free website, i.e., [www.TBS.com](#).

Optimum has a monopoly on Internet service in my area.

Ticket: # 1085373 - Control of my internet service by waiting long periods of time to access the internet and unable to use internet at all in early hours of the morning.

Date: 7/14/2016 3:34:35 PM

City/State/Zip: Arlington, Texas 76017

Company Complaining About: AT&T

Description

I am paying \$67.30 and not able to get a reasonable monthly price for my internet service in which I use my Mac an average of 1 to 1 1/2 hours a day, checking Emails and some use of the internet in general. I am being bullied into buying into the Cable and telephone service of AT&T to get a lower price point.

I wait sometimes up to two hours for my Emails to come in. At times it has been convenient for me to use the internet at 2:00 AM and get the notice I am not connected to the internet for hours at which time I just give up. It is stated on the bill in front of me that I am paying \$7.00 per month for High Speed Internet Equipment Fee.

I understand there will be regulations applied to the internet service in the future however the company is given a time line before that occurs which I feel allows them to increase the price and hold it high until the regulation goes into effect.

Maybe if AT&T would stop putting its name on so many Stadiums and Entertainment Centers it could give their customers a reasonable rate for service. I feel like I am being taken advantage of.

Ticket: # 1085593 - (b)(6) Lehigh acres FL 33974

Date: 7/14/2016 4:32:42 PM

City/State/Zip: Port Charlotte, Florida 33952

Company Complaining About: Comcast

Description

You have come twice a week apart. Missed the first appointment, did nothing the second! Now will install internet on the 25th! There are four children at the home and an adult who works on the internet in this home. They need to remedy this situation immediately. Terrible service!

Ticket: # 1085648 - Comcast Data Usage Cap

Date: 7/14/2016 4:43:27 PM

City/State/Zip: Antioch, Illinois 60002

Company Complaining About: Comcast

Description

Comcast has recently instituted an additional fee to unlock previously unlimited data usage. This restricts my ability to freely use the Internet, and seems totally unwarranted given the minimal variable costs in providing service.

As file sizes grow with new technology, ISPs will have no motivation to reduce their cap (given that I have only two choices of provider at my residence), and could even reduce the amount once the precedent has been established.

Ticket: # 1085826 - Browser being hijacked by Charter Communications forcing me to agree on something

Date: 7/14/2016 5:38:00 PM

City/State/Zip: Smyrna, Georgia 30082

Company Complaining About: Charter

Description

I first noticed when I was trying to work and test out websites that I had published. They were capture forms that someone would put in their email for more information about a service I offer. Suddenly It was not working. I thought I had a bug on my site but it was not an issue from any of applications i was using or integrations i was using. It was somehow my computer or my browser. I set it aside for a while frustrated. Then I noticed when i went to my Banks website i got redirected to a charter page. I thought that was weird. When it happened again I thought i had a virus and did what i could to remedy it. After, I went to google and tried to go to another site and it happened again. I looked at the URL and it was tandc-browser-messaging something. I looked it up and apparently Charter is injecting code when i am trying to load sites. It makes site loading slow and as i experienced in trying to work, is keeping me from being able to access certain pages altogether with no explanation. I do not want to agree to their "terms" because i have no clue why they hijacking my browser in the first place. This should not be legal.

[Ticket: # 1113440 - Net Neutrality](#)

Date: 8/1/2016 7:20:14 AM

Description

Fax Ticket Ready For Data Entry

Ticket: # 1101238 - Libelous Publication

Date: 7/24/2016 9:03:53 PM

City/State/Zip: Garden City, New York 11530

Company Complaining About: Other

Description

<http://www.dailymail.co.uk/news/article-2244833/Bartender-Gerald-Desiderio-repeatedly-sent-alimony-checks-ex-wife-covered-poop.html>

Everything posted in the article at accessible at the above link is false, not factual and has not been proven.

[Ticket: # 1126902 - Net Neutrality Comment](#)

Date: 8/8/2016 3:37:02 PM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1086265 - Comcast implementing data usage caps](#)

Date: 7/14/2016 9:40:28 PM

City/State/Zip: Chicago, Illinois 60657

Company Complaining About: Comcast

Description

Comcast notified me they will be starting a cap on the data usage every month. By only allowing one terabyte of bandwidth usage a month they are hindering what I consider to be a utility.

[Ticket: # 1135006 - Net Neutrality Comment](#)

Date: 8/12/2016 7:52:15 AM

Description

Fax Ticket Ready For Data Entry

Ticket: # 1086425 - Data Caps

Date: 7/15/2016 2:34:32 AM

City/State/Zip: Chicago, Illinois 60622

Company Complaining About: Comcast

Description

Comcast has issued a service change to my contract. I pay for unlimited internet/basic TV at a certain upload/download rate. Then without notice they limited my service to a certain upload/download rate and a data usage cap. They changed my terms of service without notice and violated my usage agreement by changing the service after I have already agreed to a different service. Then they told me I could get the same service I had already agreed to by paying MORE money. Also, they are double dipping on usage caps. They made me pay to get a speed of service then are making me pay by usage after that. I

[Ticket: # 1086443 - zero-rating of online services](#)

Date: 7/15/2016 4:16:54 AM

City/State/Zip: Maple Grove, Minnesota 55311

Company Complaining About: T Mobile

Description

T-mobile has begun zero-rating of specific online video game services, of their choosing. For example, Pokémon GO.

I feel that this is an anti-competitive action, since it will dis-advantage any other online video game services.

Other online video game services will be subject to T-mobile's data usage charges, while Pokemon GO, will not. Providing Pokémon GO an unfair market advantage.

Ticket: # 1086660 - Comcast Chicago Data Caps

Date: 7/15/2016 10:58:55 AM

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: Comcast

Description

I am writing to complain about a datacap that is being implemented on my ISP, Comcast. I signed up for unlimited internet and Comcast is taking this away without me signing up for another contract.

Ticket: # 1086850 - Comcast limiting the gigs

Date: 7/15/2016 12:18:31 PM

City/State/Zip: Saint Joseph, Michigan 49085

Company Complaining About: Comcast

Description

I received an email from Comcast stating that they will be ever so kindly limiting my access to the amount of gig I have available to me on their internet plan starting on 8-1-16 and if I go over said amount they will charge me. This is not the Comcast I started doing business with so many years ago. What right do they have to change the contract I have with them without my consent to lower the service I am paying for? None! This is unlawful and absurd. If everyone is using less than the amount they are giving them then there should be plenty left over as to not have to start charging people more. Another way of stealing from us. I am truly disgusted at Comcast for this latest money grab.

Ticket: # 1087206 - Monopoly

Date: 7/15/2016 2:37:44 PM

City/State/Zip: Grand Rapids, Michigan 49508

Company Complaining About: Bloom Broad Band

Description

- bloom broad band is owned by the same company that owns & operates the apartment complex (edward rose company), they only offer this internet choice at all their locations
- They did not allow access to AT&T installation to the main access point
- They constantly under deliver on their paltry 12mbps speed - regular speed tests show 6-8mpbs w 1 mpbs up which they charge \$51
- All payment is collected through the leasing office
- No contract but will not allow a pro-rated mid-month cancellation

Ticket: # 1087622 - Net Neutrality and Comcast's Usage Caps

Date: 7/15/2016 5:07:23 PM

City/State/Zip: Ingleside, Illinois 60041

Company Complaining About: Comcast

Description

I just received an email from Comcast stating that I will now be charged for exceeding a 1 Terabyte per month on my Internet bill, starting August 1st. I will be charged an overage fee of \$10 per 50GB for usage in excess of the 1TB.

Please verify that this is not in direct violation of the Net Neutrality laws.

Sincerely,

(b)(6)

[Ticket: # 1088877 - Comcast blocking HBOGo \(lawful content\)](#)

Date: 7/16/2016 10:54:40 PM

City/State/Zip: San Jose, California 95112

Company Complaining About: Comcast

Description

Comcast restricts access to the HBO Go subscription I pay them for on various lawful and non-harmful devices. Historically, my Sony Playstation 3 has been denied access and more recently, my Nvidia Shield TV (android TV device). Both are lawful and non-harmful devices and HBO Go is lawful content provided to me via Comcast. I am being deprived of my lawful content through their business practices. There is no technical reason or hurdle at play here as every other ISP offering HBO Go permits these devices to be authenticated for use. I have repeatedly attempted to work directly with Comcast on this issue for years to no avail.

[Ticket: # 1088978 - Intermittent connectivity Data speed](#)

Date: 7/17/2016 8:55:30 AM

City/State/Zip: Laurinburg, North Carolina 28353

Company Complaining About: Time Warner

Description

There is intermittent connectivity to the Internet. Speeds are reduced

[Ticket: # 1089217 - comcast internet cap](#)

Date: 7/17/2016 4:00:54 PM

City/State/Zip: West Chicago, Illinois 60185

Company Complaining About: Comcast

Description

comcast is capping my internet to There was no cap when i first signed the contract.

Ticket: # 1089368 - Scam

Date: 7/17/2016 7:54:42 PM

City/State/Zip: Conover, North Carolina 28613

Company Complaining About: It Was A Scam. But I Use Charter

Description

Twice in the last week I've had someone send a message that my IP address has been blocked and to call this number. So I did. In the process of listening to this man try to help me my computer eventually locked up and is no longer working. He said i needed to purchase a card from best buy or anywhere that sold a certain type (I can't remember what) and it would cost 299.\$ He then preceded to ask mine and my husband's personal bank account numbers. Which we declined. He got my phone number and called at the precise time the next day twice to both cell and home numbers. At which time we ignored. I wondered why I would need to pay this. So now I'm unable to use my computer and am under the impression they are holding it ransom. Today with a new laptop the same thing happened. At this point I called my cable company who informed me this is a scam. For the moment i believe the computer is OK but it kept sounding an alarm. I turned my modem on and off a few times like he advised us. I did not write the number down that was on the screen but it would be on the phone records. Of course when he called the next day the number was blocked on both phones.

[Ticket: # 1089735 - Data Cap](#)

Date: 7/18/2016 10:46:50 AM

City/State/Zip: Erin, Tennessee 37061

Company Complaining About: Tec

Description

When I signed up for service there was no data gap on the internet. Last night, I got an email saying that I used 70% of my data. I signed up for unlimited data this is not acceptable. I was not notified to my knowledge. Resolution: I want unlimited data ***CTR375-phone***

Ticket: # 1090408 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 7/18/2016 2:50:59 PM

City/State/Zip: Durham, North Carolina 27704

Company Complaining About: Comcast

Description

I have used the internet for a very long time. It's a wonderful development in technology humanity has created. Yet, as always, Corruption will loom over the heads of the innocent and the uninformed.

Such activities are being performed by various large, successful Internet Service Providers, or ISPs, whom have a monopoly on the internet. They have tried many times to overpower the FCC and the millions of Americans and users worldwide, using secrecy, discretion and deception to get their way. Keeping their acts under the radar as long as possible in order to succeed in attaining the common desires of those with power in the corporate and political world: Control, and as much of it as possible.

The only thing protecting innocent users is the Net NEutrality Act, and it is only through fighting back against these power-hungry companies, ISPs and legal teams who break the rules that Net Neutrality has been safeguarded.

Net Neutrality is stronger than ever, and yet still ComCast is trying to cheat its way around it through breaking the law once again through the use of zero-rating systems.

Claims of them having these exist for "Fairness" are but a guise, and a very dangerous one if left ignored. If Comcast is allowed to persist with Zero-Ratings systems such as this, other big ISPs will follow, undermining the guidelines of Net Neutrality once again. Zero-Ratings systems have allowed Comcast to literally play Gate Keeper and choose who it likes and doesn't like, who is white-listed and black-listed, if you will. This is a dangerous game where only one person wins, and everyone else loses. For this reason, Net Neutrality needs to be reinforced.

... And it needs to be reinforced under Title II. What these companies are doing is horrible, philosophically, economically, politically, and ethically. They cannot be allowed to continue pressing at this. Action must be taken, and the FCC must be held up to task.

Members of Congress CANNOT be allowed to interfere with the FCC's ability to punish those who break the rules of Net Neutrality, and America's government should be serving its people, not controlling them. This should be applied in the exact same way for companies such as Comcast.

I respectfully demand that Title II Net Neutrality be made the new way forward, toward progress and away from the control of the "Elite". Protect the freedom of the internet. Force all ISPs to be open and public about discussions when changing their internet service practices. Have them held up to task by the maximum extent of the law, and allow them no leverage nor room for maneuver against the freedom of the public's choice. The internet is for EVERYONE to use under EQUAL freedom, and it should stay that way.

Support Title II Net Neutrality.

