

November 22, 2016

Federal Communications Commission 445 12<sup>th</sup> Street, SW 5-A847 Washington, D.C. 20554

Re: Suddenlink Communications ("Suddenlink")

Ticket number: 1282269

Complainant: (b) (6)

Dear Sir or Madam:

We are in receipt of Ticket Complaint Number 1282269 ("Complaint") regarding an Internet service issue for (b) (6)

states in the Complaint that his Internet services have been interrupted by Suddenlink.

Suddenlink attempted to contact (b) (6) on October 28<sup>th</sup> and November 1<sup>st</sup>, but were unable to reach him. In addition, Suddenlink sent (b) (6) a letter on November 2<sup>nd</sup> asking him to contact us at his convenience.

Please feel free to contact me if you have any additional questions. Thank you for bringing this matter to our attention.

Sincerely,

Michael J. Zarrilli Vice President

Government Relations & Senior Counsel

cc: (b) (6) ., Arcata, CA 95521



Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re:

(b) (6)

Palatine, IL 60074

FCC IC File Number: 1282419

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: October 24, 2016

#### To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Federal Communications Commission by (b) (6). Please be advised that (b) (6) concerns are not related to his XFINITY Internet service and the FCC Consumer Help Center is therefore not the proper forum for this type of inquiry.

As an industry leader in TV Everywhere ("TVE") solutions, Comcast provides Comcast customers authenticated online access to one of the broadest selections of online programming in the industry, including HBO, on a wide array of devices. Through the XFINITY TV app, Comcast customers can access all of their TVE programming through an easy-to-use, industry-leading, unified authentication app that is available on a wide range of iOS, Android, and Kindle Fire devices, as well as through XFINITYTV.com on PCs. Comcast also currently authenticates more than 90 different program networks on 18 different device platforms. In short, while Comcast may not authenticate every programmer app on every consumer's preferred device, there is no shortage in the number of ways for our customers to access their programming across the devices and platforms of their choice. With respect to HBO Go, the subject of (6) (6) particular complaint, for example, Comcast customers can authenticate HBO Go on the HBO website, as well as Apple TV and iOS devices, Google Chromecast and Android devices, Kindle Fire devices, Xbox 360 and Xbox One, Roku devices, and Samsung Smart TVs.

Comcast's confirmation that a particular consumer is a Comcast cable customer when that consumer attempts to use a particular device or programmer app has no relationship with Comcast's or any entity's provision or use of Internet access service. Rather, whether Comcast provides authentication for a particular device or programmer app turns on Comcast's policies regarding whether and how to share its cable customers' credentials with third parties. Accordingly, authentication of TVE services does not implicate the Commission's Open Internet rules.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) to advise him of the aforementioned information.

Sincerely,

Customer Security Assurance 720-616-7739

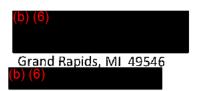
cc:

(b) (6)





October 27, 2016



Federal Communications Commission via <a href="https://consumercomplaints.fcc.gov">https://consumercomplaints.fcc.gov</a> Zendesk

IN RE: FCC Serve ticket # 1287806 - Last Name:



Dear<mark>(b) (6)</mark>

We sincerely appreciate you taking the time to bring your concerns regarding Internet service at Wingate Apartments to our attention. This community is a privately owned property. You are correct that the apartment community does not allow access to other Internet service providers (ISPs) to install wiring on their property. It is the policy of Edward Rose & Sons, to notify all lease applicants of the services that are available before moving into one of their communities, including Cable TV programming and Internet options. Information on the Internet services available is included on the Internet Application form, as well as on the Bloom Broadband website.

We would point out that Bloom Broadband Internet and Cable TV prices are not promotional, for a limited time, nor for new customers only. Additionally, unlike our competitors, Bloom Broadband's pricing is all inclusive. Other ISPs typically charge for equipment rental/lease, equipment protection plans, installation, early termination fees and/or taxes and other fees that substantially increase your monthly bill.

Our data transfer limits compare favorably with other Internet providers and only count downloads, not traffic from both directions, unlike many other providers. The current data transfer limits are:

12.0 Mb - 300 GB

Mary Munico

25.0 Mb - 700 GB

40 Mb - 1 TB.

If you have any additional concerns, please contact our Bloom Broadband Call Center at 877-735-6089.

Sincerely,

Michael Winters

Director, Internet Services



November 30, 2016

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street SW Washington, DC 20554

Re:	(b) (6)	
	Scranton PA 18504	

FCC IC File Number: 1291476
Response Type: NOIC-Notice of Informal Complaint

Date of Notice: October 31, 2016

### Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Commission by (6) At Comcast, we strive to provide outstanding customer service and we appreciate your bringing this matter to our attention.

Comcast's records indicate on November 26, 2015, (b) (6) accepted a 24-month fixed-term Starter XF Triple Play promotion. Contrary to the complaint, the promotion offered a pre-paid card in the amount of \$100.00. On April 11, 2016, a \$100.00 pre-paid card was mailed to (6) (6)

Further, XFINITY Wi-Fi access is included at the XFINITY Internet Performance 25 service tier and above at no additional cost. Comcast's records indicate on October 27, 2016, (b) (6) downgraded his service tier from Digital Starter to Performance Starter which does not include XFINITY Wi-Fi access.

On November 3, 2016, I contacted (b) (6) to discuss his concerns and provide the above-mentioned pre-paid card information. I apologized for any inconvenience or frustration he may have experienced while attempting to resolve this matter. (b) (6) confirmed his receipt of the \$100.00 pre-paid card. During the call, a \$100.00 courtesy credit was applied to (b) (6) account. The credit appears on his November 2016 billing statement.

A Comcast representative made several attempts to contact (b) (6) to discuss his XFINITY Wi-Fi access concerns. Unfortunately, all attempts were unsuccessful. The representative provided his contact information should (b) (6) have any additional questions or concerns regarding this matter.

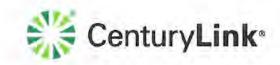
I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter, which includes my contact information, to (b) (6) should there be additional questions or concerns.



Sincerely,

Brandon McFadden Executive Customer Relations (888) 966-7534

cc: (b) (6)



November 30, 2016

Ms. Sharon Bowers Federal Communications Commission Consumer Inquiries and Complaints Division 445 12<sup>th</sup> Street, SW CY-B523 Washington, DC 20554

Re: (b) (6) - IC# 1295245

Notice of Informal Complaint Service Date 11/1/16

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6) In the complaint, (b) (6) stated that CenturyLink is blocking access to a website.

CenturyLink regrets any frustration experienced by regarding this issue. The issue was escalated to our Technical Support team for review. CenturyLink is not blocking the site and the issue appears to be a PC issue.

Our records do not show that is an authorized party on the account listed in the complaint. Therefore, we are unable to provide specific account information to (b) (6). If the account holder would like to add (b) (6) as an authorized user, he will need to contact our Customer Service Department at 1-800-201-4099.

Please let me know if you have any questions.

Sincerely,

Michelle Curtis

CenturyLink Customer Advocacy

Ce: (b) (6)

Cox Communications, Inc. 6205-B Peachtree Dunwoody Road Atlanta, Georgia 30319

November 29, 2016

(b) (6)

Norfolk, VA 23505

Re:

FCC File # 1297579

Response Due Date: November 23, 2016

Dear (b) (6)

This is in response to your complaint as referenced above.

Upon receipt of your complaint, Vernell Nohara, a member of Cox Business Executive Resolution team, attempted to reach you on several occasions via telephone number 224.381.4194 as provided on your complaint. Ms. Nohara also sent you several emails attempting to discuss your complaint, but she did not receive a response.

Cox offers a special rate for military personnel. That is, the costs for basic cable and Internet service is offered at \$23.00 per month.

We apologize for any inconvenience you have experienced. We appreciate you, your business and you allowing us the opportunity to attempt to address your concerns. In the event you would like to discuss this matter further or change your subscription, please contact your designated Resolution Specialist, Ms. Nohara, directly at 702.545.3057.

RESPONDING ON BEHALF of CoxCom, L.L.C.

**Douglas Garrett** 

Executive Director, Regulatory Affairs

cc: Federal Communications Commission - VIA Zendesk



Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re:

(b) (6)

Arrington, TN 37014

FCC IC File Number: 1297981

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 2, 2016

To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Commission by (b) (6)

Comcast is strongly committed to maintaining an open Internet. Pursuant to the Commission's 2015 Open Internet rules, Comcast does not block access to lawful Internet content and services, nor does it discriminate in the transmission of its Internet traffic.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (6) advise him of the aforementioned information and address any other concerns. Unfortunately, all attempts were unsuccessful. The technician left a message with her direct contact information should (b) have further questions regarding this matter. (6)

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance (856) 348-2007

cc: William Cartwright



December 2, 2016

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street SW Washington, DC 20554

Re:

(b) (6)

Salem, OR 97306

FCC IC File Number: 1302788

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 8, 2016

Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Federal Communications Commission by (b) (6) regarding XFINITY service.

On November 9, 2016, I spoke with (b) (6) and explained our position regarding customer owned equipment. Comcast does support customer owned equipment and our customers need not use Comcast supplied equipment for their video services. Customer owned equipment must be technically compatible with Comcast's cable systems, and it must be legally obtained and not be capable of the unauthorized receipt of any services from Comcast. Once that information is verified, Comcast will provide the customer a CableCARD to gain access to programming provided on our network.

For customers who subscribe to a video service level above limited basic and have additional televisions connected to Comcast video service, there will be an additional monthly service charge of \$9.95 per month per device for each outlet regardless of whether the customer leases equipment from Comcast or provides his or her own retail devices. (6) (6)

Regarding the HD DVR service fees, resellers that may sell the set-top boxes do not provide software to enable either HD or DVR service in the box (if they did, we would support this functionality as we do for TiVo and other retail device manufacturers). Rather, a customer using one of these devices will have to turn to the cable operator, in this case Comcast, for the relevant software if he or she wants HD and/or DVR service. Comcast will activate this service upon request by downloading the software and the user interface to the customer's device – and in return we will charge that customer the same service fee we normally charge for the service to any customer (i.e., a customer using one of our leased boxes).

I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter, which includes my contact information, to (b) (6) should there be additional questions or concerns.

Sincerely,

Teresa L. Executive Customer Relations (888) 966-7794 extension 3025510

cc:



November 30, 2016

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re:

Tacoma, WA 98409

FCC IC File Number: 1304123

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 7, 2016

### To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Federal Communications Commission by (b) (6). Please be advised that (b) (6) concerns are not related to his XFINITY Internet service and the FCC Consumer Help Center is therefore not the proper forum for this type of inquiry.

As an industry leader in TV Everywhere ("TVE") solutions, Comcast provides Comcast customers authenticated online access to one of the broadest selections of online programming in the industry, including HBO, on a wide array of devices. Through the XFINITY TV app, Comcast customers can access all of their TVE programming through an easy-to-use, industry-leading, unified authentication app that is available on a wide range of iOS, Android, and Kindle Fire devices, as well as through XFINITYTV.com on PCs. Comcast also currently authenticates more than 90 different program networks on 18 different device platforms. In short, while Comcast may not authenticate every programmer app on every consumer's preferred device, there is no shortage in the number of ways for our customers to access their programming across the devices and platforms of their choice. With respect to HBO Go, the subject of (6) (6) particular complaint, for example, Comcast customers can authenticate HBO Go on the HBO website, as well as Apple TV and iOS devices, Google Chromecast and Android devices, Kindle Fire devices, Xbox 360 and Xbox One, Roku devices, and Samsung Smart TVs.

Comcast's confirmation that a particular consumer is a Comcast cable customer when that consumer attempts to use a particular device or programmer app has no relationship with Comcast's or any entity's provision or use of Internet access service. Rather, whether Comcast provides authentication for a particular device or programmer app turns on Comcast's policies regarding whether and how to share its cable customers' credentials with third parties. Accordingly, authentication of TVE services does not implicate the Commission's Open Internet rules.

I trust this letter provides your office	e with the information required in this matter. I am providing a
copy of this letter to (b) (6)	to advise him of the aforementioned information.

Sincerely,

Customer Security Assurance 720-616-7739

cc:

(b) (6)



November 30, 2016

(b) (6)
Goleta, California 93117

Re:

FCC File#: 1304233

Response Due Date: December 7, 2016

Dear (b) (6)

This letter is in response to the above-referenced complaint.

According to our records, you are not the account holder or an authorized user on the account located at the address on FCC complaint. Consistent with Cox privacy policies, we are only able to share information about this account with the account holder or an authorized user.

If the account holder would like to discuss the account or wants to add you as an authorized user on the account, please contact our Executive Escalation group at (877) 982-5917.

RESPONDING ON BEHALF of Cox Communications California, LLC

**Douglas Garrett** 

Executive Director - Regulatory Affairs

cc: Federal Communications Commission via Zendesk



December 8, 2016

# **SUBMITTED VIA FCC WEB PORTAL**

Ms. Sharon Bowers, Chief Consumer Inquiries and Complaints Division FCC – Consumer & Governmental Affairs Bureau 445 12<sup>th</sup> Street SW Washington, DC 20554

> RE: **(b) (6)** Serve Ticket # 1306274

Dear Ms. Bowers:

Time Warner Cable ("TWC") hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

TWC will decline to provide services to customers who have benefited from unpaid services in the past. Section 18(c) of the TWC Residential Services Subscriber Agreement advises customers that we may decline to provide services if a customer, or a member of the customer's household, has an outstanding balance on a previous account. In this particular case, our records indicate that (b) (6) son attempted to establish services at this address, stating that he needed Internet service for his gaming as well as for his mother and father. The son also stated that he thought he may have an outstanding balance with TWC. At no time during the initial sales call did (b) (6) son state he was calling on his mother's behalf. Public records also indicate that (b) (6) and her son have several shared addresses. As a legal matter, (b) (6) is not responsible for her son's debt. However, we are declining to provide services to this address until the outstanding balance is addressed.

A representative contacted (b) (6) to discuss this issue. (b) (6) indicated that she was no longer interested in having our services installed and ended the call. (b) (6) may contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience(b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted, /s/ Jamie Boggio Paralegal, Regulatory

cc: (b) (6)

La Habra, CA 90633



December 7, 2016

Federal Communications Commission Online Complaint

Re: (b) (6)

Complaint ID: 1307195

CC: San Antonio, TX 78250

online complaint filed with the FCC. In his complaint, (b) This letter responds to (b) (6) states that none of the applications downloaded through the Microsoft store will a him to tether his Cricket phone. He asserts that Cricket is blocking the default tethering app from working and that Customer service advised him that he would need to pay an extra \$10 per month to add the Hot Spot feature.

Cricket records indicate that on October 5, 2016, (b) (6) changed his \$50/mo unlimited data plan with a 5GB high speed data allotment to the \$70/mo unlimited data plan with no limits on high speed data usage. The \$50/mo plan does not include tethering, (b) (6) add Cricket's tethering feature ("Hot Spot") for \$10/mo. However, Hot Spot is not available on the \$70/mo. plan. (b) (6) can switch back to the \$50/mo plan at any time and add Hot Spot. More information can be found at <a href="https://www.cricketwireless.com/legal-info/mobile-">https://www.cricketwireless.com/legal-info/mobile-</a> hotspot-terms-and-conditions.html.

We contacted (b) (6) to inform him of the aforementioned with no success. We left a voicemail with our contact information. If (b) (6) still needs assistance please have him contact Emilio I at 404-486-1443.

We apologize to (b) (6) for any inconvenience or poor service he felt he received. Cricket strives to provide excellent service and we regret when that high standard is not met.

Regards,

Emilio Iturrizaga Cricket Wireless **Corporate Customer Relations** 575 Morosgo Dr., 12th Floor Atlanta, GA 30324 404 486-1443 /EI



December 7, 2016



Re:

b) (6) (b)

FCC File#: 1310284

Response Due Date: December 15, 2016

Dear (b) (b)

This letter is in response to the above-referenced complaint.

Cox received your FCC complaint regarding your belief that we selectively delayed "get out the vote" emails on two of your cox.net email accounts. According to our records, you have several email mailboxes on your account. In order to investigate your concern we would have to manually look through each account and message during that time frame the emails were delayed. However, you did not provide us with examples of the messages, including the dates and times, as well as the send to address. If we had this information we would be able to conduct an investigation to determine what occurred.

Our systems are highly automated and we expend a significant amount of time monitoring the performance each day. Unfortunately, mail delivery via the Internet is not guaranteed to be timely and may have delays of several minutes to an hour. If the emails were delayed longer than that, the delay may also have originated with the sending mail servers.

We will be glad to take a look into what may have occurred if you can provide some additional detail. However, I assure you Cox did not selectively delay the "get out the vote" emails. Please contact our Executive Escalation group at (877) 982-5917 or via email, <a href="mailto:executiveescalationsca@cox.com">executiveescalationsca@cox.com</a>, to provide additional information needed to investigate this matter.

RESPONDING ON BEHALF of Cox Communications California, LLC

**Douglas Garrett** 

Executive Director - Regulatory Affairs

cc: Federal Communications Commission via Zendesk



December 1, 2016

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re: (b) (6) (b) (6)

(b) (b) (b) (b) (b)

Mukilteo, WA 98275

FCC IC File Number: 1310918

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 14, 2016

### To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold. If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked

<sup>&</sup>lt;sup>1</sup> http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion

questions are available for review online.<sup>2</sup> Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.<sup>3</sup>
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent
  of their data usage allotment.

Further, Comcast does not "throttle" or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a "best efforts" basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting [b] (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of [b) (6) wireless router, and congestion on Comcast's or other networks.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (b) (6) to advise (b) of the aforementioned information and address any other concerns. Unfortunately, all attempts were unsuccessful. The technician left a message with her direct contact information should (b) (b) (6) have further questions regarding this matter.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance 720-616-7739

cc: (b) (6) (b) (6)

<sup>&</sup>lt;sup>2</sup> http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion

<sup>&</sup>lt;sup>3</sup> https://customer.comcast.com/secure/usagemeterdetail.aspx



Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re: (b) (b) (6)

(b) (b) (b) (6) (b) (6)

Chicago, IL 60626

FCC IC File Number: 1310992

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 14, 2016

# To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (b) (b)

Comcast sends a copyright alert to customers when it has received notice from a copyright owner or its authorized agent stating that the customer may have infringed upon the copyright of one or more of its owner's works. When Comcast receives these types of notices, it is obligated to forward the notice to the subscriber. Comcast does not disclose any personal information about those subscribers to copyright owners unless required by court order, in which case the customer will have the opportunity to challenge any disclosure before it is made.

If a customer believes they received a copyright alert in error, they often call Comcast to help investigate the matter, which Comcast does frequently. If a customer, however, continues to dispute whether the copyright alert was correctly attributed to them, the Copyright Alert System program requires that they must submit their challenge for review by an independent reviewer affiliated with the American Arbitration Association (AAA), a leading provider of alternative dispute resolution services. AAA has worked with the Center for Copyright Information to develop an independent process to review and fairly resolve objections to copyright alerts. AAA charges a fee of \$35.00 to file a dispute; however, if a petitioner cannot afford this fee, AAA offers a process to have it waived. Additionally, if the petitioner prevails against the copyright owner, the fee will be refunded.

Additionally, consistent with reasonable network management practices, Comcast employs a variety of methods – including in-browser notifications that are designed to be non-disruptive and non-intrusive – to notify subscribers of essential information regarding their XFINITY Internet service and equipment, the detection of malware and other critical information.<sup>3</sup>

<sup>&</sup>lt;sup>1</sup> http://sitesearch.xfinity.com/?q=copyright+alert+system&cat=com

<sup>&</sup>lt;sup>2</sup> www.adr.org

<sup>&</sup>lt;sup>3</sup> https://tools.ietf.org/html/rfc6108

On November 16, 2016, a Comcast Customer Security Assurance technician contacted (b) (b) (6) to advise him of the aforementioned information and address any other concerns. The technician provided his direct contact information so that (b) (b) (6) can contact him with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance (720) 616-7739

cc: (b) (b) (6)



December 13, 2016

Sharon C. Bowers
Deputy Division Chief
Consumer Inquiries & Complaints Division
Federal Communications Commission
445 12<sup>th</sup> Street, SW, 5-A847
Washington, D.C. 20554

Response via FCC Electronic Response Program

Re(b) (6) Complaint Ticket No. 1313106

Dear Ms. Bowers:

Thank you for bringing (b) (c) complaint to our attention. We apologize for any frustration she may have experienced with ViaSat.

Recently, ViaSat's network experienced a malicious attack using the same network port as the Minecraft game. To protect the network, ViaSat blocked this port; as a result, subscribers were unable to access Minecraft. ViaSat has reopened the port at this time.

Our records show that (b) (6) has not called ViaSat's Customer Care to discuss the game not being accessible on ViaSat's network.

It is ViaSat's understanding this port is not necessary to play Minecraft, it is used to access some Minecraft services, and also to host Minecraft servers.

We apologize for any frustration this may have caused Ms. Peckham to experience. Thank you for the opportunity to respond.