(b)(6)

[Ticket: # 1090561 - scammed me](#)

Date: 7/18/2016 3:31:27 PM

City/State/Zip: Norfolk, Nebraska 68701

Company Complaining About: Uniquicksolutions Atlanta Georgia 1 844 54 7 0300

Description

in may I bought over internet repair on line, end of june they called and were funding my money, instead of 200 deposit they mad it 2000. and so on one did go to ft Collins Colorado others to Vietnam after I could send it to china. NOW a man contacted me sent me his credentials, I don't know how to attach. he is calling me to night to set up a trap. he said he was in India , I am afraid but don't know what to do , I don't what my family to know how stupid I was

Ticket: # 1090612 - Blocking of HBO Go access based on device used

Date: 7/18/2016 3:47:29 PM

City/State/Zip: Chicago, Illinois 60660

Company Complaining About: Comcast

Description

I am a customer of Comcast's Xfinity Internet and Cable service. In my package deal, I am subscribed to HBO and thus have access to the HBO Go version of HBO programming. However, Comcast arbitrarily prevents me from accessing my paid content on my TV based on the device that I am using (PS4). There is no significant technical reason why I should not be able to watch HBO Go on my PS4 as other providers already allow for this to occur. It also has been almost 3 years since the device (PS4) was released - allowing ample time for Comcast to ensure that HBO Go works fine on the device (which it does based on others with other providers that allow access on the PS4). Comcast is arbitrarily providing preference to the access of paid for content based on the device utilized to access - hindering open and lawful access to paid for content. Inquiries about this restriction has been met by non-answers from Comcast's representatives and no communication has been provided to the customer as to why my device is banned from accessing my paid-for content.

Ticket: # 1090805 - Supercell switch and bait tactics on there Internet games

Date: 7/18/2016 4:55:34 PM

City/State/Zip: Fielding, Utah 84311

Company Complaining About: Supercell

Description

This company sell you a game and switches it after you by it, so they can then promote there next scam, they change the rules of the game and change the offensive capabilities and defensive as well after selling it to you, they also promote cheating as a way to profit them selfs, if you put it into term they allow you to get robbed by others to promote the sell of there shields this game is as corrupt as mafia crime organizations / same thing, protection money . there's no way a contract with supercell can be valid when they change things in the game regularly or a revolving contract, You talk to there costumer service and they give you the run around, in case you don't understand what I am saying, it's like buying a car and paying for a upgraded motor and after taking it in for it's first service check they switch the motor for the lesser one and then telling you it doesn't say we can't in the contract

[Ticket: # 1091138 - HBO go not allowed on comcast](#)

Date: 7/18/2016 6:49:39 PM

City/State/Zip: Beach Park, Illinois 60099

Company Complaining About: Comcast

Description

I can not use HBO go on my ps4 through comcast. I pay for hbo,I pay for comcast. I want to watch it on my ps4,but because comcast has been allowed to monopolize the Internet (let's be honest, there is no high speed competitor) I can not watch the two things I pay for on a system I paid for. Please explain to me how that is legal?

Ticket: # 1091168 - Section 628 Violation

Date: 7/18/2016 7:03:30 PM

City/State/Zip: Emeryville, California 94608

Company Complaining About: Comcast

Description

My apartment building property manager (Equity Residential) is violating Section 628 by deliberately allowing revenue sharing of Internet providers (Comcast and ATT) and not allowing competition. They quote that those companies built inside wiring and are shutting the door to allow a locally owned open network provider access to install Fiber within 30-days free of charge.

[Ticket: # 1091200 - Open internet - now capped](#)

Date: 7/18/2016 7:21:34 PM

City/State/Zip: San Diego, California 92131

Company Complaining About: AT&T

Description

I have had my internet account with AT & T for many years

On my June billing cycle the account was changed to include a usage allowance of 600gb, where after fees would be applied at a rate of \$10 per 50gb

This did not exist prior to this date and I have asked AT&T to remove this

I have just received my July bill and this new cap is still reflected

At the same time speeds have been reduced

[Ticket: # 1091241 - ATT Exclusivity](#)

Date: 7/18/2016 8:02:19 PM

City/State/Zip: Oklahoma City, Oklahoma 73170

Company Complaining About: AT&T

Description

ATT seemingly has an agreement with my complex to keep any other internet providers out. I am being forced to give up my privacy through their "Internet Preference" package and pay ridiculous fees for service and installation. May search systems show that Cox is offered at my location but after calling I have found that to be false.

[Ticket: # 1091471 - comcast will not let me use starz app](#)

Date: 7/18/2016 10:49:35 PM

City/State/Zip: Littleton, Colorado 80120

Company Complaining About: Comcast

Description

Comcast is purposefully not authenticating the Starz app because I use Comcast/Xfinity as my internet provider. I have a Starz account that I cannot use and Comcast is the only internet provider available for my home location so I have no other options.

Ticket: # 1091547 - NET NEUTRALITY

Date: 7/19/2016 12:45:33 AM

City/State/Zip: Los Angeles, California 49767

Company Complaining About: Time Warner

Description

Please keep the internet equal for everyone. Please support net neutrality.

The Internet is the only way the common people have to be heard. Please don't allow that right to be systematically taken away.

Thank you

(b)(6)

[Ticket: # 1092387 - Wireless tethering with 3rd part app](#)

Date: 7/19/2016 1:46:51 PM

City/State/Zip: Bronx, New York 10461

Company Complaining About: Verizon Wireless

Description

I recently purchased a new cell phone from Motorola for the Verizon wireless network and I lost my ability to wirelessly tether with my new phone. The app states "wifi mode is no longer allowed in the latest phone system update without a mobile hotspot plan". My phone has Android ver. 6.0 and I am using a Motorola Moto X Pure and do not have the ability to use wifi tether with the paid app FoxFi. I have been able to use wifi tether previously without changing my plan. Currently, on the same plan there is another device, a Samsung Note 4 with Android ver. 6.0 that has the ability to use FoxFi and wirelessly tether on the same plan I am on.

Ticket: # 1092775 - Caps in Usage

Date: 7/19/2016 3:44:04 PM

City/State/Zip: Idaho Falls, Idaho 83402

Company Complaining About: Centurylink

Description

Centurylink does not provide me with a way to see my usage, there is no way to know when my usage has been exceeded. (other than their say so). And now they are threatening to shut off my internet. I have gone over their cap every month for the past 12. Their rule is 3 months in a rolling 12 over the cap gets you shut off. My issue is that these are not fair practices, they have set a precedent that the cap doesn't mean anything. by allowing the internet usage the way it has been.

[Ticket: # 1093993 - net neutrality](#)

Date: 7/20/2016 10:58:20 AM

City/State/Zip: Rochester, New Hampshire 03867

Company Complaining About: Metrocast Cablevision

Description

consistently under 25 mbs download speed.

Ticket: # 1092878 - Internet Service since 07/12/2016

Date: 7/19/2016 4:11:02 PM

City/State/Zip: Shingletown, California 96088

Company Complaining About: Frontier Communications

Description

The consumer stated that she works from home and her internet service has been out, (completely), since last Tuesday, 07/12/2016. She stated that she called Frontier on that date and obtained a repair ticket. The repair ticket # is: 001562595.

Frontier has not contacted the consumer with regard to this problem....yet. Therefore, the consumer has tried calling the customer satisfaction number (a local number). She has left three messages with no response/call back.

She has called Frontier once per day, every day, to check on the status of the repair. Somewhere, midway, during this outage, she was advised that this is a "common cause" problem and other people in her area also have service issues. The consumer stated that because the internet is out - she has had to go to her office, which is a 40 mile round trip each time that she has travel to the office to use the internet. Frontier has told her, each day, that a technician will be calling her by 5:30 pm - No one has ever called her and she has left her phone line open as instructed, by Frontier. However, she has not received any sort of actual customer service in obtaining a repair.

The consumer requests immediate response to repair her internet service. She also requests appropriate credits for the outage and inconvenience of having to commute to her office to use internet services for which she already pays, at her residence.

Ticket: # 1093109 - Internet Service, with Time Warner Cable has been down for over 1 month

Date: 7/19/2016 5:27:50 PM

City/State/Zip: Gastonia, North Carolina 28052

Company Complaining About: Time Warner

Description

The consumer stated that he reported that his internet service has not worked properly for quite a while. He stated that his phone does not work at this time. He also reported that the internet is out, completely, on June 17, 2016. The consumer stated that when he first reported the service problems, TWC came out to his home and re-wired his home, they replaced the wire from the pole to his house. However, the repair that is needed is the wire, that is located on the pole, which is located prior to the pole that serves his home. (This is the pole that runs from his home to his neighbor's home). He lives on a cul de sac. The wire is fed from his neighbor's home to his home. The consumer stated that it is about 75 feet of wire. However, TWC refuses to come out and address the issue/repair the problem. The consumer requests immediate repair of his internet service and appropriate credits for the time out of service....including the times that he reported that service was sporadic.

Ticket: # 1093378 - Frauds by Assurance Wireless thru Virgin Mobile

Date: 7/19/2016 7:18:04 PM

City/State/Zip: San Diego, California 92109

Company Complaining About: Verizon

Description

At numbers (b)(6) & (b)(6) Assurance Wireless has shut me off without "unlimited" minutes they advertised when I opened my account. First number shut down and said buy mins or re-apply. I took phone to agents, they said not registered...apply again and gave me a new phone and new number. Here 20 days later the same thing happened. Frauds.

[Ticket: # 1093385 - Comcast Data Cap](#)

Date: 7/19/2016 7:25:19 PM

City/State/Zip: Chicago, Illinois 60611

Company Complaining About: Comcast

Description

Comcast is the only provider in my area, and are releasing a tier based internet system that will overcharge users of basic internet actions like cloud storage and video streaming.

Ticket: # 1093496 - Comcast degrading video service in violation of Net Neutrality.

Date: 7/19/2016 8:43:35 PM

City/State/Zip: Chicago,, Illinois 60640

Company Complaining About: Comcast

Description

As of 7-19-16 Comcast has been routing their traffic for the site www.dailymotion.com through a Level3 peer in France slowing traffic to a near crawl. There is absolutely NO REASON for American traffic to be routed to France except to artificially degrade service.

Here is the tracelog with my local information removed.

Traceroute has started...

traceroute to dailymotion.com (195.8.215.136), 64 hops max, 72 byte packets

```
1  router (192.168.1.1)  1.931 ms  1.229 ms  0.906 ms
2  96.**.**.* (96.**.**.*)  10.472 ms  11.425 ms  10.873 ms
3  68.86.118.197 (68.86.118.197)  11.236 ms  13.912 ms  9.903 ms
4  68.86.184.253 (68.86.184.253)  11.040 ms  16.228 ms  12.599 ms
5  4.68.63.125 (4.68.63.125)  10.488 ms  18.979 ms  11.026 ms
6  ae-2-70.edge5.paris1.level3.net (4.69.168.72)  107.666 ms  109.216 ms  105.306 ms
7  ae-2-70.edge5.paris1.level3.net (4.69.168.72)  105.979 ms  107.502 ms  105.414 ms
8  213.242.121.82 (213.242.121.82)  105.267 ms  108.092 ms  105.614 ms
9  * * *
10 et-0-0-49-231.dist-h02.dc3.dailymotion.com (195.8.214.179)  127.594 ms  119.182 ms  125.172 ms
11 www.dailymotion.com (195.8.215.136)  106.754 ms  111.017 ms  105.050 ms
```

This is not the only routing issue Comcast has for me, but is the most blatant. It directly effects my ability to watch programing on the internet due to the extreme amount of latency involved.

[Ticket: # 1117955 - Net Neutrality](#)

Date: 8/3/2016 7:00:34 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1105014 - XFINITY Advertisement Email](#)

Date: 7/26/2016 4:32:15 PM

City/State/Zip: East Boston, Massachusetts 02128

Company Complaining About: Comcast

Description

Ad email paraded as service-related email. No way to unsubscribe.

[Ticket: # 1093968 - Data Caps continue to be implemented](#)

Date: 7/20/2016 10:50:54 AM

City/State/Zip: Durham, North Carolina 27713

Company Complaining About: Comcast

Description

I have previously issued complaints that Comcasts's practice of rolling out monthly data usage fees would drive the industry to implement such caps, and it has continued to be a problem. Comcast continues to expand this unethical business practice to the detriment of consumers, and now Century Link has followed their example and has begun "testing" similar limitations. If Comcast and Century Link are not stopped from implementing data usage caps, the internet will soon become unnecessarily expensive. Please regulate these companies to stop data usage fees and maintain an open, neutral, wired-UNLIMITED internet so that we can continue to grow this vital resource's utility to our evolving world.

[Ticket: # 1094222 - CenturyLink ADSL usage caps](#)

Date: 7/20/2016 12:14:13 PM

City/State/Zip: Evergreen, Colorado 80439-4001

Company Complaining About: Centurylink

Description

CenturyLink has begun flirting with the idea of creating usage caps on their ADSL home internet service. I would ask that the FCC make it unequivocally clear that access to the Internet via home utility service is not something that should be metered or approached as a per-symbol rate service.

Although this is not something that impacts me directly now, it's clear that if I sit back and say or do nothing, CenturyLink will extend their surcharge experiment to other markets and eventually to my own.

CenturyLink should be expanding service, the fastest-available here has been a paltry 6mbps down 0.8mbps up for several years, with no competing terrestrial Internet utility available here. Instead, they're looking to monetize the existing level of service they provide. Furthermore, it's well-established that max-transfer excess surcharges are a poor way to handle network congestion, so it's a clear money grab on CenturyLink's part. Put the FCC's boots down and a stop to this nonsense, immediately, before the contagion spreads further.