Sincerely,

ViaSat Satellite Service Consumer Affairs Department

Cc:(b)(6)





FCC Appeals Bureau AT&T Room 1110.E3 308 S. Akard St. Dallas, TX 75202 F: 281-664-5370 P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 11/23/2016

Federal Communications Commission Consumer & Government Affairs Bureau Consumer Complaints Division 445 12th Street Washington, D.C. 20554 Complainant's Name: (b) (b)
File No.: 1315337
Response Type: Other
Service Date: 11/18/2016

## INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of (b) regarding site blocking concerns.

AT&T investigated and determined that the notice received from the FCC on behalf of (b) (b) does not include a contact telephone number, AT&T account information or sufficient details associated with the nature of (b) (c) e's complaint to investigate (b) concerns. AT&T did not find record of an AT&T account associated with the address provided with the notice. On 11/21/2016, an e-mail was sent to (b) to acknowledge receipt of her complaint. AT&T asked (b) (b) for a contact telephone number. As of 11/23/2016, a response has not been received from (b) (b) (6) On 11/23/2016, AT&T sent a letter to (b) (b) (6) providing contact information and asked (b) (b) for a return call. AT&T will further assist (b) (b) (c) are return call or contact to AT&T. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Chevon Howard at ch7176@att.com or (925) 328-7015.

Sincerely,

Chevon Howard

Manager - Office of the President
AT&T Services Inc.

cc: (b) (b)

Date Printed: 11/23/2016

Page: 1 of 1



Verizon Executive Relations Team 290 West Mount Pleasant Ave. 01 Floor Room 1 Livingston, NJ 07039

December 12, 2016

# Complaint

Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

RE:

(b) (b) (c) (b) Bedford MA 01730 Telephone: (b) (6) IC Number: 1318543

Received: November 17, 2016

Dear Ms. Wright,

Thank you for referring the complaint of (b) (6) (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) (b) (6) expressed concern about not being able to use alternate email addresses and having them supported by Verizon.

According to our records, we left word advising (b) (6) of the following:

Effective, November 15, 2016, the ability to change the "From" address or the ability to use a non-local "From" address on outgoing email has been removed. This feature allows customers to change the @Verizon.net SENT email address to something different. Example: gina@somecompany.com instead of gina@verizon.net. Security and protection of our customers' privacy are our main goals. As part of our normal review and auditing of systems and processes, it has been determined that this feature should no longer be an option for customers on our email platform and the Verizon.net mailbox. An audit by the messaging team shows that a high percentage of people using this in a "spam" or dubious manner are not consistent with Verizon policy and security guidelines.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Mrs. E. Goode Verizon Executive Relations Team

cc: (b) (6) (b) (6)



Verizon Executive Relations Team 290 W. Mt. Pleasant Ave FLR 1 Livingston, NJ 07039

December 13, 2016

Complaint
Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

RE:

North Easton MA 02334
Telephone: (b) -(b) -(b)
ICNumber: 1318580

Received: November 21, 2016

Dear Ms. Wright,

Over the past several days a Fiber Solution Center Specialist has attempted to reach (b) (b) (6) to discuss the matter further, but has only reached voicemail service. Verizon's new policy Effective, November 15, 2016, the ability to change the "From" address or the ability to use a non-local "From" address on outgoing email has been removed. This feature allows customers to change the @Verizon.net SENT email address to something different. Security and protection of our customers' privacy are our main goals. As part of our normal review and auditing of systems and processes, it has been determined that this feature should no longer be an option for customers on our email platform and the Verizon.net mailbox. An audit by the messaging team shows that a high percentage of people using this in a "spam" or dubious manner are not consistent with Verizon policy and security guidelines.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) (b) (c) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Lisa Morse Verizon Executive Relations Team (301) 282-9212

cc: (b) (6) (b) (6)



Verizon Executive Relations Team 290 West Mount Pleasant Ave. 01 Floor Room 1 Livingston, NJ 07039

December 14, 2016

# Complaint

Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

## RE:

(b) (b) (6) (b) Piscataway NJ 08854 Telephone: (b) (6) IC Number: 1318951

Received: November 21, 2016

Dear Ms. Wright,

Thank you for referring the complaint of (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (b) (6) to expressed concern about Verizon not allowing the use of third-party email domains.

Maintaining the security and integrity of your information is important to Verizon. Therefore in October we started to advise affected customers that for enhanced security and phishing protection that effective November 15, 2016, we were eliminating the ability to use non local "from" addresses in conjunction with your Verizon.net account. Specifically the ability to change the "From" address or the ability to use a non-local "From" address on outgoing email has been removed. This feature allowed customers to change the @Verizon.net SENT email address to something different as an example: <a href="mailto:gina@somecompany.com">gina@somecompany.com</a> instead of <a href="mailto:gina@verizon.net">gina@verizon.net</a>.

For you, our customers, what does this mean?

- You cannot use a non Verizon.net email address as your "from" address when logged into your Verizon.net account

- You can still use any of your Verizon.net email aliases to send an email

- The "Reply To" address can still be anything you chose

- You can still access and use third-party emails via your Verizon broadband services Security and protection of our customers' privacy are our main goals. Eliminating the use of non-local "from" addresses minimizes the risk of email sender masking, spoofing and phishing.

Verizon's Terms of Service specifically does not authorize the use of its proprietary computers, servers, routers and computer network (the "Verizon Network") to accept, transmit or distribute unsolicited bulk email sent from the Internet to Verizon subscribers (or to others). It is also a violation of Verizon policy, and the law, to send or cause to be sent to, or through, the Verizon Network e-mail that makes use of or contains invalid or forged headers, invalid or non-existent domain names or other means of deceptive addressing. Verizon considers such e-mail to be unlawful and a violation of our policy, and any attempt to send or cause such e-mail to be sent to, or through, the Verizon Network is unauthorized. Moreover, any e-mail relayed from a third-party's mail servers without the permission of that third party, or any e-mail that hides or obscures, or attempts to hide or obscure, the source of an e-mail also constitutes an unauthorized use of the Verizon Network. E-mail sent or caused to be sent to the Verizon Network that violates your agreement with Verizon is also unauthorized. Nor does Verizon authorize the harvesting or collection of screen names from the Verizon Online service for the purpose of sending unsolicited e-mail. Any such

action also constitutes violation of Verizon policy.

Sincerely,

Nyree White Verizon Executive Relations Team

cc: (b) (b) (6)



Verizon Executive Relations Team 290 W. Mt. Pleasant Ave FLR 1 Livingston, NJ 07039

November 23, 2016

Complaint
Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

RE:

Fairfax VA 22030
Telephone: (b) (6)
ICNumber: 1319615

Received: November 21, 2016

Dear Ms. Wright,

According to our records, the ability to use email relay service was eliminated on 11/15/16. An open mail relay is a configuration that allows anyone on the internet to send email through it, not just mail destined to or originating from a known user. Verizon policy no longer allows email relay for security reasons. This service was being used in many cases as a spamming tool. A specialist contacted the customer on 11/23/16 and discussed their concerns.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Cortney Haven Verizon Executive Relations Team

cc: (b) (b) (6)



158 State Street Albany, NY 12207

December 12, 2016

Complaint
Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

RE:

(b) (b) (6) (b) #(b) Arlington MA 02474 Telephone: (b) (6) IC Number: 1319877

Received: November 21, 2016

Dear Ms. Wright,

Thank you for referring the complaint of (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) (b) (6) expressed concern about Verizon no longer allowing third-party domain names through its outgoing email servers.

According to our records, the ability to use email relay service was eliminated on 11/15/16. An open mail relay is a configuration that allows anyone on the internet to send email through it, not just mail destined to or originating from a known user. Verizon policy no longer allows email relay for security reasons. This service was being used in many cases as a spamming tool. A specialist contacted (b) (6) on 11/22/16 and discussed their concerns.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (5) (6) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Debra Tinnin Verizon Executive Relations Team

cc: (b) (6) (b) (6)



Verizon Executive Relations Team 290 W. Mt. Pleasant Ave FLR 1 Livingston, NJ 07039

December 14, 2016

Complaint
Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

RE:

Phoenix MD 21131
Telephone: (b) (6)
ICNumber: 1319891

Received: November 21, 2016

Dear Ms. Wright,

Thank you for referring the complaint of (b) (c) to our office for review. We appreciate this matter being brought to our attention. (b) (d) expressed concern about Verizon no longer allowing outgoing emails via third-party domain names.

A Representative from the Fiber Solution Center spoke to (b) (b) on November 30, 2016. The representative explained to (b) that he could no longer use Verizon SMTP settings for third-party emails. (b) advised that (b) was fully aware of this and would move his website to a server that allows such emails. (b) simply wanted to voice his displeasure.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Ronald Morris Verizon Executive Relations Team (973) 422-4906

cc: (b) (6) (b)



FCC Appeals Bureau AT&T Room 1110 308 S. Akard St. Dallas, TX 75202

P: 1-800-531-5000

Response to Notice of Informal Complaint (NOIC)

Date: 12/1/2016

**Federal Communications Commission** Consumer & Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)

File No.: 1321864 Response Type: Other

Service Date: 11/21/2016

## **INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding DIRECTV technical concerns.

On 11/22/2016, 11/23/2016 and 11/25/2016, DIRECTV attempted to contact (b) (6) acknowledge receipt of her complaint and to confirm any additional details pertaining to this issue. Regrettably, our calls have been unanswered. We requested (b) contact us if (b) needs assistance with her service, or if she wishes to discuss the matter further.

t issues have been addressed and AT&T provided contact information should be have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Aaron Vogel at 1-866-785-5535 extension 26402.

Sincerely,

Aaron Vogel

Manager - Office of the President AT&T Services Inc.

cc: (b) (6) (b) (6)

Date Printed: 12/1/2016

Page: 1 of 1



Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re:

(b) (6) (b) (6) (b) (b) (6) (b) Milan, MI 48160

FCC IC File Number: 1323209

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 22, 2016

#### To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Federal Communications Commission by (b) (b) (6) (b) (6) Please be advised that (b) (b) (6) concerns are not related to his XFINITY Internet service and the FCC Consumer Help Center is therefore not the proper forum for this type of inquiry.

As an industry leader in TV Everywhere ("TVE") solutions, Comcast provides Comcast customers authenticated online access to one of the broadest selections of online programming in the industry, including HBO, on a wide array of devices. Through the XFINITY TV app, Comcast customers can access all of their TVE programming through an easy-to-use, industry-leading, unified authentication app that is available on a wide range of iOS, Android, and Kindle Fire devices, as well as through XFINITYTV.com on PCs. Comcast also currently authenticates more than 90 different program networks on 18 different device platforms. In short, while Comcast may not authenticate every programmer app on every consumer's preferred device, there is no shortage in the number of ways for our customers to access their programming across the devices and platforms of their choice. With respect to HBO Go, the subject of [6] [6] [6] [6] [6] [6] [7] particular complaint, for example, Comcast customers can authenticate HBO Go on the HBO website, as well as Apple TV and iOS devices, Google Chromecast and Android devices, Kindle Fire devices, Xbox 360 and Xbox One, Roku devices, and Samsung Smart TVs.

Comcast's confirmation that a particular consumer is a Comcast cable customer when that consumer attempts to use a particular device or programmer app has no relationship with Comcast's or any entity's provision or use of Internet access service. Rather, whether Comcast provides authentication for a particular device or programmer app turns on Comcast's policies regarding whether and how to share its cable customers' credentials with third parties. Accordingly, authentication of TVE services does not implicate the Commission's Open Internet rules.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) to advise him of the aforementioned information.

Sincerely,

Customer Security Assurance 720-616-7739

cc:

(b) (6) (b) (6)



Lauren Predmore
Paralegal

December 13, 2016

Sharon C. Bowers, Division Chief Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Federal Communications Commission 1270 Fairfield Road Gettysburg, PA 17325-7245

Ticket No.: 1324342

Customer Name: (b) (6) (b) (6)

Mediacom Account: (b) (6)

Dear Ms. Bowers:

This letter is in response to a complaint filed with your office by (b) (6) (b) (6) (b) (6) stated his account was suspended and believes the reasons behind the suspension are incorrect.

Mediacom provides services under the Residential Acceptable Use Policy. Under that policy, customers are responsible for any misuse of the service on the customer's account. According to Mediacom records, the following numerous Digital Millennium Copyright Act ("DMCA") violations occurred from August 2016 through November 2016 on the above referenced account:

Date	<b>DMCA</b>
8/23/2016	Power
8/24/2016	X-Men
10/21/2016	Luke Cage
11/19/2016	Sully

The customer was sent notifications of the violations on August 23, 2016, August 25, 2016, October 21, 2016, and on November 4, 2016. The customer can counter the DMCA by filling out and submitting the attached Digital Millennium Copyright Act Counter Notice File Sharing Activity form. A copy of Mediacom's Acceptable Use policy can be found at <a href="https://mediacomcable.com/legal/acceptable-use-policy/">https://mediacomcable.com/legal/acceptable-use-policy/</a>.

Should you need further assistance, you can contact me using the information below.

Sincerely,

Lauren Predmore

Lauren Predmore

cc: (b) (6) (b) (b) (b) (c) Springfield, MO 65804



Verizon Executive Relations Team 290 W. Mt. Pleasant Ave FLR 1 Livingston, NJ 07039

December 09, 2016

Complaint
Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

RE: (b) (6) (b) (6) (b) (b) (c) (b) (d) (d)

Millersville MD 21108 Telephone: 4439999999 ICNumber: 1325199

Received: November 23, 2016

Dear Ms. Wright,

Maintaining the security and integrity of your information is important to Verizon. Therefore in October we started to advise affected customers that for enhanced security and phishing protection that effective November 15, 2016, we were eliminating the ability to use non local "from" addresses in conjunction with your Verizon.net account. Specifically the ability to change the "From" address or the ability to use a non-local "From" address on outgoing email has been removed. This feature allowed customers to change the @Verizon.net SENT email address to something different as an example: <a href="mailto:name@somecompany.com">name@somecompany.com</a> instead of <a href="mailto:name@verizon.net">name@somecompany.com</a> instead of <a href="mailto:name@verizon.net">name@verizon.net</a>.

For you, our customers, what does this mean?

- You cannot use a non Verizon.net email address as your "from" address when logged into your Verizon.net account

- You can still use any of your Verizon.net email aliases to send an email

- The "Reply To" address can still be anything you chose

- You can still access and use third party emails via your Verizon broadband services Security and protection of our customers' privacy are our main goals. Eliminating the use of non-local

"from" addresses minimizes the risk of email sender masking, spoofing and phishing.

Verizon's Terms of Service specifically does not authorize the use of its proprietary computers, servers, routers and computer network (the "Verizon Network") to accept, transmit or distribute unsolicited bulk email sent from the Internet to Verizon subscribers (or to others). It is also a violation of Verizon policy, and the law, to send or cause to be sent to, or through, the Verizon Network e-mail that makes use of or contains invalid or forged headers, invalid or non-existent domain names or other means of deceptive addressing. Verizon considers such e-mail to be unlawful and a violation of our policy, and any attempt to send or cause such e-mail to be sent to, or through, the Verizon Network is unauthorized. Moreover, any e-mail relayed from a third party's mail servers without the permission of that third party, or any e-mail that hides or obscures, or attempts to hide or obscure, the source of an e-mail also constitutes an unauthorized use of the Verizon Network. E-mail sent or caused to be sent to the Verizon Network that violates your

agreement with Verizon is also unauthorized. Nor does Verizon authorize the harvesting or collection of screen names from the Verizon Online service for the purpose of sending unsolicited e-mail. Any such action also constitutes violation of Verizon policy.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Rita Johnson Verizon Executive Relations Team (973) 994-0433

cc: (b) (6) (b) (6)



December 20, 2016

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re: (b) (6) (b) (6)

(b) (b) (b) (b)

New Haven, CT 06511

FCC IC File Number: 1325363

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 24, 2016

## To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Federal Communications Commission by (b) (b) (6) (b) (6)

Comcast is strongly committed to maintaining an open Internet. Pursuant to the Commission's 2015 Open Internet rules, Comcast does not block access to lawful Internet content and services, nor does it discriminate in the transmission of its Internet traffic.

Further, pursuant to Comcast's Agreement for Residential Services (Agreement) and Comcast's Acceptable Use Policy, it is the responsibility of the subscriber to secure and manage their personal devices and home network. <sup>1</sup>

On November 28, 2016, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. The technician found no indication that Comcast is blocking access to the websites that (b) (6) is attempting to visit. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

On November 30, 2016, a Comcast Executive Customer Relations representative contacted (b) (b) (6) to address his service concerns. The representative found no issues with (b) (b) (6) XFINITY Wireless Gateway. Mr. Boone's XFINITY Wireless Gateway is working according to Comcast's specifications and providing the proper speeds. The representative provided his direct contact information so that (b) (b) (6) can contact him with any further questions or concerns.

<sup>&</sup>lt;sup>1</sup> http://www.comcast.com/Corporate/Customers/Policies/SubscriberAgreement html

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to Mr. Boone.

Sincerely,

Customer Security Assurance 720-616-7739

cc: (b) (6) (b) (6)



Re:

(b) (b) (6) (b) (b) (b) Wallingford, CT 06492

FCC IC File Number: 1328911

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 29, 2016

#### To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Federal Communications

Commission by (b) (b) (6) Please be advised that (b) (6) concerns are not related to his XFINITY

Internet service and the FCC Consumer Help Center is therefore not the proper forum for this type of inquiry.

As an industry leader in TV Everywhere ("TVE") solutions, Comcast provides Comcast customers authenticated online access to one of the broadest selections of online programming in the industry, including HBO, on a wide array of devices. Through the XFINITY TV app, Comcast customers can access all of their TVE programming through an easy-to-use, industry-leading, unified authentication app that is available on a wide range of iOS, Android, and Kindle Fire devices, as well as through XFINITYTV.com on PCs. Comcast also currently authenticates more than 90 different program networks on 18 different device platforms. In short, while Comcast may not authenticate every programmer app on every consumer's preferred device, there is no shortage in the number of ways for our customers to access their programming across the devices and platforms of their choice. With respect to HBO Go, the subject of Mr. Hughes' particular complaint, for example, Comcast customers can authenticate HBO Go on the HBO website, as well as Apple TV and iOS devices, Google Chromecast and Android devices, Kindle Fire devices, Xbox 360 and Xbox One, Roku devices, and Samsung Smart TVs.

Comcast's confirmation that a particular consumer is a Comcast cable customer when that consumer attempts to use a particular device or programmer app has no relationship with Comcast's or any entity's provision or use of Internet access service. Rather, whether Comcast provides authentication for a particular device or programmer app turns on Comcast's policies regarding whether and how to share its cable customers' credentials with third parties. Accordingly, authentication of TVE services does not implicate the Commission's Open Internet rules.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (6) (6) so that he can contact the Customer Security Assurance team with further questions or concerns.

Sincerely,

Customer Security Assurance (720) 616-7739

cc:





Sharon Bowers, Chief, Consumer Inquiries and Complaint Division Federal Communications Commission 445 12<sup>th</sup> Street, S.W. Washington, D.C. 20554



Complaint No.: 1329113 Received: Nov 30, 2016

Dear Ms. Bowers:

Frontier Communications has received notification of a complaint from the above individual.

According to the complaint:

advises he is having issues with his Frontier Internet service.

Frontier has investigated the above statements and offers the following response:

- Frontier had its Internet Help Desk call (b) (6) 3 times with no contact. Frontier left multiple messages for him.
- Frontier advises that attempts to reach Mr. Holsaeter were unsuccessful. A letter was sent to Mr. Holsaeter advising him of the above and with direct contact information.

We trust that this information will assist the Commission in closing this complaint.

Sincerely,

Mark Hafter 1-844-320-4445 Extension # 1122530

cc: (b) (6) (b) (6)



December 28, 2016

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re: Mr. (b) (6) (b)

(b) (6) (b) (6) (b) Houston, TX 77070

FCC IC File Number: 1329147

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 26, 2016

#### To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (b) regarding XFINITY service.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold. If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.<sup>2</sup> Comcast also provides customers with the following methods of data tracking and notification:

 $<sup>^{1}\,\</sup>underline{\text{http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion}}$ 

<sup>&</sup>lt;sup>2</sup> http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.<sup>3</sup>
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I attempted to contact (b) (b) several times to discuss all concerns. Unfortunately, my attempts were unsuccessful. In order to resolve this matter, contact with (b) (b) is necessary. I apologize for the overall experience while attempting to resolve this matter

I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter to be additional questions or concerns, contact me at (720) 616-7739.

Sincerely,

Customer Security Assurance

cc: (b) (b) (6) (b)

<sup>&</sup>lt;sup>3</sup> https://customer.comcast.com/secure/usagemeterdetail.aspx



FCC Appeals Bureau AT&T Room 1110.E3 308 S. Akard St. Dallas, TX 75202 F: 281-664-5370 P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 12/2/2016

Federal Communications Commission Consumer & Government Affairs Bureau Consumer Complaints Division 445 12th Street Washington, D.C. 20554 Complainant's Name: (b) (6) (b) File No.: 1330174

Response Type: Other

Service Date: 11/29/2016

#### INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding issues with his home surveillance camera. AT&T records confirmed (b) (b) was authorized on the account information provided.

On 11/29/2016, AT&T contacted (b) to acknowledge receipt of his complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that a Technician visit was scheduled for 11/29/2016 to assist (b) with his concerns. On 11/29/2016, the Service Technician confirmed all ports are open and the Internet equipment is working properly. AT&T assisted (b) (b) with the setup of his surveillance camera and he confirmed his satisfaction with the resolution.