Ticket: # 1094766 - net neutrality issue, interference, information sent has been tampered with

Date: 7/20/2016 3:04:27 PM

City/State/Zip: Framingham, However Attachments Are From The Natick Library In Massachusetts, Massachusetts 01702

Company Complaining About: Comcast

Description

Net neutrality (also network neutrality, Internet neutrality, or net equality) is the principle that Internet service providers and governments should treat all data on the Internet the same, not discriminating or charging differentially by user, content, site, platform, application, type of attached equipment, or mode of communication. The term was coined by Columbia University media law professor Tim Wu in 2003, as an extension of the longstanding concept of a common carrier.[1][2][3][4]-wikipedia.org Data discrimination is the selective filtering of information by a service provider. This has been a new issue in the recent debate over net neutrality. Accordingly, one should consider net neutrality in terms of a dichotomy between types of discrimination that make economic sense and will not harm consumers and those that constitute unfair trade practices and other types of anticompetitive practices.[1] Non-discrimination mandates that one class of customers may not be favored over another so the network that is built is the same for everyone, and everyone can access it.[2]wikipedia.org

My Internet connection is tampered with where ever I go. It is happening at the natick and framingham libraries in massachusetts and where ever else I go that has an internet connection. I have proof of this. I am unable to find the proper job because of this. Information is missing. Job listings are missing. Information has to many odd commonalities. I do not have trouble accessing the internet it is the information I get. I have a lot of experience looking for jobs and I have an idea as to what normally should be posted. It is being done in a way that is very hard for me to explain and the best way to understand this is by looking at the attachments. When the internet does not function right it can make ones life much harder especially if the person is looking for something important that helps them live a normal life such as looking for a job and a place to live. It is hard for me to find the right apartment because the internet connection is targeted. Also, how else does somebody find the proper lawyer, doctor, investments, medical info, and doing what ever kind of research that needs to be done without the internet functioning properly. The internet has become an essential tool for finding things. It does not take an expert to see that the information sent over the internet has been tampered with and manipulated. Common sense is only needed. I can send more information. The information from the attachments are from the natick library however I used the framingham library to send info. Internet method and company name is from natick because that is where the attachments below are from.

july18natickindeed4-5samecomputer (2).docx may not of uploaded properly and when I try to upload the attachment again this comes up "The file 'july18natickindeed4-5samecomputer (2).docx' has already been uploaded." I will rename and try to send again. The information from craigslist should be further examined at the very least because it can not be right and craigslist is a very important tool for finding jobs, apartments.....

Ticket: # 1095253 - Browser Hijack

Date: 7/20/2016 5:37:45 PM

City/State/Zip: Carrollton, Texas 75006

Company Complaining About: Frontier Communications

Description

Since frontier communications took over for Verizon, they added a browsers hijack on our bussiness computers. This is a bussiness enviroment and Frontier's DNS servers are now programmed to return the IP addresses 63.251.179.60 and 8.15.228.201 for all DNS queries that fail. Setting the cookie will make it serve an error page that resembles what the browser is supposed to display when it receives a NXDOMAIN as a response to a DNS query.

Because these are not found, I have to constantly work with our staff to ensure they are not following the false information they are offering up that are actually ads.

I called and they will not turn this "feature" off, even for a business environment.

Ticket: # 1096359 - Verizon Unlimited Data Plans Being Limited to 100GB/month.

Date: 7/21/2016 12:18:29 PM

City/State/Zip: Greenville, Mississippi 38701

Company Complaining About: Verizon Wireless

Description

Verizon Wireless has stated today that they will force users off of their unlimited data plans if they use over 100GB in a billing cycle. I believe this violates the Open Network rules stated in the 700mhz Block C spectrum that Verizon acquired and is using as the backbone of their LTE network nationwide. Unlimited data users are paying \$49.99 per month for unlimited data. Verizon should honor their agreements.

[Ticket: # 1096931 - email](#)

Date: 7/21/2016 3:22:42 PM

City/State/Zip: Greenville, South Carolina 29605

Company Complaining About: AT&T

Description

Whenever I try to sign in to my email account, HUGE full page advertisements appear requesting a click to support Hillary. The ads are not given equal time between the two party's, only one party ads have been appearing for the last several weeks.

When complaining to ATT they say they have no control over what appears.

I should not have to be subjected to these every time I sign in to my personal email accounts.

Ticket: # 1096807 - throttling

Date: 7/21/2016 2:49:59 PM

City/State/Zip: Baker City, Oregon 97814

Company Complaining About: AT&T

Description

Calling in regards of the consumer's phone that gets access to the internet, wireless phone. AT&T their provider, tells the consumer's grandson something entirely different stating because the device isn't operating at the full 128 speed that might be the device, and he's checked the device and there's nothing wrong with it. She had no issue with it either with the service even after they were reduce from the high speed connection. He's contacted other services of his speed and they reported that he's got the appropriate acceptable speed. ***CTR3838-phone***

[Ticket: # 1097083 - Verizon capping unlimited data users](#)

Date: 7/21/2016 4:08:08 PM

City/State/Zip: Orange City, Iowa 51041

Company Complaining About: Verizon Wireless

Description

Today verizon announced that they will be cutting off users who use 100GB + of data on their unlimited data lines. This is outrageous. Why call it unlimited if you can't use unlimited data. They price hiked last year adding \$20/month and now for those who use the data as they should are being punished and having their contracts cancelled for using unlimited data. Please do something about this.

Ticket: # 1097398 - Time Warner lying and hanging up

Date: 7/21/2016 5:44:34 PM

City/State/Zip: Charlotte, North Carolina 28205

Company Complaining About: Time Warner

Description

I placed many complaints only to be lied to, intimidated, ignored and hung up on Repeatedly. Claiming they would submit my complaints and not doing so. Lying to me concerning my deposit. All I wanted from the beginning was for time warner to do what they've said they'd do. I am disabled, going through vocational rehab to get back to work in a few years, maybe. I need help. I get upset over this because It's hard for me to defend myself right now. Please inform me if I am out of place in my posting of this here, I don't want to waste our time. I just need to know I won't be mistreated anymore and if they've committed a crime by their actions thus far. Thank You
Complaint ticket #23840535, also 7/18/2016 ticket #23868721 I was upset as I had been trying to get answers dating from 6/2/2016. Please help me any way you can.

[Ticket: # 1110134 - Net Neutrality Comment](#)

Date: 7/29/2016 9:02:45 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1097666 - Verizon wireless false advertising unlimited data plan](#)

Date: 7/21/2016 7:53:16 PM

City/State/Zip: Bainbridge, Georgia 39819

Company Complaining About: Verizon Wireless

Description

Verizon has an unlimited data plan that is no longer offered. Those of us who are still on it are now being told if we go over 100gb they will cut our line off. This is clearly not unlimited and is just another way they are attempting to rake more money in from consumers with out options while providing less. Telling the public you get one thing for your money and then giving them another is not appropriate. This being my only reliable internet connection is also now a concern since they can cut me off when ever they deem they want to.

Ticket: # 1097786 - Net Neutrality

Date: 7/21/2016 9:45:43 PM

City/State/Zip: San Diego, California 92126

Company Complaining About: AT&T

Description

My complaint is concerning any changes of the Net Neutrality status of the Internet that is available today for ALL users on an equal basis. There should not be any changes made to the existing rules that govern the use of the Internet that would allow big companies like "Time Warner" or "ComCast" or "AT&T Uverse" to change the speed of the Internet that would allow these companies to grab the highest speed that is available for their own gain. This would be in disregard to the average user of the Internet, such user (aka - you and me) who would only be able to use the Internet with a much slower data rate (speed) because of the fact that the highest data rates (speed) that are available are being monopolized by these BIG companies and that these data rates (speed) cannot be utilized by the average consumer because in fact, these fast data rates will be non existent to the average "Joe".

Ticket: # 1097941 - Comcast/Xfinity Monitored Data Plan

Date: 7/22/2016 2:34:10 AM

City/State/Zip: Dekalb, Illinois 60115

Company Complaining About: Comcast

Description

Effective August 1, 2016, Comcast/Xfinity will be implementing a data usage plan in the Chicago area, of which I will be an affected individual. I believe this data usage control and monitoring to be in direct violation of the Open Internet/Net Neutrality policy of the FCC, in addition to being grossly belligerent of Comcast in their monopoly of the area.

As a heavy data user, I will be even more disproportionately affected by this abuse than the already disadvantaged customers within this market space. No reasonable alternative exists for the service, but reasonable internet access has become an absolute necessity for modern life's functions, including finances, communication, and work/work-related activities. For myself, all of these functions will be significantly hampered and disrupted by this callous overreach of corporate greed.

Ticket: # 1097943 - Verizon Getting Rid of Unlimited Data Plan Users

Date: 7/22/2016 2:50:58 AM

City/State/Zip: Weyers Cave, Virginia 24486

Company Complaining About: Verizon Wireless

Description

Verizon Wireless announced today that they would be removing customers from their network if those UNLIMITED data customers were to exceed 100 gbs a month in usage. Unlimited data is UNLIMITED, meaning without limit. Having a 100 Gig LIMIT on an UNLIMITED plan is inherently wrong.

Where I live, in my rural area, on a farm, there are no cable companies which can provide high speed internet access to my property. I telecommute for my job, which requires high speed internet, and frequent large data-use application usage.

[Ticket: # 1097963 - Unfair targeting of people on Unlimited data plans](#)

Date: 7/22/2016 4:24:25 AM

City/State/Zip: Westminster, South Carolina 29693

Company Complaining About: Verizon Wireless

Description

Verizon has just announced that anyone going significantly over 100GB will have their plan terminated and they have 50 days to re-sign with a limited data plan. I don't understand why they can't just let us customers have unlimited data like we agreed to when signed on with Verizon. I believe that this is not right and that they are simply trying to force people to pay more money for the sake of greed. My only internet is my Verizon mobile hotspot and the 100gb plan that they refer to in their statements is \$450 a month which I cannot do.

Ticket: # 1097997 - daily download allowance depletion

Date: 7/22/2016 7:35:19 AM

City/State/Zip: Valley Center, California 92082

Company Complaining About: Hughes Net

Description

I began with Hughesnet in November 2010. My plan has a daily download allowance of 250 MB, speeds of 1 Mbps for download and 200 kbps for upload speed. From day one I have had problems with my daily allowance dropping for no reason...to the point I dropped 52 MB yesterday, July 21, 2016, in a matter of 12 minutes just trying to write and send 2 short emails! I do not believe this is physically possible given a slow Netgear G54 router and the slow connection I have through Hughesnet. Of course after depleting my daily allowance with Hughesnet they slow my download speeds down to dial up speed which is worse. I have contacted their customer service so many times over the last 5+ years and NEVER get an answer as to how so much allowance can disappear so fast with their slowest package. The only time I can really use my internet is between 2:00 AM and 7:00 AM when I have "bonus" time which does not count against my daily allowance. Each time I call to complain I get the pitch to "upgrade" to "Hughesnet Gen4" which is even more of a rip off because the "bonus" time also has a MONTHLY limit! My allowance resets every 24 hours, Gen4 resets every month! These low caps really infringe upon my ability to have internet access at anything more than dial-up speed and dial up would not cost so much.

[Ticket: # 1100207 - internet/wifi](#)

Date: 7/23/2016 1:41:08 PM

City/State/Zip: Thomas, West Virginia 26292

Company Complaining About: Frontier Communications

Description

I have had problems with Frontier since they took over here in Thomas WV and I just had service on this line July 19, 2016, and today July 23, 2016 I don't have wifi

Ticket: # 1098097 - Bright House Networks is throttling YouTube

Date: 7/22/2016 9:56:47 AM

City/State/Zip: Lakeland, Florida 33812

Company Complaining About: Bright House

Description

For the last several months YouTube has been unable to stream anything higher than 360p to any of my devices. However, Netflix and Amazon Instant Video is able to stream flawlessly at 1080p any time, day or night. I have a 100mb connection and 2-3 mb/s is all that is required to stream at 1080p resolution. Even Google itself has rated Bright House as SD due to their network restrictions. I find it very aggravating that I pay \$100/month for internet because it's the only one in my area and yet I can't even watch YouTube videos in HD.

[Ticket: # 1099779 - Open Internet issues](#)

Date: 7/22/2016 9:25:24 PM

City/State/Zip: Delmar, Delaware 19940

Company Complaining About: Comcast

Description

Our internet runs extremely slow when using netflix or similar programs. We regularly check the download speeds and consistently they drop dramatically whenever we try watching movies. Furthermore we have never gotten the speeds that were advertised when we purchased our level of service.

Ticket: # 1099939 - Suddenlink Sucks

Date: 7/23/2016 5:20:16 AM

City/State/Zip: Cabot, Arkansas 72023

Company Complaining About: Sudden Link

Description

Suddenlink is my ISP and im not sure if its legal or not but they limit the amount of data that I use and its kinda hard to fit these limits that they say I must stay within or be charged more if I go over (250gb).

Ticket: # 1099889 - Email issues and Internet complaint

Date: 7/23/2016 12:12:44 AM

City/State/Zip: Denton, Texas 76208

Company Complaining About: Frontier Communications

Description

Still can't get access to my email account... I was told that I have 6 months after April 1st, 2016. Now I have only 3 month left to migrate my verizon email... Not only that... I was told with the D-Link I have gotten from them wouldn't allow me to have the Internet... That I would have to have the modem as well.... Well, since I had Verizon, Verizon sent me a D-link a few years back and I was able to have the Internet... And according to Frontier, they don't do 3rd party support... I asked them how could I get the internet. I was told that I can't. Paying almost \$108 dollars, a month, how am I going to get the Internet? Someone is not being fair to me at all... There has to be some help for me, especially when there are no services in my area besides Frontier... I have no options... But Still need access to my verizon email that verizon says that I'm no longer on their list. That leaves AOL.com... One of those companies should be able to do something... Thank you...

[Ticket: # 1099909 - Verizons new High Data User letter](#)

Date: 7/23/2016 1:03:47 AM

City/State/Zip: Hampstead, Maryland 21074

Company Complaining About: Verizon Wireless

Description

Verizon is taking steps to bully customers out of their unlimited data plans yet again by deploying this deceptive tactic of making it seem they are fully ending unlimited data when in reality they are targeting a small minority that use high amounts of data which follows the term "Unlimited" i would appreciate the FCC step in to put a stop to these bullying and deceptive corporate tactics verizon is putting on consumers. i have attached a picture of the letter verizon wireless will soon send to the consumers who "Use too much "UNLIMITED" data" they claim.

Ticket: # 1100177 - Dish Internet Trolling

Date: 7/23/2016 1:07:29 PM

City/State/Zip: Freetown, Indiana 47235

Company Complaining About: Dish Network

Description

We Used 10 GB data before the end of the billing period and the internet has slowed down to an impossible rate of speed. Phoned and talked with customer service. I expressed my understanding that Trolling was NO LONGER allowed under the recent FCC rules. Their response was it doesn't matter that if you use more than the allotted 10GB in the 30 day billing period they are going to slow service. They "give" you 10 bonus GB at 2 am in the morning which is NOT access anytime of day you choose to use the Internet. I have been using the Internet for many things dating back to 1986. So I have experienced phone connection, cable and fiber. DISH satellite is the worst service I have ever experienced. They flat out told me that it was NOT full service internet and was only a service provided where there was NO other options and they did not have enough satellites to give no limit of data exchange as to cable or fiber. In my opinion they are completely ignoring the FCC rules for net neutrality. AND it is just as expensive as Comcast and Smithville (IN) Fiber. For \$166 a month it should be providing top notch service. 364.49 Kbps download and 127.19 Kbps upload at this moment in time.

IS there NOTHING that can be done to help them to comply with the net neutrality rules? This is my second complaint filed. Dish did phone after the first complaint and just said they were providing the BEST service available. IF they think what they are providing is the best I WOULD HATE to see the Worst. It is certainly the worst I have ever experienced and have in the past had DSL from a telephone company, cable from Comcast and fiber from Smithville Telephone. Smithville in Monroe County Indiana which is just the abutting county to the west of Jackson County Indiana. I did move from Monroe County Indiana to Jackson County in April of this year. My partner and owner of the Dish account didn't understand fully when I was complaining but he has never had any other system to connect to the Internet for more than 20 years so did not quite realize how awful it is because of their policy of limiting data and the speed of both download and upload.

I hope you can do something to regulate how they offer Internet service as they are definitely an ISP - the package includes, TV and Internet.

MOST sincerely, (b)(6) contact information is listed in the form below.

[Ticket: # 1134926 - please refer the attached document](#)

Date: 8/12/2016 12:26:14 AM

City/State/Zip: Providence, Rhode Island 02908

Company Complaining About: Cox

Description

To whom it may concern,

My name is (b)(6)

And I have a complaint against my internet service provider COX communications. The account number associated with COX is 6610079945612. And the service is located on (b)(6) North Providence RI 02908, since August 2014.

I have been given complaint against my service provider in the beginning of this year 2016. But it has forced me to come back to the FCC complaint page because I did not see any positive outcomes of that complaint which I have been given to you earlier. The issue is still the same. Please find the following details for your reference.

A week ago when I was having connectivity issue form 30 July to 1 August 2016, I have consulted COX representative over phone and they have fix the appointment of technician to solve the connection issue at above given residence. Here, I want to clarify something that the internet connection was showing online but only I was not able to browse any web pages during those time period. However, Cox technician has fixed the connectivity issue by replacing the old modem which I was using for two years since August 2014 at above given residence.

After replacing modem, I have found out something recently that the old modem I was using for two years at above given residence is being used somewhere else in another location using my COX account number, Wi-Fi user name and passwords and pretending to be myself, (b)(6).

While I am the only one person residing at above given residence since August 2014. I also want to notify that I am suspecting that under my one account there have been created many usernames of same name of mine "(b)(6)" and it is been given controlled in different states of US as well as I also suspect that it is being given to another country too in different time zone.

I want to add something here that the old modem I was using for two years which has been replaced in a tricky way by COX technician on dated 1 August 2016 are still in used somewhere else by others for negative purposes using my identity. Because I have made complaint to FCC few months ago and that modem has an important evidence what has happened until now using my internet connection. Because I have noticed today that when I have restored my system on previous point and afterwards when I was trying to connect to the internet through Wi-Fi, my Wi-Fi username which I have set up of my own was showing no 2. So I am suspecting that many Wi-Fi usernames and passwords under my same name have been created using my registered email account and phone number. And I am requesting you to investigate further in this direction.

The modem I used to have for two years until 1 August 2016 details are given below for your reference:

Modem: NETGEAR

Wi-Fi default username: DECE2

Wi-Fi set up username: DEC20 or DEC79

Default Password: 3HW14BWJ06409

MAC Address: A42B8C32B388

The modem which was replaced on 1 August 2016 details are below:

Wi-Fi default username: D7172C

Wi-Fi set up username: DEC20 or DEC79
Default username: 3HW146WD069A4
MAC Address: 6CB0CE50DD20
Registered COX email: bhavinibhavsar@cox.net

I want to add something that the given registered email from COX I have been using for two years since I have started service at the above given residence. But few months ago when I was having serious issue with my internet connection and when I have given complaint to FCC. The COX representative has created another COX email and COX user id in my account. And that email was (b)(6)@cox.net. And username might be "(b)(6)" or "(b)(6)" or "(b)(6)" or "(b)(6)" or "(b)(6)". I am not sure about. But I want you to check if under my name apart of the above given username and email have been created without my concerned. Because I have been using the old username and email until now which was created two years before. I also have the same security pin which I have given at the time of taking connection. In exception I was keep changing my security pin and security questions and username password for safer side every day.

But, here I have a doubt that whenever I have tried to change my security pin, security questions and used different passwords, my internet connection always takes me to a different states or in another country in different time zone. It seems like particulars sets of passwords I am using with COX account as well as on MSN and AOL accounts are assigned to some bunch of group who are working for IT sectors in different countries to commit crime. And I am requesting you to investigate.

I also want to add that the COX tech support chat system I often used to solve the connectivity issue is being used to update status of mine on any of social networking website, or to communicate with different people to whom I never knew, using my internet connection and COX tech support chat window as well as MSN tech support chat window. Some bunch of groups are highly active to create false stories using my identity and spreading foes over online using my internet connections and my email accounts and phone number since last three years. Here, I want you to know that I do not have any social networking profile over Facebook since last three years, I have been created in past and I was having only one unknown friend in it but some bunch of groups are not letting me to add my known people in my list and breaking my communications in last three years, which Facebook account has been canceled long time ago.

I also want to add here about my MSN accounts I do have since long time is having issue receiving emails from the people I was trying to reach. So I believe that my all MSN accounts are compromised and my emails are being diverted to different server instead of reaching to me. The same thing is happening with my AOL email accounts too. Because everything is linked to COX internet connection.

The email accounts are given below:

(b)(6)	

I also want to add something here that my communications over my phone is also being broken, and I have been given complaint against my service provider T-Mobile last year in 2015 as well as in the beginning of this year too, but I want you to know that it's not been solved yet. I am still having issue receiving phone calls and text messages who are trying to reach me. Here I want to clarify that I have a doubt that no matter I am using phone service from T-Mobile but COX is interfering in my phone service too. Because I do not have active Phone service with COX communications but only I have an internet service since last two years. So I am requesting you to investigate further against COX as

there are higher chances that COX is involve in breaking my communications over phone, because my phone number (b)(6) which I am using with T-Mobile service provider has been given to COX as a contact info.

I have few more things to add about which I will update later, when I do remember.

I hope the above is in clear.

Thank you.

(b)(6)

Ticket: # 1100726 - verizon unlimited data plan

Date: 7/24/2016 1:12:42 AM

City/State/Zip: Fall River, Wisconsin 53932

Company Complaining About: Verizon Wireless

Description

Hello,

I recently read the news that Verizon is disconnecting unlimited data users who use more than 100GB. As a family that lives in a rural area this is going to change puts us in a tough spot as we can either pay \$450 a month which is impractical for basically everyone or not have internet at all. As you already know this trend of removing existing service or not expanding into rural areas with DSL or cable (<http://www.extremetech.com/internet/179022-verizon-accused-of-tearing-out-copper-telephone-lines-to-force-fios-and-wireless-on-customers>) is killing the rural community. Before I moved into my current house I contacted my State broadband office (Wisconsin) and it listed four providers available at my house but in reality none would provide service to me pretty much which is pretty common (<http://arstechnica.com/business/2015/09/man-builds-house-then-finds-out-cable-internet-will-cost-117000/>)

I will not bore you with the details but I was able to contact the only wired provider in my "area" and for \$15,000 I can get a DSL line installed with a max possible of 756kbps. After some research I was able to purchase an unlimited data plan from Verizon, a large LTE antenna (as I only had service if I stood on my roof) and I have been using that for a bit over a year and it is working great till now as I am afraid that I will be disconnected.

Please investigate or stop this change as those of us with high data usage (I use 120gb on average a month) and unlimited data are in rural areas and use so much data as it is our ONLY internet option so we are not creating any network congestion as is usually claimed as the excuse of why these plans should be removed.

Please reply back to me after you receive this email letting me know what I can do to help you prevent this loss of our only internet.

-Phillip

Ticket: # 1101074 - No HBO Go Access on TiVo Devices Through Comcast Xfinity

Date: 7/24/2016 5:25:53 PM

City/State/Zip: Salem, New Hampshire 03079

Company Complaining About: Comcast

Description

Hello,

I am a Comcast XFINITY customer (the only cable provider in my area). I have a TiVo device and am unable to access HBO Go through my TiVo since my cable provider, Comcast, does not permit it. If I used THEIR DVR I would be able to access HBO Go, but since I chose to purchase my own device I am denied the full benefits of the HBO service I pay for. This is WRONG and should not be permitted!

Ticket: # 1101256 - Libelous Publication

Date: 7/24/2016 9:16:36 PM

City/State/Zip: Garden City, New York 11530

Company Complaining About: Other

Description

<http://www.newsday.com/long-island/nassau/feds-elmont-man-menaced-ex-wife-through-the-mail-1.4305234>

The information published in the article is false and was unproven. The information published in this article continues to inhibit the ability to earn a living for one of the entities mentioned.

[Ticket: # 1101273 - internet speed](#)

Date: 7/24/2016 9:46:24 PM

City/State/Zip: Joplin, Missouri 64804

Company Complaining About: Cable One

Description

I've been having internet speed problems since I got cable One. In there package deal, it says I am suppose to get 100mbps, but only get 6-11 if that. I will ahve problems with youtube videos loading and try other websites and they work fine (same for twitch). I've never had this kind of problem with cox cable. It will happen randomly, and I run a diagnostic and says nothing is wrong.

Ticket: # 1101362 - Customer Service prejudice

Date: 7/25/2016 3:42:52 AM

City/State/Zip: Ukiah, California 95482

Company Complaining About: Comcast

Description

I called Comcast 3 different times to begin service. I was set up for service, no account started. Called back, was on hold 60 minutes, then I would be 2 weeks out o install when I inquired about my original install date I was told u have to go back on hold 30 minutes to then be transfered without warning to the IT Dept. Not sure why. When I asked to speak to a manager to just try and start service, she first refused and then hung up on me. I called back again. On hold 30 minutes again, I quoted about my account install and was told my account was now cancelled. Asked to speak to a manager or anyone that cared about customers so I could just begin service and was told I could just cancel. Four different phone calls. 5 days apart. Emails back and forth. 2.5 hours of my life used still with no internet. I believe I was discriminated against because I am a women and I was speaking to men as well as my rural area of the country I live in.

[Ticket: # 1101594 - Comcast Usage 1 TB cap](#)

Date: 7/25/2016 10:25:44 AM

City/State/Zip: Chicago, Illinois 60609

Company Complaining About: Comcast

Description

This is unethical, demonstrating act of monopoly, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

1 TB might sound a lot right now. However, with the up and coming 4k streaming and internet usage required are on the rise. If Comcast is allowed to do this, they can put the cap at even lower range, forcing consumer to pay even more to have basic internet service. They can do that because they are our only ISP provider and the only option.