(b) I's issues have been addressed and AT&T provided contact information should be have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Yira Carr at yc 0703@att.com or (404) 986-0390.

Sincerely,

Yira Carr

Manager - Office of the President AT&T Services Inc.

cc: (b) (6) (b)

Date Printed: 12/2/2016

Page: 1 of 1



Re: (b) (6)

(b) (b) (6) (b) (b) Knoxville, TN 37917

FCC IC File Number: 1331261

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 30, 2016

#### To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Federal Communications Commission by (b) (b) (6)

Effective December 6, 2016, the HBO GO application is available to XFINITY customers on both PlayStation 3 and PlayStation 4 consoles.

As an industry leader in TV Everywhere ("TVE") solutions, Comcast provides Comcast customers authenticated online access to one of the broadest selections of online programming in the industry on a wide array of devices. Through the XFINITY TV app, Comcast customers can access all of their TVE programming through an easy-to-use, industry-leading, unified authentication app that is available on a wide range of iOS, Android, and Kindle Fire devices, as well as through XFINITYTV.com on PCs. Comcast also currently authenticates programmer apps delivering programming for more than 90 different program networks on 20 different device platforms. In short, while Comcast may not authenticate every programmer app on every consumer's preferred device, there is no shortage in the number of ways for our customers to access their programming across the devices and platforms of their choice. For example, Comcast customers can authenticate through programmers' websites, as well as supported programmer apps on Google Chromecast and Android smartphones and tablets, Apple TV and iOS devices, Kindle Fire devices, Xbox 360 and Xbox One, PlayStation 3 and PlayStation 4, Roku devices, and Samsung Smart TVs.

Comcast's confirmation that a particular consumer is a Comcast cable customer when that consumer attempts to use a particular device or programmer app has no relationship with Comcast's or any entity's provision or use of Internet access service, and in no case could it be considered "blocking" of those apps. Whether Comcast provides authentication for a particular device or programmer app turns on Comcast's policies regarding whether and how to share its cable customers' credentials with third parties. Accordingly, authentication of TVE services does not implicate the Commission's Open Internet rules.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (b) (c) to advise him of the aforementioned information.

Sincerely,

Customer Security Assurance 720-616-7739

cc:





Verizon Executive Relations Team 290 W Mt Pleasant Ave. 01 Floor Room 1 Livingston, NJ USA 07039

December 27, 2016

Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

Washington DC 20001
Telephone: (b) (6)
Agency Complaint ID: 1331600

Received: December 02, 2016

Dear Ms. Wright

Thank you for referring the complaint of (b) (b) (c) to our office for review. We appreciate this matter being brought to our attention. (b) (c) (e) pexpressed concern about Verizon eliminating non local "from" addresses in conjunction with Verizon.net accounts.

Maintaining the security and integrity of your information is important to Verizon. Therefore in October we started to advise affected customers that for enhanced security and phishing protection that effective November 15, 2016, we were eliminating the ability to use non local "from" addresses in conjunction with your Verizon.net account. Specifically the ability to change the "From" address or the ability to use a non-local "From" address on outgoing email has been removed. This feature allowed customers to change the @Verizon.net SENT email address to something different as an example: gina@somecompany.com instead of gina@verizon.net.

For you, our customers, what does this mean?

- •You cannot use a non Verizon.net email address as your "from" address when logged into your Verizon.net account
- •You can still use any of your Verizon.net email aliases to send an email

•The "Reply To" address can still be anything you chose

•You can still access and use third party emails via your Verizon broadband services

Security and protection of our customers' privacy are our main goals. Eliminating the use of non-local "from" addresses minimizes the risk of email sender masking, spoofing and phishing.

Verizon's Terms of Service specifically does not authorize the use of its proprietary computers, servers, routers and computer network (the "Verizon Network") to accept, transmit or distribute unsolicited bulk email sent from the Internet to Verizon subscribers (or to others). It is also a violation of Verizon policy, and the law, to send or cause to be sent to, or through, the Verizon Network e-mail that makes use of or contains invalid or forged headers, invalid or non-existent domain names or other means of deceptive addressing. Verizon considers such e-mail to be unlawful and a violation of our policy, and any attempt to send or cause such e-mail to be sent to, or through, the Verizon Network is unauthorized. Moreover, any e-mail relayed from a third party's mail servers without the permission of that third party, or any e-mail that hides or obscures, or attempts to hide or obscure, the source of an e-mail also constitutes an unauthorized use of the Verizon Network. E-mail sent or caused to be sent to the Verizon Network that violates your agreement with Verizon is also unauthorized. Nor does Verizon authorize the harvesting or collection of screen names from the Verizon Online service for the purpose of sending unsolicited e-mail. Any such action also constitutes

violation of Verizon policy.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) has experienced as a result of the above matter. Should the Federal Communications Confidence in the contact S. Kashif using the contact information you have on file.

Sincerely,

Debra Tinnin Verizon Executive Relations Team

cc: (b) (b) (6)



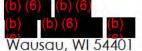
January 4, 2017

Federal Communications Commission
Online Complaint

Re: (b) (6) (b) (6)

Complaint ID: 1336267

CC:



This correspondence is in reference to a complaint filed by (b) (6) (b) (6) regarding Cricket service. In his complaint, (b) (6) states Cricket Wireless is blocking his outgoing e-mail messages from (c) Charter Communications e-mail service. (b) states he had no problem until (d) ported his number to Cricket Wireless.

Cricket Wireless aims to provide a consistent, and exceptional customer service experience to our customers. Our technical support team has isolated the issue on our network. They were able to duplicate the issue with a cricket device which was not able to access Charter Communications email server via Cricket device email app client. We were able to successfully set up the customer's email account on a Sprint device and send emails to Charter Communications successfully. We were able to come up with a work around solution for our customer to use while we continue to investigate and troubleshoot this issue. We will continue to send to send we get closer to finding a resolution for this matter.

We apologize to (b) (6) for any inconvenience or poor service he felt (c) received. Cricket strives to provide excellent service and we regret when that high standard is not met. We thank (b) for (c) communication and trust that this explanation properly addresses (c) concern.

Regards, Cricket Wireless, Customer Support 575 Morosgo Dr., NE Atlanta, GA 30324 /CE



December 27, 2016

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street SW Washington, DC 20554

Re: (b)

(b) (6) (b) (b) (b) (b) Sykesville, MD 21784

FCC IC File Number: 1337678

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: December 7, 2016

Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Federal Communications Commission by (b) (6) (b) regarding XFINITY service.

I made several attempts to contact (b) (6) (b) using all available contact methods after (b) initial email response on December 12, 2016. While my attempts were unsuccessful, our records indicate on November 24, 2016 our technical help desk assisted in troubleshooting the customer's third party email client and confirmed the issue to be with the customer's own equipment. On November 24, 2016 an email confirmation was sent to (b) (b) to assist with information on how to set up third party email clients with Comcast service. I apologize for any inconvenience and overall experience while attempting to resolve this matter.

I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter, which includes my contact information, to (b) (6) (b) should there be additional questions or concerns.

Sincerely,

Monica Calkins Executive Customer Relations 410-931-5207



Re: (b) (6) (b)

(b) (b) (6) (b) (b) Sykesville, MD 21784

FCC IC File Number: 1337678 Rebuttal

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: January 6, 2017

## To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

Comcast takes our responsibility to combat spam seriously and are constantly working to reduce the amount of unwanted and malicious emails that make their way to our customers' inboxes. We employ a number of technologies to reduce spam including, but not limited to: reputation services, automated spam filtering, and automated malware filtering. Comcast's postmaster page is available with more information regarding email related inquiries and frequently asked questions. In the cases of legitimate emails being marked as spam, the sending party must work with Comcast to ensure that the emails are not flagged as spam by our automated system.

On January 17, 2017, a Comcast Customer Security Assurance technician contacted to advise of the aforementioned information and address any other concerns. The technician advised that the issue is likely related to the spam filtering settings on both the Comcast Connect webpage and email client on phone. The technician verified that the proper settings for the Comcast Connect webpage are correct, and advised by to check the settings on mail client. The technician provided her direct contact information so that by can contact her with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to be so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance 720-616-7739

<sup>&</sup>lt;sup>1</sup> http://postmaster.comcast.net/index html



Re: (b) (6) (b)

(b) (b) (6) (b) (b) Sykesville, MD 21784

FCC IC File Number: 1337678 Rebuttal

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: January 6, 2017

## To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

Comcast takes our responsibility to combat spam seriously and are constantly working to reduce the amount of unwanted and malicious emails that make their way to our customers' inboxes. We employ a number of technologies to reduce spam including, but not limited to: reputation services, automated spam filtering, and automated malware filtering. Comcast's postmaster page is available with more information regarding email related inquiries and frequently asked questions. In the cases of legitimate emails being marked as spam, the sending party must work with Comcast to ensure that the emails are not flagged as spam by our automated system.

On January 17, 2017, a Comcast Customer Security Assurance technician contacted to advise of the aforementioned information and address any other concerns. The technician advised that the issue is likely related to the spam filtering settings on both the Comcast Connect webpage and email client on his phone. The technician verified that the proper settings for the Comcast Connect webpage are correct, and advised (b) to check the settings on mail client. The technician provided her direct contact information so that (b) can contact her with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to be so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance 720-616-7739

<sup>&</sup>lt;sup>1</sup> http://postmaster.comcast.net/index html



Re: (b) (6) (b)

(b) (b) (6) (b) (b) Sykesville, MD 21784

FCC IC File Number: 1337678 Rebuttal

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: January 6, 2017

## To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

Comcast takes our responsibility to combat spam seriously and are constantly working to reduce the amount of unwanted and malicious emails that make their way to our customers' inboxes. We employ a number of technologies to reduce spam including, but not limited to: reputation services, automated spam filtering, and automated malware filtering. Comcast's postmaster page is available with more information regarding email related inquiries and frequently asked questions. In the cases of legitimate emails being marked as spam, the sending party must work with Comcast to ensure that the emails are not flagged as spam by our automated system.

On January 17, 2017, a Comcast Customer Security Assurance technician contacted (b) to advise of the aforementioned information and address any other concerns. The technician advised (b) that the issue is likely related to the spam filtering settings on both the Comcast Connect webpage and Mr. Cline's email client on his phone. The technician verified that the proper settings for the Comcast Connect webpage are correct, and advised (b) (b) to check the settings on (b) mail client. The technician provided her direct contact information so that (b) (c) can contact her with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to be so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance 720-616-7739

<sup>&</sup>lt;sup>1</sup> http://postmaster.comcast.net/index html



January 20, 2017

Sharon Bowers, Chief, Consumer Inquiries and Complaint Division Federal Communications Commission 445 12<sup>th</sup> Street, S.W. Washington, D.C. 20554



Complaint No.: 1338745 Received: December 8, 2016

Dear Ms. Bowers:

Frontier Communications has received notification of a complaint from the above individual.