Ticket: # 1102113 - Harassment, Loss of Quality of Life Business Disruption, and Email Hacking, Internet Disruption

Date: 7/25/2016 1:29:29 PM

City/State/Zip: Gulfport, Mississippi 39501

Company Complaining About: Directv

Description

Since November 12, 2012 to November 13, 2016. I was "Attacked causing over \$100,00.00 worth of Medical Bills. They are still on going. This "Assailant" Has Hacked into Every Email, Every Account including Facebook (entrance of Hacker, I believe) Through Direct Tv and through cellular devices. I was "Attacked again on November 13, 2013. Causing more Medical Bills. I need your Help to catch these "Assailants". My Business was Disrupted, My "Quality of Life" disrupted. And Injuries Accrued from the "Attack and Rape". From This "Stalkers". Please help me "Catch these Stalkers" for Further Prosecution. Please mail me this complaint, so I can press charges at the Police Department. (I believe that "Harrison County Sheriffs Department is in this Hacking)

Thank You,

(b)(6)

Ticket: # 1102185 - Verizon Changes

Date: 7/25/2016 1:55:19 PM

City/State/Zip: North Muskegon, Michigan 49445

Company Complaining About: Verizon Wireless

Description

In October 2008 I signed a contract with Altell Communications for an unlimited data plan with phone and text package. The pricing of the plan included a subsidized Palm Treo.

Since then Verizon bought Altell Communications and with it, my contract. I have not renewed my contract with Verizon or made any changes to it. I am currently Month-to-Month.

My bill with Verizon has only gone up and I have paid them over \$14,000.00 since October 2008 and continuing. I continue to pay the portion of the original subsidized phone, even though the phone was paid off though my contract back in 2010.

Now Verizon is threatening to terminate my service due to the unlimited plan I "grandfathered" into.

I am a Federal employee and use the data package I purchased in 2008 for work. My wife is on my account and we pay for her as well. She works from home and uses our data package for work.

By terminating my service on 08/31/2016, Verizon is targeting our family due to our data usage on our "unlimited" plan.

I believe, based on Title 2 laws, and the C Spectrum Verizon bought, they are not allowed to target individuals based on their data consumption. I feel their actions are a violation of the laws and regulations that were set forth when Verizon won the bid to purchase the Spectrum they call 4G LTE.

[Ticket: # 1103356 - Verizon capping UNLIMITED data lines](#)

Date: 7/25/2016 8:58:27 PM

City/State/Zip: Rochester, New York 14606

Company Complaining About: Verizon Wireless

Description

There are reports that verizon is capping their Unlimited data. They are stating that its an "extraordinary amount " if you use over 100 gigabytes in a month. And they are forcing you to one of their metered plans. which is nothing more than a money grab. If you don't pick a new plan they are kicking you off their network. They just raised prices from \$29.99 for their unlimited data, to \$49.99 for their unlimited data. Now Unlimited is no longer unlimited.

Ticket: # 1103542 - Unlimited Data

Date: 7/25/2016 11:54:12 PM

City/State/Zip: Anaheim, California 92804

Company Complaining About: Verizon Wireless

Description

Verizon is going to disconnect unlimited data customers. I just received a letter from Verizon that they are going to disconnect my service after August 31, 2016 if I don't change to the new data tiered plans.

[Ticket: # 1103818 - Net Neutrality Comment](#)

Date: 7/26/2016 9:49:55 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1103823 - Net Neutrality Comment](#)

Date: 7/26/2016 9:50:43 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1104198 - verizon unlimited data plan suspension](#)

Date: 7/26/2016 12:22:46 PM

City/State/Zip: Yakima, Washington 98908

Company Complaining About: Verizon Wireless

Description

I live in a rural area where I have no other Internet service other than Verizon. Currently I pay approximately 100 dollars a month for an unlimited plan. Their changes will now cost me nearly 500 a month. I cannot afford that, so i will lose my job that i do online. This should not be allowed to happen. Please do something.

[Ticket: # 1104356 - Update on previous complaint](#)

Date: 7/26/2016 1:20:31 PM

City/State/Zip: Mechanicsburg, Pennsylvania 17055-4484

Company Complaining About: Comcast

Description

Didn't have account number before. PLEASE help me.....I'm at a loss.

Ticket: # 1118041 - DNS Hijacking**Date:** 8/3/2016 9:26:15 AM**City/State/Zip:** Jefferson, Louisiana 70121**Company Complaining About:** T Mobile

Description

T-Mobile is engaging in the practice commonly called "DNS Hijacking," meaning they're returning an IP address that points their own advertising webpage rather than a proper NXDOMAIN response when a customer looks up an invalid hostname. This behavior exposes T-Mobile customers to potential security risks and breaks numerous applications; an incomplete list of applications affected by this practice can be found on the Wikipedia article for "DNS Hijacking."

Many ISPs engage in this practice but they all provide a mechanism for their customers to opt out. T-Mobile provides no such mechanism. They purportedly have an opt-out in place, but it does not restore proper DNS behavior; it's a cookie they add to your web browser that takes you to a fake error page rather than their advertising/lookup page. This means that every application broken by this behavior remains broken, even after you opt out, because they continue to send an IP address rather than a proper NXDOMAIN response.

To make matters worse, there is no easy way for T-Mobile customers to fix this issue themselves. On a PC one can change their DNS servers with minimal effort to avoid this behavior. Smartphones do not provide a mechanism to do this. The only way to do it requires breaking into one's device, aka rooting/jail breaking, an action that requires considerable technical skill, exposes the user to security vulnerabilities, and is not feasible on many consumer devices.

Numerous people have complained about this behavior to T-Mobile, but their support representatives are typically unaware of this practice and those that are point to the aforementioned "opt out," which continues to hijack customer's DNS queries with invalid results. I have personally reached out to T-Mobile's Executive Response and Social Media Teams on this issue and have received no reply.

Ticket: # 1105132 - Verizon Unlimited Data being Limited

Date: 7/26/2016 5:17:22 PM

City/State/Zip: Guntersville, Alabama 35976

Company Complaining About: Verizon Wireless

Description

Verizon is kicking people off of unlimited data plans for using in excess of 100gb of data in a month. The entire point of unlimited data is to have no limits on the amount of data that you can use. Verizon claims this is for the benefit of the network, but they will offer a 100gb on the Verizon Plan at the sum of \$450 a month. Verizon is wrongfully removing people from there unlimited data plans because of money, not because of the network.

[Ticket: # 1118883 - Comcast Data Cap](#)

Date: 8/3/2016 2:19:38 PM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

Comcast has imposed a data maximum usage cap.

Ticket: # 1105978 - Verizon Unlimited Data Plan Cancellation

Date: 7/27/2016 11:02:50 AM

City/State/Zip: Gainesville, Texas 76240

Company Complaining About: Verizon Wireless

Description

Hello, like many others, with no warning, Verizon is cutting my unlimited data plan, due to high usage. They never warned me, there is no mention of it in the terms and service. It is an unlimited data plan, but apparently 100 GB is too much data. I'll keep this brief, because I'm sure plenty of other people are making this same complaint. There are no alternative broadband internet options at my address, and they refuse to consider letting me keep the plan. They are not cancelling all unlimited plans, only those using an "extraordinary" amount of data. I have attached a scan of the letter, and a screenshot of the chat with Verizon.

Thank you,

(b)(6)

[Ticket: # 1106275 - Abandoned by TWC](#)

Date: 7/27/2016 12:45:35 PM

City/State/Zip: Charlotte, North Carolina 28205

Company Complaining About: Time Warner

Description

I informed Time Warner Cable that their employees have been asking for my personal information and Not using it for business. as they have refused to file complaints many 3 times. Managers have told me it's my fault and I'm taking out my disability on them.

Now they have Abandoned me.

I have one person I can contact now and they refuse to answer or call me back.

I have defacto NO Customer Service.

This after being lied to and hung up on by managers at Time Warner Cable.

I am disabled, just so you know.

Ticket: # 1107378 - Re: FACE BOOK

Date: 7/27/2016 6:36:29 PM

City/State/Zip: Agency, Missouri 64401

Company Complaining About: Sudden Link

Description

THE FILES BELOW ARE JUST A SMALL SAMPLE THAT FACEBOOK ALLOWS AND DOES NOT VIOLATE THEIR STANDARDS, BUT LET AN AMERICAN CITIZEN SAY SOMETHING BAD ABOUT MUSLIMS AND WE ARE BOOTED OFF FACEBOOK. THESE FILES ARE BUT A SMALL PART OF THE FILES I HAVE SAVED FROM FACEBOOK. THIS IS NOT RIGHT, AND VIOLATES MY FREEDOM OF SPEECH. This is a follow-up to your previous request #829184 "FACE BOOK"

[Ticket: # 1106696 - Forced bundling](#)

Date: 7/27/2016 3:04:00 PM

City/State/Zip: Tucson, Arizona 85742

Company Complaining About: Comcast

Description

Comcast grossly inflated "internet only" charges in order to force me into a bundle plan that includes television service.

[Ticket: # 1106941 - profanity](#)

Date: 7/27/2016 4:18:05 PM

City/State/Zip: Clarksville, Maryland 21029

Company Complaining About: Verizon

Description

Samantha Bee: How Roger Ailes Got 'F*cked' by Gretchen Carlson and Megyn Kelly

Must I read the lowest level of language on the INTERNET? Must my children be exposed to this type of vulgar and crude language? I have a profanity filter and it still does not work on the many Yahoo sites. I remain puzzled on why our media must resort to language that shows disrespect and a lack of decency. Please let me know how you will modify or address this issue. Lastly, there are many people who prefer the days of ethical and moral principles.

[Ticket: # 1106973 - Poor notification of plan change](#)

Date: 7/27/2016 4:26:43 PM

City/State/Zip: Lewistown, Montana 59457

Company Complaining About: Mid-rivers Communications

Description

I'm writing this on behalf of my mother. We had been using an unlimited internet plan with Mid-Rivers Communications for many years, but recently we realized that there was a plan change that ended our unlimited plan and replaced it with a completely metered plan. We received very little notification about this change and are angry that we have no choice in this matter, as Mid-Rivers is effectively a monopoly in our area. We would very much like our unlimited plan back, and we are miffed that the only true broadband provider in this area has surreptitiously canceled our unlimited plan.

Ticket: # 1107018 - Poor quality of Broadband Access impacting on his ability to use his Video Relay Service

Date: 7/27/2016 4:36:32 PM

City/State/Zip: El Cajon, California 92021

Company Complaining About: Cox

Description

(CTR 384) The consumer states that the quality of his Sorenson Video Relay Service is poor as a result of apparent poor Broadband Access at his place. He continues to experience difficulties when he tries to place VRS calls and the interpreters are not able to read his sign due to bad screen. He also experiences difficulties when he is engaged in VP point to point conversations with the other VP users. He already follows up on that with Sorenson VRS Tech support and they advise him to add Mbps. Despite that Cox Communications is good in his area however he has 50 Mbps at his place.

The consumer wishes for Cox to examine the situation and come to resolution on that.

The Consumer is deaf and he would like to be contacted using Video Relay Service.

Ticket: # 1107019 - Unwanted texted and calls

Date: 7/27/2016 4:37:01 PM

City/State/Zip: Cary, North Carolina 27512

Company Complaining About: Healthright

Description

About 6 to 8 months ago I started receiving texts & calls from telemarketing companies for a Lisa with my phone # saying I filled out a survey online for products. This past week it has been real bad. Apparently a survey was filled out on July 14th while I was in the hospital according to the manager Tara with HealthRight for Pain Management 954-248-1295. With this company it started July 20 th I received over 8 calls & over 9 texts. I did not tell them to stop this time as I was trying to find out what this person Lisa email address, for me to report this to you. Tara said they could not disclose this info as they were covered under the HEPA law. Durning this same time period I kept receveing calls from this # 919-504-3031 they never left a message today I pick up the call. This person told me Lisa you just one a chance to win a million dollars. I stop her and told her I was not Lisa but she continued to say I was chosen and would not stop so I hung up & tried calling back & a voice recording says person at ext good buy and it hangs up. All the calls & texts come from surveys filled out on the internet by this person named Lisa with my #. I would appreciate if you can find out the person(s) who is/are submitting these surveys, so this can stop.

Ticket: # 1107084 - Internet availability and pricing options**Date:** 7/27/2016 4:54:33 PM**City/State/Zip:** Chandler, Arizona 85286**Company Complaining About:** Cox

Description

I live in Chandler, AZ, a surrounding metro neighborhood of Phoenix ; so I should not be limited on available options. Because I live in an apartment complex I MUST use Cox. I despise Cox and their bundle pricing options; in addition to bundling they are deliberately removing the most common or popular option; their plans are 5mbps, 15mbps then jump to 50 and 100mbps. A year ago they said they doubled the internet at no cost; I was paying \$44.99 for 25mbps which was more than enough. So the plan doubled to 50mbps, but I was only "Price locked" for 1 year. Once my 1 year expired I was forced to accept the new pricing for my plan at \$73.99 which included 50mbps (which they said they did for me). So by increasing the internet speeds they were able to use it as an explanation for their price increases; they offer 5, 15, 50, 100 & 1K mbps options. One example is the jump from user type who would use between 15mbps vs. 50mbps in this comparison to the difference between the 50mbps and 100mbps. They imply it is a great price for 50 and 100mbps, which 100mbps is a great price, but who uses 100mbps, small businesses, not end consumers. Now Cox is able to monopolize the marketplace (coverage areas) because they have the technology in place to accommodate consumers but have removed the pricing and plan structure that was the most common. To verify what I am accusing Cox of, look no further than their competitors plans and pricing; every internet service provider offers 20-30mbps. Cox wants to flaunt itself that they are outperforming the other ISP's because their technology allows for them to offer "Gigablast" or 1gbps speeds. What they have done is taken a take it or leave it approach since so many users are limited to available options. In order to watch Netflix in multiple rooms in HD and use devices to browse you don't require 50, 100, 300 or 1k. I wish the FCC would step in and regulate the plan tiers and also require mandatory discounts when there is no other option for a property address. There bundles are also the biggest farce; there is my recorded call today requesting a decrease in my 50mb plan. In that call the agent says he can save me the most money if I take a land line, he then proceeds to say I may never use it and they don't even have to set it up, but the only way they can discount my 50mb plan. But what it would do is add another device for them to brag to shareholders how large they are growing because of multiple services; it also puts me in a "price lock" contract where I cannot quit without incurring a penalty. Please step in and help consumers, these issues are everywhere on blogs and comments across the internet. Cox is the worst, one of biggest reasons I look forward to buying a home later this year is to be rid of those soul suckers. I advised them I was intent on writing to FCC in a formal complaint; there was no interest in mediating or resolution other than \$5 off my \$73.99 plan; I downgraded to the 15mb plan and can't wait to quit.

[Ticket: # 1107256 - Verizon Wireless removing Unlimited Data](#)

Date: 7/27/2016 5:54:33 PM

City/State/Zip: Cass City, Michigan 48726

Company Complaining About: Verizon Wireless

Description

Verizon Wireless kicked me off of my Unlimited Data plan because I was using my SIM card in a data device. This is cleraly a violation of 47 CFR 27.16

Also Verizon Wireless is kicking customers off of their Unlimited Data Plan who use an unknown "excessive" amount of data. Also a violation of 47 CFR 27.16

Ticket: # 1107918 - Facebook-Yahoo news & finance

Date: 7/28/2016 9:02:49 AM

City/State/Zip: Swansea, Massachusetts 02777

Company Complaining About: Comcast

Description

Dear Sirs, My Facebook feed is being deluged with Pro democrat/Clinton and Anti republican/Trump stories in a blatant attempt to effect the outcome of the November election. I believe there is serious collusion and bias and that the FCC needs to step in immediately!

[Ticket: # 1107823 - Comcast Internet Data Usage](#)

Date: 7/28/2016 3:49:52 AM

City/State/Zip: Griffin, Georgia 30224

Company Complaining About: Comcast

Description

The unfair business practice of Comcast Internet data usage caps and overage charges. Comcast is abusing it's position as a monopoly. Comcast can not prove that their data usage meter is accurate.

[Ticket: # 1108033 - Frontier Communications](#)

Date: 7/28/2016 10:15:35 AM

City/State/Zip: Clearwater, Florida 33764

Company Complaining About: Frontier Communications

Description

Being lied to, insulted and having a four letter word used to me. Also Fronntier does not post received payments and then lies about it.

[Ticket: # 1127509 - internet service](#)

Date: 8/8/2016 6:47:17 PM

City/State/Zip: Priest River, Idaho 83856

Company Complaining About: Frontier Communications

Description

Had a service rep from frontier come out an replace the router and for the third time he totally fouled up my system

**Ticket: # 1108417 - ALLEGED COPYRIGHT INFRINGEMENT NOTIFICATION-
INTERNET DISCONNECTED**

Date: 7/28/2016 12:26:12 PM

City/State/Zip: Owings Mills, Maryland 21117-3384

Company Complaining About: Verizon

Description

(b)(6)

[Ticket: # 1109143 - Comcast Began Capping Data Usage](#)

Date: 7/28/2016 3:47:04 PM

City/State/Zip: Naperville, Illinois 60563

Company Complaining About: Comcast

Description

Comcast is now capping internet usage. This is purely a monetary move in order to generate more revenue and serves no technical purpose whatsoever. They are attempting to get customers to upgrade to unlimited data plans for more money and the fines for going over the cap are completely arbitrary and excessive.

[Ticket: # 1109397 - Please protect our constitutional rights by protecting net neutrality](#)

Date: 7/28/2016 5:14:21 PM

City/State/Zip: Santa Cruz, California 95063

Company Complaining About: All U.s. Internet Service Providers Who Are Against Net Neutrality

Description

This is not a form letter, all of these words are my own. The issue of net neutrality has become so important that I feel the need to write to you about it. As the owner of several small websites, it deeply saddens me to know that large U.S. internet service providers are fighting against net neutrality. If net neutrality rules are not upheld, I fear that independently-run websites will load much more slowly than large corporate websites, or be blocked altogether on certain ISP service plans. This would make it so that small internet businesses can no longer exist without the corporate endorsement of large ISPs. In addition, the violation of net neutrality means that the right to uncensored free speech will slowly die on the internet. Please use your authority as the FCC to uphold net neutrality rules and protect constitutional rights on the internet.

Ticket: # 1109691 - A Yahoo and poser

Date: 7/28/2016 7:39:08 PM

City/State/Zip: Branson, Missouri 65616

Company Complaining About: Verizon Wireless

Description

A Yahoo and poser I search the Internet for a yahoo number called them it was an imposter they actually wiped out every phone number on my phone every contact on my computer and I hope they didn't get to my bank account their phone number 877-726-6261 www.fast support.com

Ticket: # 1110969 - Charter TV Limiting Internet to prevent streaming movies, billing practices, customer service, etc.

Date: 7/29/2016 2:59:00 PM

City/State/Zip: Kingsley, Michigan 49649

Company Complaining About: Charter

Description

This complaint is about poor customer service, failure to and outright refusal to credit accounts for intermittent internet services, limitations placed on "unlimited internet" account when not bundled with cable TV to limit ability to stream movies. The last part of this complaint is a lack of high speed internet service providers.

In January of 2016 I had to have Charter come and repair my service due to continual issues with the modem dropping off.

In June the issues re-surfaced and finally around the 26th of June I contacted Charter and received a blanket message stating that they were aware of an outage in our area and that they were working on resolving the issue. Since they were aware of the issue I did not speak with anyone and would give them time to fix their issue.

Finally, on July 25th we contacted Charter again, the outage message was still on, but we pushed through to talk to an agent. We asked how long it would be before the issue was fixed. Amy, from Charter, said they had a fiber optic issue and that parts were on order and they would call and let us know when it was fixed. We complained that we had been experiencing issues since the end of June and she said they would credit us for a full month if we'd had issues for that long but they had to wait until the issue was fixed before they could credit us.

On July 29th I called Charter again and told them I was still having intermittent issues. They pulled up my modem and the person on the phone said they could see that my modem was dropping off an unusual amount of times. She said she had to look into something and put me on hold. When she came back on the phone she said that my modem had dropped off of their list (?) and that she put it back on and that should take care of the issue. When I asked for a refund for the month due to the number of problems I'd had with the service, she said that Amy hadn't made any notes of promising me that and that the most they could credit me was \$10. I explained I was not satisfied with that because I was told I would be credited for a month once the issue was fixed and that it was still not fixed. She said she'd have to talk to someone in billing because she couldn't credit more than that and she put me on hold. When she came back on she told me that the person in billing said they couldn't do anything for me and that the \$10 was the most they could give. I asked to be transferred to that person so that I could talk with them. She transferred me to a Laylonee ID#V71, who told me that she didn't know why I wanted to talk to her because she already told me that they couldn't do anymore for me because Amy hadn't made any notes regarding our conversation. I explained the situation and she still refused to credit my account. I asked to talk to a manager and she kept trying to shove the \$10 credit down my throat 3 more times, despite me repeatedly asking for a manager and telling her that \$10 was not acceptable. When the manager came on, I explained the situation and he said that he'd have to review the call on the 25th to see if Amy had promised a month credit. I

asked if they could see that they had an outage in the area, and he said no. I asked if they could see the number of times that my modem has been dropping off and he said no, they don't monitor that. He said he'd have to call me back after he was done reviewing the call. When he called me back he said because my husband mentioned the problem was only for a couple of weeks that he could credit me \$25. I told him my husband didn't know about exactly how long it was going on because I am the one who works full time from home and he does not. He said he would credit me \$25 and that they needed to send someone out to see if they can determine what the issue is with my service. We were disconnected and he never bothered to call me back.

The second part of this complaint is that I was told that Charter is limiting internet services, when they claim it's unlimited internet, if the account does not also have their cable tv package. A few months after my internet was installed a Charter worker showed up and said he had to put something on my line to limit internet streaming. Of course Charter has no record of that and denies it. But, I work from home and was here when the guy showed up and that is what he told me he was doing here.

Finally, speaking on behalf of a huge population with the same complaint, Charter holds a monopoly on the high speed internet and cable tv and I feel that the consumers should have more options because Charter has terrible customer service, misleading advertisements, they refuse to credit accounts when their services are not being provided as stated and they price gouge.

It would be much appreciated if the State opened an investigation as to the practices of Charter Tv and sent someone out to inspect my lines to verify if there is some type of limitation placed on my internet services.

I can be reached at (b)(6)

Thank You

Sincerely,

(b)(6)

Ticket: # 1111423 - Re: XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 7/29/2016 5:31:34 PM

City/State/Zip: Mont Vernon, New Hampshire 03057

Company Complaining About: Comcast

Description

Ticket is being created because Comcast submitted an incorrect response.

Ticket: # 1111849 - Data over usage

Date: 7/29/2016 10:57:03 PM

City/State/Zip: Montgomery, Illinois 60538

Company Complaining About: AT&T

Description

Hello,

I've noticed since the major internet companies like "att" my service, my data seems to be open ended. Especially to my 2 cell phones. In my house hold we use an average of 7-11 GB a day streaming internet TV, that's without wifi "on" on the 2 cell phones. Now if streaming TV along with wifi on both cell phones "on" sitting idle all day it can reach an upwards of 30gb per day. Now cell phones alone on network cell data 6gb shared it barely uses anything. That's with Facebook, googling, and apps running. I have a suspicious feeling that "att" is ballooning data usage by sending information thru my 2 cell phones while in idle. I believe they may be doing this to thousands to gain monetary gain. I know due to analyzing my daily usage on att site account. I have even back logged to previous month's before the GB limit was enforced and I have seen an astounding 900gb and over for at least 2 months. I don't understand how, since 2 adults are using Internet services without being wreckless. I STRONGLY feel this issue should be looked into to customers from being price gouged.

[Ticket: # 1111894 - erroneous information being sold](#)

Date: 7/30/2016 1:01:02 AM

City/State/Zip: Key Largo, Florida 33037

Company Complaining About: Comcast

Description

The website : Whitepages Premium is advertising background information on people compiled from public records. Their records are wrong on most people and they link names that are not linked at all. On myself, they showed judgements that were actually linked to an entirely different person.

Ticket: # 1111935 - Comcast New Data Cap**Date:** 7/30/2016 5:43:04 AM**City/State/Zip:** Fresno, California 93705**Company Complaining About:** Comcast

Description

Recently, when my family and I were able to stream because we did not have to worry about going over any limit. When they recently imposed the 1 terabyte cap we needed to start limiting how we use the wifi. 1 terabyte may seem like a lot but we are a family of six in which 5 use the internet a lot. To limit how much wifi we used we started using our mobile data but I already reached that cap. There were months where we went over a terabyte and months where we went like 30 gigs under, this month even with all the cutback we have done it is not going to be a month I gonna need to turn off the wifi for the remaining two days just so we do not get charge the extra fee. I am pretty sure that other families are in the exact same situation, data should not be enforced even though some people find that a terrabyte is enough, pretty soon more people are gonna start having the same issues specially how streaming becomes more adopted by more people. Attached will be a screenshot of the Comcast data tracker compared to our router as shown the two have different values showing how inaccurate the Comcast one. I turned the tracker on my router to better track the data last month.

Ticket: # 1112126 - Data Caps via CenturyLink and Comcast**Date:** 7/30/2016 12:01:33 PM**City/State/Zip:** Cottonwood Heights, Utah 84121**Company Complaining About:** Centurylink

Description

The practice of limiting the amount of information a person may consume in a given month is a purely greed based business decision that even Comcast itself has admitted to. Frankly limiting information in any form is a travesty in this day and age. With CenturyLink getting into the game, I fear these "trials" will spread to my area as these corporations realize they can make easy money by exploiting their users. Currently where I live, CenturyLink is the only "viable" option I have for gaining access to the internet. (I could go for satellite, or probably back to some 56k connection). I don't live in a rural area, I live in a suburb, but Comcast refuses to service my neighborhood unless we come together and pay for them to rip the road up and run cable. Regardless of the monopoly of choices I have by these companies, I MUST at the VERY LEAST be able to use this public utility without regard to limit. Data is not water or some other good limited by seasonal affects.