According to the complaint:

• (b) (6) advises Frontier has blocked her Internet access to her devices and subscription services.

Frontier has investigated the above statements and offers the following response:

- Frontier reviewed (b) (b) (6) account and advises that Frontier replaced (b) (b) (6) router on January 18, 2017 to address the issue.
- Frontier spoke with (b) (b) (6) on January 19, 2017 and confirmed the Internet service is working. (b) (6) advised she still has a poor Internet signal to (b) wireless television. Frontier explained that that wireless is not guaranteed and depends on the distance from the router and the device capability. Frontier agreed to continue to work directly with (b) (6) on her wireless signal to (b) televisions.

If (b) (6) has any additional questions, please contact the undersigned.

We trust that this information will assist the Commission in closing this complaint.

Sincerely,

Sandra Powell 844-320-4445, Ext# 1113140

cc: (b) (b) (6)



January 10, 2017

Consumer Inquiries and Complaints Division Consumer and Governmental Affairs Bureau Federal Communications Commission 1270 Fairfield Road Gettysburg, Pennsylvania 17325-7245

Re: Complainant: (6) (6)

Electronic Complaint Number 1344185

Dear Ms. Bowers:

On behalf of Cellular South Licenses, LLC, provider of C Spire wireless service, this letter responds to a complaint submitted by (b) (c) concerning content streaming. The subject account is held by (b) (c)

C Spire's Family Choice 2000 plan allows and has always allowed for the following:

- o 2000 minutes of talk time to any number
- Unlimited nights and weekends
- Unlimited mobile to mobile calls to C Spire customers
- o Unlimited SMS and Picture messaging
- o 30 minutes of video streaming
- o Unlimited audio streaming
- Unlimited usage of the internet (with the exception of video streaming noted)

These terms were clearly identified in the plan when it was sold. C Spire offers other plans that can fit (b) (6) meeds.

Should the Commission require further information from C Spire, it will be provided.

Very truly yours,

Pamela L. Gist

cc:

Oxford, Mississippi 38655



January 9, 2017

## SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief Consumer Inquiries and Complaints Division FCC – Consumer & Governmental Affairs Bureau 445 12<sup>th</sup> Street SW Washington, DC 20554

RE: Notice of Informal Complaint

Complainant:

FCC Serve Ticket Number: 1344495

Dear Ms. Bowers:

Time Warner Cable ("TWC") hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

(b) (b) (6)

A representative contacted the customer to follow up on (b) concerns. The customer advised the representative that his internet service is working properly. (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted, /s/ Jaime Boggio Paralegal, Regulatory Compliance

cc:





FCC Appeals Bureau AT&T Room 1110.E3 308 S. Akard St. Dallas, TX 75202 F: 281-664-5370 P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 12/15/2016

Federal Communications Commission Consumer & Government Affairs Bureau Consumer Complaints Division 445 12th Street Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)

File No.: 1345825 Response Type: Internet Service Date: 12/9/2016

## INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of regarding domain access through AT&T Internet concerns. AT&T records confirmed (b) authorized on the account information provided.

On 12/09/2016, AT&T contacted (b) (b) (6) to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and determined that the domain access issue was with (b) (6) router. AT&T provided (b) (b) (6) steps to bypass the third-party router and (b) was able to access the domain rt.com with no problem. (b) (b) (6) confirmed (b) satisfaction with this resolution.

n's issues have been addressed and AT&T provided contact information should because any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Tissierra Jackson at tj6089@att.com or (678) 917-1159.

Sincerely,

Tissierra Jackson

Manager - Office of the President AT&T Services Inc.

cc: (b) (6) (b) (6)

Date Printed: 12/15/2016

Page: 1 of 1



Executive & Regulatory Services
P. O. Box 169014
Irving, TX 75016

January 11, 2017

Sharon Bowers, Chief Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Complaints 445 12th Street, SW Washington, DC 20554

Re: IC 1346875

Complaint of (b) (b) (6)

Notice of Informal Complaint Dated December 9, 2016

Dear Ms. Bowers:

Sprint is in receipt of the above-referenced complaint of (b) (b) (6) This complaint was served on Sprint on December 12, 2016.

According to the information provided, (b) (b) (c) stated that (b) has blocked inappropriate third party content on (b) (c) (d) wireless devices; however, the inappropriate third party content continues to appear on their devices. (b) (b) (6) requested that Sprint investigates this matter.

Sprint has reviewed (b) (b) (complaint. Please note that Sprint offers Self-Service tools to allow customers to handle concerns and manage their account. Those options include but are not limited to online chat, dialing \*star options to utilize Sprint's automated phone system, visiting <a href="https://www.sprint.com">www.sprint.com</a>, by using their device to visit MySprint.com, or by visiting a local Sprint retail store. As such, (b) (b) (a) has the ability to manage website restrictions by logging onto (b) My Sprint account from (b) computer via our website, <a href="https://www.sprint.com">www.sprint.com</a>.

In an effort to obtain additional information regarding this complaint, we have attempted to contact (b) (b) (c) via phone and email. Unfortunately, we have not received a returned call from (b) Should (b) (c) require further assistance with this matter, we urge (b) to contact the undersigned directly at the phone number noted below at (b) earliest convenience.

We regret any inconvenience this matter may have caused (b) (6). If we can be of further assistance with this issue, (b) (6) can contact me by calling our Executive & Regulatory Services department toll-free at 1-855-848-3280, ext. 8067. I am available Monday through Friday between 7:30 a.m. and 4:30 p.m., Eastern Time.

Sincerely,

/s/ Catherine Dunn

Catherine Dunn Executive & Regulatory Services Analyst

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Verizon Executive Relations Team 290 West Mount Pleasant Ave. 01 Floor Room 1 Livingston, NJ 07039

December 16, 2016

## Complaint

Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

#### RE:

(b) (6) (b) (6) (b) (b) (b) (b) Franklin Park NJ 08823 Telephone: (b) (6) IC Number: 1349708

Received: December 14, 2016

Dear Ms. Wright,

According to our records, (b) (c) (d) moved from Monmouth junction to Franklin Park NJ which have 2 different rate exchanges but was able to move with him. (b) (b) (c) wanted to port his number to Comcast and they advised they checked with there engineer department and advised us that customer can't keep the same number because the rate centers are in 2 different counties. He did advise they are trying to do process changes but until they do (b) (6) (a) can't have the number with Comcast.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Rita Johnson Verizon Executive Relations Team

cc: (b) (6) (b) (6)



January 12, 2017

### **VIA ELECTRONIC FILING**

**Federal Communications Commission** Consumer & Governmental Affairs Office 445 12th Street, SW Washington, D.C. 20554

> **Notice of Informal Complaint** Re:

> > Complainant:

FCC Serve Ticket Number: 1349848 Date Served from FCC: 12/13/2016

Dear Sir/Madam:

Charter Communications ("Charter") received notice from the Federal Communications Commission regarding the above-referenced Notice of Informal Complaint (the "Notice"). This correspondence is Charter's response to the Notice.

(b) (6) (b) (6)

The use of Roku App is a free service for customers who subscribe to Charter's TV service, and the availability of programming depends on the level of service to which a customer subscribes. Without a subscription to Charter TV, no Charter TV channels would be available to stream via the Roku.

On December 19, 2016, a representative contacted the customer and shared the above information. The representative provided Charter's direct contact information to the customer for future reference.

Regards,

David Oldani

**Regulatory Specialist** 

cc:

(b) (6) (b) (6)



December 21, 2016

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re: (b) (6) (b) (6)

(b) (b) (6) (b) (6) Franklin Park, NJ 08823

FCC IC File Number: 1352357

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: December 14, 2016

To the Commission:

I am writing in response to the above-referenced complaint submitted to the Federal Communications Commission by (b) (b) (6) (b) (6)

For call routing purposes, Comcast does not support the porting of telephone numbers that are not associated with the rate center in which the customer's physical address is located. Comcast's systems associate the telephone number with a different rate center; accordingly, Comcast cannot port the number.

Upon receipt of this complaint, I made several attempts to contact (b) (b) (6) to advise (b) of the aforementioned information and apologize for any inconvenience (b) experienced. Unfortunately, all attempts were unsuccessful.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so that (b) can contact me directly to discuss any additional questions or concerns.

Sincerely,

Marsha Jensen CDC Specialist 3 Comcast Carrier Dispute Center Marsha Jensen@cable.comcast.com (844) 389-4615 or (303) 372-2113

cc: (b) (6) (b) (6)



January 17, 2017

## **SUBMITTED VIA FCC WEB PORTAL**

Ms. Sharon Bowers, Chief Consumer Inquiries and Complaints Division FCC – Consumer & Governmental Affairs Bureau 445 12<sup>th</sup> Street SW Washington, DC 20554

RE: Notice of Informal Complaint

Complainant: (b) (b) (b) (6)

FCC Serve Ticket Number: 1355838

Dear Ms. Bowers:

Time Warner Cable ("TWC") hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

Due to a misunderstanding, (b) (6) disconnected her Internet service when (b) purchased her own modem as (b) did not believe (b) need an Internet Service Provider any longer. When (b) realized this was not the case, (b) contacted us to start service again. Unfortunately, we no longer offered (b) previous tier of service to customers, and (b) was advised that (b) would need to subscribe to Spectrum Internet at a monthly rate of \$39.99. (b) agreed to this product on December 16<sup>th</sup> and then later called and cancelled the order. Once this disconnection was completed at the tap (due to her cancelling the work order), (b) service no longer was operational.

A representative spoke to (b) (b) (6) at length regarding (b) account and (b) available options. The representative also confirmed (b) monthly billing rate. (b) (b) (6) reestablished an account. The representative referred (b) to our Customer Care Group to troubleshoot (b) service issues, and we show (b) account is currently active. (b) (6) should contact our Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted, /s/ Jaime Boggio Paralegal, Regulatory Compliance

cc: (b) (b) (b) (6) (b) (b) (b) Monrovia CA 91016





January 18, 2017

Ms. Sharon Bowers
Federal Communications Commission
Consumer Inquiries and Complaints Division
445 12<sup>th</sup> Street, SW CY-B523
Washington, DC 20554

Re: (b) (6) - IC# 1357034

Notice of Informal Complaint Service Date 12/19/16

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by (6) (6) In the complaint, (6) (6) Stated that CenturyLink is blocking the website GaiaOnline.com.

CenturyLink regrets any frustration experienced by regarding this issue. This issue was escalated to our Technical Support team. They have advised that the site is in no way restricted from access by our Consumer base. However, the site is restricted within CenturyLink's network to employees, which is why (b) (6) was incorrectly advised by a representative that the site was restricted. The Technical Support team also advised that the issue could possibly be with (b) (6)

Applicable coaching has been provided to the representative. CenturyLink apologizes for any confusion this has caused. Please let me know if you have any questions.