These types of changes in service affect the technology industry and hurt the US economy, aside from being a slap in the face to the FCC's previous policies of net neutrality.

Ticket: # 1112337 - Gmail

Date: 7/30/2016 3:07:43 PM

City/State/Zip: Montevallo, Alabama 35115

Company Complaining About: Charter

Description

Gmail is again censoring email that it does not agree with politically i.e. sending email from political candidates that it does not agree with to the spam folder. This has to stop. Please investigate and resolve this situation.

Ticket: # 1112367 - Verizon is overriding my search engine preferences with their "DNS Assist"

Date: 7/30/2016 3:23:29 PM

City/State/Zip: Vienna, Virginia 22180

Company Complaining About: Verizon

Description

If I type an incorrect domain address, Verizon FIOS captures my search query and redirects to their search engine which overrides the search engine preference I have set in my browser.

Clearly this is a deceptive practice on Verizon's part to generate ad revenue as the page I was redirected to featured 12 links to 3rd party advertisements and additional links to Verizon's own products and services. It is also against my first amendment right to use the search engine of my choice.

Verizon gives very complicated instructions to "opt out" of their search engine override <https://www.verizon.com/support/consumer/internet/opt-out-of-dns-assist> that I am doubtful can be completed by the average customer. Furthermore, in my instance, Verizon's equipment can only be accessed via the very common 192.168.1.1. In my situation, their equipment is behind my personal router and as such I cannot access their equipment using this protocol.

I contacted Verizon technical support via web chat and the CSR confirmed he was unable to disable Verizon's "DNS Assist" on his end, and that the only means of restoring my preferred internet search engine was to access Verizon' equipment via (b)(6), which is impossible as that is the address of my personal asus router.

This is a threat to net neutrality, 1st amendment rights, and free competition, and I urge the FCC to consider further actions against Verizon to prevent this type of behavior. I encourage the FCC to consider Susan Crawford's article "First Amendment Common Sense" from Harvard Law Review http://cdn.harvardlawreview.org/wp-content/uploads/2014/06/vol127_crawford.pdf

[Ticket: # 1112491 - Slow upload speed](#)

Date: 7/30/2016 5:01:36 PM

City/State/Zip: Tucson, Arizona 85730

Company Complaining About: Cox

Description

I have contacted my ISP over 10 times now about having little to no upload speed. Every time I contact them regarding the speed being less than 1mb and that I pay for 5mb, I'm directed to their own corporate owned website to do a speed test that shows me getting 5mb upload. My own speed tests show that I'm getting 300-500 kbps not the 5mb their website tells me. My own software on my computer also confirms I'm getting less than 1mb upload. They have sent a tech to my home 5 times which has fixed nothing. I had to watch the last tech physically to make sure he even checked anything in the outside box. He said it was locked and I forced him to try his key again and this time it worked. Overall I feel as if this company is hiding the fact that they have inadequate upload speeds and is misleading customers by giving them doctored speed results.

[Ticket: # 1112724 - Poor Customer Service Port Blocks for VPN usage](#)

Date: 7/30/2016 11:40:39 PM

City/State/Zip: Orlando, Florida 32812

Company Complaining About: Bright House

Description

I use my residential internet to access my work systems. My IPSec Site-to-Site VPN stopped working because the ports might be blocked, and Brighthouse is giving me the runaround before they closed the support desk and offered to call me back in the morning.

Ticket: # 1112893 - harassment from twitter

Date: 7/31/2016 11:48:09 AM

City/State/Zip: Blasdell, New York 14219

Company Complaining About: Verizon

Description

I have requested several occasions from twitter to stop sending me unsolicited emails about the same subject that sales driven in nature I even provided correct settings. After sending them the email I started receiving several a day and week this after I threatened to file complaint with FCC. They are cramming my email box with unsolicited emails of the same subject matter over and over. I use this email for business purposes over and their emails continue to come without request r solicitation. Twitter is giving me the " Ill show you who more powerful" by sending emails that are considered now harassing and annoying. please have them stop these unsolicited emails especially about firefox sales. Stop the emails to (b)(6) @verizon.net. I also going to have the local tv trouble shooter guy look into this.

[Ticket: # 1113003 - Internet connection](#)

Date: 7/31/2016 2:39:33 PM

City/State/Zip: Ellenboro, North Carolina 28040

Company Complaining About: Northland Cable

Description

Our internet continuously goes out and we have to call about it and tell them what's wrong but every time we do they tell us that they are working on it but it never gets fixed and it goes out again and we don't have any internet for weeks and this happens every other week

Ticket: # 1113207 - Google will not let me neutrally search a subject

Date: 7/31/2016 7:41:44 PM

City/State/Zip: Springville, Alabama 35146

Company Complaining About: Windstream Communications

Description

When I try to search a subject using google, they only offer what they want me to see. Example, I wanted to search John McCain, Google gives me a bunch of Trump calls McCain.....Clinton says Trump says..... I just want information about what I ask, not their, Google's, political view trying to sway me. I can not search anything without Google interjecting, some pro Clinton, anti Trump garbage. If I try to look up anything political, but nothing to do with the ongoing election issues, I get pro Clinton, anti Trump results. Can you make them stop? I know they make billions on advertisements, so why do they have to try to INFLUENCE a presidential election. NEUTRAL searches is what I want. Please make them stop. Who else can I use as my search engine. Thousands of other people feel the same. It is like a sort of political monopoly search site.

[Ticket: # 1113539 - Windstream Internet](#)

Date: 8/1/2016 9:34:28 AM

City/State/Zip: Wagram, North Carolina 28396

Company Complaining About: Windstream Communications

Description

Have not had Internet in 2 months even after they came out 2 times

Ticket: # 1114144 - Verizon Wireless Terminating Lines without Prior Warning Period**Date:** 8/1/2016 1:41:14 PM**City/State/Zip:** Duncannon, Pennsylvania 17020**Company Complaining About:** Verizon Wireless

Description

Verizon Wireless has released news they intend to terminate lines that have regularly used more than 100GB per month of the unlimited data plans as of 8/31/2016. They have cited a burden on the network as the reason for this action. These grandfathered plans are being terminated with no warning, after just months before increasing the fee by \$20. They are not offering long standing customers any option to curtail their average month usage and they also do not document the historic usage over 100GB on their website under the users account. Therefore, it will come as a great surprise to any customer affected. As the customer has done nothing wrong and has not broken any terms of service - terminating the line with no ability to retain or regain the promised unlimited grandfathered plan is a violation of the customer relationship. Even if the plan has been paid every month with no late fees, verizon plans to terminate the lines.

I will be one of these customers. I have called and the customer service team has advised there is nothing they can do - "Verizon" will do it and it is beyond their control. I had to call to find out what our usage was, as it was not available to me through my online account. I have been a customer since 2003 and part of the 1% of their entire customer base that has the unlimited plan.

The burden is on them to:

1. Prove that the "few" customers using excessive data is negatively affecting other customers
2. Offer customers that fall under this bucket the ability to adjust data usage habits if #1 is proven and approved by the FCC.
3. Refund all unlimited customers the extra \$20 charge that started as of November 2015 and eliminate future additional charges.

[Ticket: # 1114190 - New data limits hurt my small business](#)

Date: 8/1/2016 1:57:26 PM

City/State/Zip: Bannockburn, Illinois 60015

Company Complaining About: Comcast

Description

On August 1, Comcast introduced new data limits, which restrict home users to 1TB per month before they're charged extra. This unfortunately is already beginning to hurt my business, which relies on Comcast for internet. We distribute legal video files online, which can take up large amounts of data. Several of our customers have already stated they are cancelling this service we provide because they have Comcast and don't want to go over their limit. This is bad for our business if clients aren't able to use their services due to these new restrictions that would require our customers to pay their ISP more to use our service.

Ticket: # 1114560 - Comcast's Introducing a Terabyte Internet Experience

Date: 8/1/2016 3:50:51 PM

City/State/Zip: Wilmette, Illinois 60091

Company Complaining About: Comcast

Description

I received an email that implies a new capacity or speed is being piloted in my area but this is just an attempt to cap usage of broadband. Comcast's conflict of interest in stopping the throngs of consumers who have "cut the cord" is self-evident and this is such a shame if you let them announce this as if its a new service.

Ticket: # 1114599 - Capping my internet data to 1TB usage per month - Specifically Comcast

Date: 8/1/2016 4:03:31 PM

City/State/Zip: Chicago, Illinois 60201

Company Complaining About: Comcast

Description

Comcast, please do not cap out my internet usage to 1TB a month. Don't come back with some official stuff about 99% of our customers don't use that amount of data. If that is true, then why are you setting a cap in the first place? If it is really such a small percentage of customers, why would you cap them? Why would you want to try to control the internet and how it works with a tactic like this? Don't you already have enough control over your customers as is? Don't you already have enough money? Why would you make me pay \$50 more if I want that when I am already paying a crazy expensive \$100 for internet usage? Hey Comcast, not everyone uses the internet for streaming Netflix. Please don't lump me into some statistic and try to use it against me. Access to internet at high speeds should be a fundamental right, and you as a corporation should not have the ability to cap the amount of MB/GB of data that I am pulling in or out of my home network. Please consider what I have to say. It is important and will drastically shape how the internet is utilized in the United States as Comcast, being one of the major internet service provider monopolies in this country control most of the United States internet.

Ticket: # 1114754 - Scam to get bank information

Date: 8/1/2016 4:49:50 PM

City/State/Zip: Cornelius, North Carolina 28031-8359

Company Complaining About: Windstream Communications

Description

This is the email that took me to Hangouts where they tried to get my bank information.

Dear Applicant,

After reviewing your application, the hiring manager's would like to invite you for an on-line interview, for the post of Administrative Assistant

I have scheduled an online interview with you and Mrs. Jessica Perritte the company Hiring Manager for Monday (8-01-2016)8am-5pm your time Via Google Hangouts. You can be interviewed anytime between 8 am-5 pm. The interview will last approximately an hour or less and will include a brief tour of the Pay Scale, Benefits and company etc.

You are to set up a screen name with Google hangout(<https://hangouts.google.com>) and add up Mrs. Jessica Perritte the company Hiring Manager's hangout screen name (managerdesk2014@gmail.com) and instant message her for an on-line interview/briefing exercise.

If you are unable to attend on this date Kindly contact me to arrange a more suitable time.

We look forward to see you.

Regards,
HR Manager

[Ticket: # 1115479 - Apps or applications](#)

Date: 8/1/2016 11:48:56 PM

City/State/Zip: Brownsville, Texas 78521

Company Complaining About: AT&T

Description

Samsung, apps, and att have set ways to have your device apps maintain open

Eventhough you close your apps they way the companies show to close them. But Google Chrome is the one that has to ways to close your apps but some still stay open

I have to show somebody what I mean

[Ticket: # 1115133 - D and j cleaning service- can't opt out of annoying emails from this company](#)

Date: 8/1/2016 7:23:23 PM

City/State/Zip: Sunnyside, New York 11104

Company Complaining About: Verizon

Description

Have been receiving spam emails (advertisements from a cleaning company) for almost a year now. They fill up my inbox and are very annoying. I requested by text to stop the emails but I'm still getting them full speed. There is no way to opt out on their website and no unsubscribe link on the email. I'm sure I'm not the only person getting these annoying emails. The emails are coming from no-reply@fullslate.com. The website provided is <http://djcleaningservice.fullslate.com>.

Ticket: # 1114990 - Internet

Date: 8/1/2016 6:20:25 PM

City/State/Zip: South Range, Wisconsin 54874

Company Complaining About: Centurylink

Description

Today I am filing this complaint as I have found out some disturbing information today. My Son got us internet with Centurylink back in February or March 2016. It was a constant fight to get it hooked up. Once hooked up to the house they had us 3 megs, talked them into 4 megs. Then my son got a static IP and they had boosted the service to 5 meg. Everything was good until July 21st 2016 (see attachment). Without asking how our service was or contacting my son. They just dropped us to 4 megs and refuse to put it back at 5 megs saying we never had it. My Son took off the static IP because it was no longer making us happy. Since they took off static IP, the speed has been getting worse day by day. They are charging my son in excess of \$80 plus a month for this mess. Today 8/1/2016 I went to see Charter about internet service. This is what they told me. If I would be living on the other side of the railroad tracks, they would have handed me the equipment and sent the trucks home with me to hook it up. They also told me that the railroad is the hold up because they want a really huge charge for them to cross the tracks by our house. So right now I can not get their service. They also informed me that Centurylink had just got a huge loan to make internet better for rural customers, but they spent the money to upgrade everyone in the city. We live on the dividing line between the city of Superior and South Range in Wisconsin. We live the South Range side of the road. Centurylink and the railroad have everything here tied up to the point that we can not get a different internet provider such as Charter because of all this.

[Ticket: # 1115160 - Internet](#)

Date: 8/1/2016 7:41:06 PM

City/State/Zip: Mesa, Arizona 85204

Company Complaining About: Directv

Description

Excellent signal but always buffering

[Ticket: # 1115266 - I have un-subscribed several times over several years](#)

Date: 8/1/2016 8:33:17 PM

City/State/Zip: Peoria, Arizona 85383

Company Complaining About: Cox

Description

I have un-subscribed several times over several years. Regardless of the un-subscribe requests, they continue to send emails.

Sender: hello@slickwraps.com

Ticket: # 1115291 - Exede Satellite Internet

Date: 8/1/2016 8:57:50 PM

City/State/Zip: Heber Springs, Arkansas 72543

Company Complaining About: Exede Satellite Internet - Via Sat

Description

Based on our own experience and the complaints from others (on this company's Facebook page) we believe our Internet is being deliberately hampered. It is unbelievably slow, often does not work at all - even during non-peak hours and before our allotment has been used. Calls to customer service have not helped.

We are paying a high cost for a poof service, and it is our only Internet option where we live.

Please help us.

Ticket: # 1115401 - Provider throttleso my service

Date: 8/1/2016 10:21:45 PM

City/State/Zip: Hitchcock, Texas 77563

Company Complaining About: Exede

Description

I have Exede Satellite Internet services and this is the second month they have massively slowness down my service. I am on their Liberty12 plan which gives me 12 gigs of priority data, their words not mine, but still allows me access to the Internet even if I go over. I haven't been able to play a Facebook game this evening let alone do anything else. I did a speed test and my speeds are .76 maps upload and .63 maps upload speed. Whatever it is they are doing in the background to my service created an issue to where not only did they have to preform a reset on my modem, I had to call back a day later and tech had to go into my router and had me completely reset it. They advertise high speed Internet and as evidenced by my speeds, this is not the case.

Ticket: # 1115512 - Comcast

Date: 8/2/2016 12:42:25 AM

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: Comcast

Description

You probably know what I'm emailing about. Jesus, this is probably your zillionth email about this.

Comcast Caps. What the diddle. Stop plz.

Ticket: # 1115726 - Comcast Data Caps

Date: 8/2/2016 9:01:00 AM

City/State/Zip: Lisle, Illinois 60532

Company Complaining About: Comcast

Description

Comcast implemented data usage caps when this is a utility where usage caps are unnecessary. It is simply a ploy to charge people more, in addition to the company's other practices that are anti consumer.

Ticket: # 1115958 - Internet Fraud /Wal Mart Secret shopper

Date: 8/2/2016 11:10:50 AM

City/State/Zip: Alexadnria, Louisiana 71303

Company Complaining About: Verizon

Description

I received a check in the mail as an secret shopper for Wal Mart..... 1470.00

Then they asked me to send them money through money gram at two money grams before the check clear, saying the faster you comply the comply better. It will let them know that your the right one for the job and you can get the job done in a timely matter.

Ticket: # 1116189 - Censorship of political emails

Date: 8/2/2016 12:36:10 PM

City/State/Zip: Woodbridge, Virginia 22192

Company Complaining About: Aol

Description

This is to inform you of, what I believe is, political censorship by AOL and/or AOL Management or staff.

The attached .jpg files are prints of the original message I sent. The recipient in this case, is again, my wife across the room from me. I say 'again' because this is the second occurrence in which the criticism of Hillary Clinton in any forwarded message is rejected by AOL as spam.

Additionally, the original message in html format cannot be sent to AOL postmaster for review as the postmaster address at AOL rejects the original message being sent for review to their spam reporting procedure as, of course, spam. I can convert them to a .jpg file which can be sent to be viewed by them. This is probably outside the expertise of others my age.

This message was also sent to my correspondents at gmail.com and yahoo.com at the same time, and these were not flagged and rejected to me.

I just spoke to my wife across the room and she relates that there is a banner headline on the AOL home page stating, "I'm with her." Based on this, I can be fairly certain I'm not alone with this problem.

I'm asking you to look into this because this is an election year and having a biased mainstream media is bad enough. Losing the ability to impart political opinions in private emails from one citizen to another is simply unacceptable.

(b)(6) Capt, USAF Retired.

-----Original Message-----

From: Mail Delivery System

Sent: Tuesday, August 02, 2016 11:38 AM

To: (b)(6)@erols.com

Subject: Mail Delivery Failure

This message was created automatically by the mail system (ecelerity).

A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. The following address(es) failed:

>>> (b)(6)@aol.com (reading BANNER): 554 5.7.1 : (RLY:B1) https://postmaster.aol.com/error-codes#554rlyb1

----- This is a copy of the headers of the original message. -----

Return-Path: (b)(6)@erols.com>

X_CMAE_Category: , ,

X-CNFS-Analysis: v=2.1 cv=FaYjxfO6 c=1 sm=1 tr=0 a=ueHLOkvlSapyFx7lspCu7Q==:117

a=ueHLOkvlSapyFx7lspCu7Q==:17 a=L9H7d07YOLsA:10 a=9cW_t1CCXrUA:10

a=s5jvgZ67dGcA:10 a=r77TgQKjGQsHNAKrUKIA:9 a=liYPCVhtAAAA:8 a=FyESdUOpAAAA:8

a=vyhAqgBVG6hFRJkdYk8A:9 a=7Zwj6sZBwVKJAoWSPKxL6X1jA+E=:19

a=7afxm4pPz1BwWW0j:21 a=uvwmslCUqXuvlweq:21 a=QEXdDO2ut3YA:10 a=i171b_nlk0cA:10

a=TeuQqM9sAAAA:8 a=uxU2wk1aAAAA:8 a=s35iCguOAAAA:8 a=2YCx0JI-HV3E9aS0tIAA:9

a=UlbmUSIXZUeXBxk_:21 a=jnkLlloZ1h5NDie0R:21 a=ZalAEChJjifZ1XfV:21 a=_W_S_7VecoQA:10

a=MqxRVF_vRPUH-l4FVvyAA:9 a=sEqgG0YWA4UK-Db-:18 a=KQqxNPgzF0kA:10

a=yTZ9cQAO_hbi1XPbRPn:22 a=mE9omnjAweYseqZkRrhv_:22 a=e177VXkoA7pnmra_KuOY:22

a=-j8kRBpn62QSNZSn95Sh:22 a=SUD-wol4n5jss9VfseiM:22

X-CM-Score: 0

X-Scanned-by: Cloudmark Authority Engine

X-Authed-Username: anN5bHZlc3RAcmNuLmNvbQ==

Authentication-Results: smtp03.rcn.cmh.synacor.com header.from=(b)(6)@erols.com; sender-id=neutral

Authentication-Results: smtp03.rcn.cmh.synacor.com smtp.mail=(b)(6)@erols.com; spf=neutral; sender-id=neutral

Authentication-Results: smtp03.rcn.cmh.synacor.com smtp.user=(b)(6); auth=pass (LOGIN)

Received-SPF: neutral (smtp03.rcn.cmh.synacor.com: 173.79.231.230 is neither permitted nor denied by domain of erols.com)

Received: from [173.79.231.230] ([173.79.231.230:60422] helo=YynxsPC)

by smtp.rcn.com (envelope-from (b)(6)@erols.com>)

(ecelerity 3.6.23.54417 r(Core:3.6.23.0)) with ESMTPA

id B9/D2-44693-A7EB0A75; Tue, 02 Aug 2016 11:38:35 -0400

Message-ID: <D79AE63C2F4A43E58C75A1621BB09D51@YynxsPC>

From: "(b)(6)@erols.com">

To: <Undisclosed-Recipient;>

Subject: Fw: An open letter to Mr. Khizr Khan

Date: Tue, 2 Aug 2016 11:39:06 -0400

MIME-Version: 1.0

Content-Type: multipart/related;

boundary="-----_NextPart_000_0116_01D1ECB2.79E37A60";

type="multipart/alternative"

X-Priority: 3

X-MSMail-Priority: Normal

Importance: Normal

X-Mailer: Microsoft Windows Live Mail 16.4.3528.331

X-MimeOLE: Produced By Microsoft MimeOLE V16.4.3528.331

[Ticket: # 1120297 - Letter on Net Neutrality](#)

Date: 8/4/2016 8:06:36 AM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1116671 - Bright House/Charter - YouTube throttling](#)

Date: 8/2/2016 2:49:23 PM

City/State/Zip: Largo, Florida 33773

Company Complaining About: Bright House

Description

In the last month and a half, YouTube is being throttled to the point where videos don't play. In iPhones and iPads, YouTube application would not even load. This is evident when speedtest.net and speedtest.bhn.net shows speeds of 150+ Mbps.

Ticket: # 1117056 - time warner cable internet connection

Date: 8/2/2016 4:24:41 PM

City/State/Zip: Overland Park, Kansas 66221

Company Complaining About: Time Warner

Description

I have Time Warner Cable as my internet connection provider in Overland Park, KS..over the last nine day my laptop has not been able to connect to the internet at my home. I have no problem connecting anywhere else only at my home. We have 4 other devices that connect just fine in my home.I have called TWC almost everyday over the last nine days asking for this problem to be fixed. I get a representative on the phone that does something to the modeum in my house that fixes the connection but only temporarily. I then have to call them back to have them repeat this process. Finally after 7 days of calling they sent out a tech named LuJuan 44320..his number 816-527-5903. Of course when he came my laptop was connected to the internet and it was working just fine. So instead of doing anything he said "well since it is working there is nothing I can do but leave you my number to call if this happens again. He also left a 800 number for me to call if I could not reach him. This morning I got up and no internet connection. I called the tech several times when I reached him explained the issue he said he would be to my house by 2:00 and if he could not come he would send another tech. By 2:30 no one showed up. So I called the 800 number he gave me and it was a bogus number. The number was a number to a Behavior Mental Health Facility. I am a professional person who needs my laptop to do my job. I have missed several very important emails because of this. I was disgusted by the Behavior Mental Health number like I have a problem...this is truly unbelievable that a company like TWC does business this way.I still do not have my internet fixed and feel like all I get is the run around. You never get to speak to a person who speaks good English so it is difficult to understand what they are saying.When I ask to be transferred to a supervisor they explain they have no way of doing that because they are just a contractor for TWC. I can not find a phone number that gets me to an english speaking person who will help fix my internet problem. In the mean time I have spent countless hours on the phone with no resolution. I just want my internet fixed. Please help

[Ticket: # 1118004 - Verizon Wireless](#)

Date: 8/3/2016 9:04:32 AM

City/State/Zip: Somerville, Alabama 35670

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is forcing me to cancel my service with them due to the fact that I have an unlimited data plan. It is my understanding that Verizon Wireless is violating FCC ruling about limiting unlimited data plans.

Ticket: # 1117298 - Pokemon Go/Dangers at Hospitals

Date: 8/2/2016 5:28:35 PM

City/State/Zip: Cincinnati, Ohio 45237

Company Complaining About: Niantic Labs/pokemon Go Company

Description

I work for Mercy, the largest healthcare organization in Ohio. We are having people walk through our hospitals sometimes in blocked off areas trying to find Pokemon. This is becoming a health risk for those searching for pokemon and our patients. We have attempted to contact Niantic Labs to no avail to get them to remove their game from our campuses. We are looking for help in resolving this issue.

Ticket: # 1117690 - Request Facebook to Remove Their Blocks and Locks Without My Government ID

Date: 8/2/2016 9:01:04 PM

City/State/Zip: Sacramento, California 95828-5239

Company Complaining About: Comcast

Description

1) Earlier this year, an administrator blocked me from "916 Food of Different Colors," a food group whose members unlawfully buy, prep, cook, store, and cook food in their homes and sell that food to the public without licenses to operate or paying governmental taxes; proper health permit requirements, required insurance (s). The administrator blocked me without warning, nor notifying me of which guidelines I violated, as requested. Facebook followed up with a notification saying I was blocked and offered me the option to contact them because FB could have made a mistake, and Facebook promised to provide me with their investigation/results as soon as possible. I asked Facebook to reconsider and remove their "block" and "lock to my Facebook account (s). There are other websites whereby I cannot participate on public media forums because of Facebook's ban. Still have not heard from them. 2) On May 23, 2016, FB "temporarily blocked" my account for "security reasons" without providing me with what I said or done that would cause such a ban. I wrote Facebook (Certified Mail--Return Receipt Requested) asking for a written response outlining which community requirements/standards did I violate; I, again, requested Facebook's written findings/results' from the "locked for security reasons' investigation. No response from Facebook. FCT, please investigate as soon as possible. Thank you!

Facebook declares it cannot respond until I verify my identification. Yet, I receive other people's notifications who has access to send notifications to this "temporarily locked...for security reasons" Facebook account. These notifications flash in the lower right corner of my computer screen, which is very annoying, and this happens while I am logged onto my computer taking care of other very important matters. However, I am not able to screenshot or print these notifications from others because they disappear after very brief appearances. 2) I am asked for governmental identification or alternative documents. Facebook never asked for such documentation during the initial account set-up. Shouldn't they be asking the other people for their IDs?