Sincerely,

Michelle Curtis

CenturyLink Customer Advocacy

Ce: (b) (6)



Re:

(b) (b) (b) (6) (b) Alliance, OH 44601

FCC IC File Number: 1363741

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: December 22, 2016

#### To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (b) (b) (c) Please be advised that (b) (b) (c) is not a Comcast customer, and (c) complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance 720-616-7739

cc:





January 26, 2017

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, DC 20554

Re: (b) (b) (6)

(b) (b) (6) (b) (6) Rockville, MD 20852

FCC IC File Number: 1364599

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: December 27, 2016

## To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (b) (c) At Comcast, we strive to provide outstanding customer service and we appreciate your bringing this matter to our attention.

The FCC's rules state that ISPs may engage in reasonable network management practices to maintain a high quality of service for broadband Internet access. Comcast, like most ISPs, blocks certain Internet protocol ports commonly used to distribute viruses, worms, and other malicious intruders, and that pose a security risk. These ports are blocked to protect Comcast's customers and the integrity of the Comcast Network. A list of the ports managed by Comcast can be found on our website<sup>1</sup> due to the aforementioned reasons.

Additionally, Comcast's records indicate that some of (b) (b) (6) Internet use has been commercial and non-residential. This is a violation of our Acceptable Use Policy for XFINITY Internet.<sup>2</sup> If these violations continue, (b) (6) service may be suspended or disconnected pursuant to our policies.

On January 10, 2017, a Comcast Customer Security Assurance technician contacted (b) (b) (6) to discuss (b) concerns. The technician was able to authenticate (b) (b) (6) identity, unblock

<sup>&</sup>lt;sup>1</sup> http://customer.comcast.com/help-and-support/internet/list-of-blocked-ports/

<sup>&</sup>lt;sup>2</sup> http://www.xfinity.com/Corporate/Customers/Policies/HighSpeedInternetAUP html

Port 25 and remove the billing password from (b) (b) (6) account, at (b) request. The technician apologized for the frustration and inconvenience (b) (b) (6) experienced while attempting to resolve this issue and provided his direct contact information so that (b) (b) (6) can contact him with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance (720) 616-7739

cc: (b) (b) (6)



January 26, 2017

Federal Communications Commission
Online Complaint

Complaint No: 1368590

Re: (b) (6) (b) (6)

Dear Sir/Madam,

Regarding mobile hotspot concerns, Cricket's terms and conditions state; Cricket Mobile Hotspot ("Mobile Hotspot") is a tethering feature available for a \$10 monthly recurring charge, taxes and fees included in the price. It allows qualifying Cricket customers to use an eligible smartphone as a portable wireless access point to tether up to six simultaneous devices (including laptops, tablet, smartphones or other connected devices) using a wireless LAN (Wi-Fi) or a physical connection, such as a USB cable.

Regarding (b) (b) (6) concerns with the data, Cricket's terms and conditions state; Cricket's data used by tethered devices connected to a Mobile Hotspot will count towards the rate plan's high speed data access allotment. This means that if a rate plan includes a monthly allotment of 8 GB of high speed data access and devices tethered to a Mobile Hotspot on that plan use 3 GB of high speed data access, the customer will only have 5 GB of high speed data access remaining during the billing cycle (unless the customer upgrades to a higher priced plan with more high speed data access or purchases additional high speed access) before the customer's data speeds are reduced to a maximum of 128 Kbps for the remainder of the billing cycle. High-speed data access allows download speeds of a maximum of 8 Mbps on compatible 4G LTE coverage and 4 Mbps with 4G HSPA+ compatible devices. Speeds vary by device type and available coverage. For information on network performance (b) (6) (6) cane visit our Mobile Broadband Information page at https://www.cricketwireless.com/legal-info/mobile-hotspot-terms-and-conditions.html



(b) (b) (6) has our direct contact should (b) have any further questions or concerns.

We apologize to (b) (6) for any inconvenience or poor service (c) felt (d) received. Cricket strives to provide excellent service and we regret when that high standard is not met. We thank (b) (6) for (c) communication and trust that this explanation properly addresses (b) complaint.

Regards, Cricket Wireless, Customer Support 575 Morosgo Dr., NE Atlanta, GA 30324 /GH



February 3, 2017

Federal Communications Commission 445 12<sup>th</sup> Street, SW 5-A847 Washington, D.C. 20554

Re: Suddenlink Communications ("Suddenlink")

Ticket number: 1375639 Complainant: (b) (b)

Dear Sir or Madam:

We are in receipt of (b) (6) Number 1375639 ("Complaint") regarding an Internet service issue for (b) (6)

(b) (b) states in the (b) (6) that to does not agree with Suddenlink's Residential Service Agreement in Pregards to a customer not being able to operate or run any server or server application while under this agreement.

Suddenlink spoke to b on January 12, 2017 Our customer service representative discussed with b the reasons for the prohibition on residential subscribers operating servers from their homes. He also explained that if b would like to run a server or use other commercial grade software from home network that b wan set up a commercial account so that we can properly allocate the system services to support b heeds. (b) stated that understood and wished that we would change our policy.

Please feel free to contact me if you have any additional questions. Thank you for bringing this matter to our attention.

Mirhael Sail

Sincerely,

Michael J. Zarrilli Vice President

Government Relations & Senior Counsel

cc: (b) (b) (b) (6) (b) Bossier City, LA 71111



FCC Appeals Bureau AT&T Room 1110.E3 308 S. Akard St. Dallas, TX 75202 F: 281-664-5370 P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/26/2017

Federal Communications Commission Consumer & Government Affairs Bureau Consumer Complaints Division 445 12th Street Washington, D.C. 20554 Complainant's Name: (b)

File No.: 1377600 Response Type: Internet Service Date: 1/5/2017

### INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of pregarding AT&T Internet (formerly known as U-verse Internet) service concerns. AT&T records confirmed by was authorized on the account information provided.

On 01/06/2017, AT&T contacted (b) (b) to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and determined that (b) (b) advised that no one at (b) office could connect to Time Warner via email on AT&T Internet network. A technician was dispatched on 01/17/2017. Tests were run and no errors were detected. (b) (b) states there was no connectivity to Roadrunner email. AT&T verified all services were working. Technical Support reached out to the Time Warner's technician and was advised the issue was due to AT&T blocking port 25. AT&T verified the ports were not blocked. AT&T scheduled another technician dispatch; however, the ticket was cancelled and AT&T found no notations explaining why. AT&T made several unsuccessful attempts to reach (b) (b) between 01/17/2017 and 01/20/2017. A message was left with each attempt. AT&T provided contact information and asked (b) (b) for return call to discuss (b) concerns further. AT&T will assist (b) (b) upon (b) return call to AT&T. AT&T regrets any inconvenience caused by this matter.

(b) n issues have been addressed and AT&T provided contact information should be have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Tonya Young at TY0929@att.com or (501) 373-5455.

Sincerely,

Tonya Young

Manager - Office of the President

AT&T Services Inc.

cc: (b) (b)

Date Printed: 1/26/2017

Page: 1 of 1



February 8, 2017

Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Complaints 445 12<sup>th</sup> Street, SW Washington, DC 20554

RE: Complaint No: 1384913

(b) (b) (6) (b) (6)

We have completed our investigation of the customer's complaint regarding streaming content

# **Customer Complaint:**

Hello,

The Telecom industry is limiting access of consumers access to streaming content providers and owners of streaming devices such Roku by requiring a cable/satellite account login/password to access streaming apps such as The Tennis Channel. It is not a technical requirement. In order to have an account/login a consumer must be a cable/satellite customer. I want to cut cable/satellite to reduce my costs and choose what I watch. The Telecom industry knows this and is using its ownership to restrict my internet access which I pay in full for access to the internet. The Telcom industry owns and operates the cable and satellite companies and is using its power to restrict access to content, retain cable/satellite customers, force customers to pay internet service and Cable/satellite costs when only internet service is necessary to access to streaming content to channels such as The Tennis Channel, Bein Sports and many others. This is abuse of power, manipulation of the internet, cable/satellite market and it is an exploitation of the consumer. I pay for my internet access and I want full access to the internet and all its benefits. I don't wan't to be forced into being a customer of the Telcom industries cable/satellite service in order to use my Internet service to access internet streaming content. I can use a computer to access The Tennis Channel and view content, but Smart Devices such as Roku require a Cable/satellite subscription. Why should I pay for Cable/Satellite service when I do not want nor need their service. This is collaboration between Telecom Industry, Smart Devices and streaming content providers. I want full use of my internet access without being victim of Telecom control of both the internet and Cable/Satellite companies.

# **Customer Contact:**

We have attempted to reach out to (b) but (b) has not returned our calls. Unfortunately these requirements for logins to stream content are put in place by the content providers themselves and not the Telecom Industry. The content providers do not want to give their content away for free so this is why they require this.

## **Summary:**

We believe this matter has been resolved at this time as we have not had any more contact with (b) (b) If (b) would like to contact us at 1-844-968-7224 we will be more than happy to explain this to (b)



If you need additional information please contact me at steve.rheams@consolidated.com

Sincerely,

/s/ Steve Rheams

Steve Rheams **Consolidated Communications** 

Cc:





February 8, 2017

## **VIA ELECTRONIC FILING**

Federal Communications Commission Consumer & Governmental Affairs Office 445 12<sup>th</sup> Street, SW Washington, D.C. 20554

Re: Notice of Informal Complaint

Complainant:

FCC Serve Ticket Number: 1386199
Date Served from FCC: 01/09/2017

Dear Sir/Madam:

Charter Communications ("<u>Charter</u>") received notice from the Federal Communications Commission regarding the above-referenced Notice of Informal Complaint (the "<u>Notice</u>"). This correspondence is Charter's response to the Notice.

(b) (6) (b)

On January 9, 2016, (b) (b) (6) concerns were forwarded to Charter's technical team for assistance. On January 10, 2017, (b) (6) confirmed that after working with the website's engineers (b) is now able to access the website and no additional assistance from Charter was needed.

Charter's direct contact information was provided to (b) (6) for future reference.

Regards,

David Oldani

**Regulatory Specialist** 

cc:

(b) (b) (6) (b) (b) Maryville TN 37801

il Olhur



February 7, 2017

Federal Communications Commission 445 12<sup>th</sup> Street, SW 5-A847 Washington, D.C. 20554

Re: Suddenlink Communications ("Suddenlink")

Ticket number: 1390089

Complainant: (b) (6) (b) (6)

Dear Sir or Madam:

We are in receipt of Ticket Complaint Number 71390089 ("Complaint") regarding an Internet service issue for (b) (6) (b) (6)

(b) (6) states in the Complaint that (b) Internet services are unreliable and that Suddenlink throttles the Internet speeds.

Suddenlink spoke to the account holder who was unaware that (b) filed Complaint and has since returned to school. Our representative explained to the account holder that Suddenlink does not throttle Internet speeds, but (b) informed our agent that (b) (c) was having Internet issues. After further investigation, a technician has been scheduled for a service call since our agent saw some signal issues on the account. The account holder apologized for the Complaint and asked if it could be closed.

As a result of the above action, we believe the Complaint has been resolved and that no further action is necessary.

Please feel free to contact me if you have any additional questions. Thank you for bringing this matter to our attention.

Sincerely,

Michael J. Zarrilli Vice President

Government Relations & Senior Counsel

cc: (b) (6) (b) (6) (b) (b) Chickasha, OK 73018



P.O. Box 3190 Chandler, AZ 85244

January 16, 2017

Federal Communications Commission Consumer Inquiries & Complaints Division Consumer & Governmental Affairs Bureau 445 12th Street, S.W. Washington, DC 20554

Re: Name and address:

Columbus, NE 68601 Serve ticket#: 1391922 Serve date: 01/12/2017

Dear FCC.

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review.

(b) (6) contacted the FCC because (b) is unhappy with Verizon's decision to eliminate his unlimited data plan. (b) is seeking the assistance of the FCC to get this issue resolved.

We're always looking for ways to give our customers more value, and recently, we revamped our plans to give our customers more control over their mobile experience. The new Verizon Plan allows customers to carry over their unused data to the next month and includes talk, text and data, and calling to and from Mexico and Canada.

Because our network is a shared resource and we need to ensure all customers have a great mobile experience with Verizon, the customer's unlimited data plan will no longer be offered after February 16, 2017. If the customer doesn't change to the new pricing, then their service will be disconnected on February 16, 2017. This change only impacts lines that are "out of contract" and used an extraordinary amount of data. Our customers are free to cancel their service at any time, as are we. But, instead, we wanted to make sure they had the chance to switch to one of our new plans so that they could continue enjoying the benefits of our nation's most reliable wireless network.

A review of their account does not reflect that they are impacted by this change. We also reviewed their usage to identify a current plan that might best meet their needs.

We suggest that (b) (6) (b) (6) change to the new Verizon Plan 40GB.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Oscar Bonilla have any questions or concerns, I may be reached at 1-800-779-2067 ext. 2221428 between 8:30 AM - 5:00 PM MST Monday - Friday.

Sincerely,

Andrew T. Executive Relations

cc: (b) (6) (b) (6)



210 E. EARLL DRIVE
PHOENIX, ARIZONA 85012
PH:602\*364\*6195
FAX:602\*364\*6013
EMERSON.YEARWOOD@CABLEONE.BIZ

EMERSON G. YEARWOOD ASSISTANT GENERAL COUNSEL

February 10, 2017

Sharon Bowers
Division Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12<sup>th</sup> Street, SW
Washington, DC 20554

Re: Complaint Numbers: 1381511-

1395334 – ; and

1398580 -

Dear Ms. Bowers:

The process was handled by the Cable One Business NOC and once the problem was taken care of, the account was reactivated. We show the account being reactivated on January 19, 2017. Ultimately, the customer hired an IT professional who conducted a packet capture identifying the offending computer and removed it from the network.

Cable One employs the "reasonable network management practices' as outlined in our Open Internet Disclosure Statement. It states there:

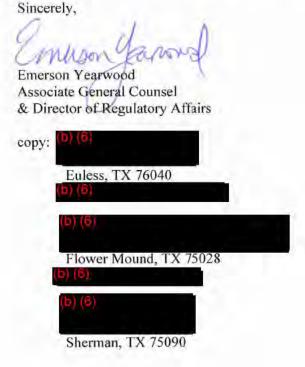
Consistent with the FCC's rules, Company reserves the right to employ the types of "reasonable network management" tools and techniques that are commonly used in the industry to protect consumers from activity that can unreasonably burden our network and may cause service degradation, including security attacks and network congestion. . . .

Network management tools and techniques may include detecting malicious traffic patterns and preventing the distribution of viruses or other malicious code, limiting the number of sessions a user can conduct at the same time, limiting the aggregate bandwidth available for certain usage protocols, regulating the delivery speed of mass emails, rejection or removal of "spam" or otherwise unsolicited bulk email, detecting and preventing the distribution of viruses and other malware, port blocking, measuring subscriber bandwidth usage, bandwidth allowances, traffic prioritization and other tools and techniques as Company may from time to time determine are appropriate.

This matter was handled consistent with this policy.

We apologize for any miscommunication on the part of Cable One. We acknowledge that the customer called back in multiple times and was given incorrect information identifying the nature of the problem and concerning the status of the account. Apparently, the associates contacted did not read the notes on the account. Follow-up and retraining is being pursued with those individuals.

Again, we regret that the inconvenience experienced by and his business, however Cable One took reasonable measures necessary to correct the problem. We appreciate his business and hope that we can continue to meet his future service needs. Please do not hesitate to contact me at (602) 364-6195 if you require additional information.







210 E. EARLL DRIVE
PHOENIX, ARIZONA 85012
PH:602\*364\*6195
FAX:602\*364\*6013
EMERSON.YEARWOOD@CABLEONE.BIZ

EMERSON G. YEARWOOD ASSISTANT GENERAL COUNSEL

February 10, 2017

Sharon Bowers
Division Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12<sup>th</sup> Street, SW
Washington, DC 20554

Re: Complaint Numbers:

1381511 - (6) (6

1395334 -1398580 -

; and

Dear Ms. Bowers:

The process was handled by the Cable One Business NOC and once the problem was taken care of, the account was reactivated. We show the account being reactivated on January 19, 2017. Ultimately, the customer hired an IT professional who conducted a packet capture identifying the offending computer and removed it from the network.

Cable One employs the "reasonable network management practices' as outlined in our Open Internet Disclosure Statement. It states there:

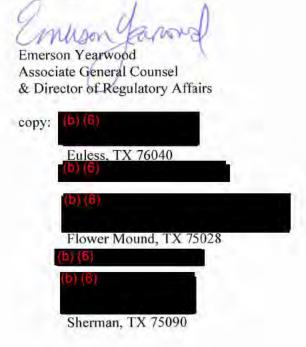
Consistent with the FCC's rules, Company reserves the right to employ the types of "reasonable network management" tools and techniques that are commonly used in the industry to protect consumers from activity that can unreasonably burden our network and may cause service degradation, including security attacks and network congestion. . . .

Network management tools and techniques may include detecting malicious traffic patterns and preventing the distribution of viruses or other malicious code, limiting the number of sessions a user can conduct at the same time, limiting the aggregate bandwidth available for certain usage protocols, regulating the delivery speed of mass emails, rejection or removal of "spam" or otherwise unsolicited bulk email, detecting and preventing the distribution of viruses and other malware, port blocking, measuring subscriber bandwidth usage, bandwidth allowances, traffic prioritization and other tools and techniques as Company may from time to time determine are appropriate.

This matter was handled consistent with this policy.

We apologize for any miscommunication on the part of Cable One. We acknowledge that the customer called back in multiple times and was given incorrect information identifying the nature of the problem and concerning the status of the account. Apparently, the associates contacted did not read the notes on the account. Follow-up and retraining is being pursued with those individuals.

Again, we regret that the inconvenience experienced by (6) and his business, however Cable One took reasonable measures necessary to correct the problem. We appreciate his business and hope that we can continue to meet his future service needs. Please do not hesitate to contact me at (602) 364-6195 if you require additional information.



Sincerely,





February 23, 2017

## SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief Consumer Inquiries and Complaints Division FCC – Consumer & Governmental Affairs Bureau 445 12<sup>th</sup> Street SW Washington, DC 20554

RE: Notice of Informal Complaint

Complainant:

FCC Serve Ticket Number:

Dear Ms. Bowers:

Time Warner Cable ("TWC") hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc. ("Charter").

TWC and Charter do not block customer access to specific websites. However, website owners may control access to the content posted on their website. In the case of WatchESPN, our bilateral agreement with the provider allows only TWC customers with a video package that includes ESPN access to the content on WatchESPN. (b) does not subscribe to a video package.

A representative contacted (b) and advised him of the above information. (b) may contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted, /s/ Jaime Boggio Paralegal, Regulatory Compliance

CC:





February 22, 2017

# **SUBMITTED VIA FCC WEB PORTAL**

Ms. Sharon Bowers, Chief Consumer Inquiries and Complaints Division FCC – Consumer & Governmental Affairs Bureau 445 12<sup>th</sup> Street SW Washington, DC 20554

RE: Notice of Informal Complaint

Complainant: (b) (b) (6) (b)

FCC Serve Ticket Number: 1410137

Dear Ms. Bowers:

Time Warner Cable ("TWC") hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

is not listed as an authorized user on the account at this address. As such, we cannot discuss the specifics of the account. We contacted the account holder using a translator, and the account holder said there were no issues with the Internet service. The account holder may contact Customer Care at 888-892-2253 with any further questions.

Please do not hesitate to contact us if you have any questions.

Respectfully submitted, /s/ William C. Wesselman Director Law, Regulatory

cc:



#### February 20, 2017



Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division Consumer Services Division 445 12th Street, S.W. Washington, D.C. 20554

Re: (b) (6) (b) (6)

(b) (b) (6) (b) Centralia, WA 98531

FCC IC File Number: 1412126

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: January 25, 2017

## To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Federal Communications Commission by (b) (6) (b) (6)

Comcast's current programmer agreements do not permit us to support Google Cast and Apple AirPlay functionality in our XFINITY TV app. Any prior use of those functions was due to a software bug that was resolved in a subsequent app update.

The Broadcast TV Fee referenced in **(b) (b) (6)** complaint is an itemized charge that is intended to offset a portion of the costs of retransmitting broadcast television signals. The Regional Sports Fee is an itemized charge that is intended to offset a portion of the costs of broadcasting multiple regional sports networks to our standard video services. The fee applies to XFINITY TV customers receiving Digital Starter and above, as well as XFINITY TV 450 Latino service tier. Existing Comcast customers received at least thirty (30) days prior notice of Comcast's institution of these charges in accordance with FCC rules and new customers are informed of these charges in Comcast's marketing materials and through email confirmations of their orders.

On January 27, 2017, a Comcast Executive Customer Relations representative contacted (b) (b) (6) to discuss billing concerns. (b) (b) (6) accepted the XFINITY Starter Pro Double Play package at a rate of \$89.99 per month effective January 27, 2017 through January 26, 2018. The package rate does not include equipment rental charges, fees, or taxes. The representative provided her direct contact information should (b) (b) (6) have any additional questions or concerns regarding this matter.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (b) (6)

Sincerely,

Customer Security Assurance 720-616-7739

cc: (b) (6) (b) (6)