



P.O. Box 3190  
Chandler, AZ 85244

November 19, 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

**Re: Name and address:**

(b) (6)  
Dallas, GA 30132  
Serve ticket#: 1283163  
Service date: 10/24/2016

Dear Ms. Wright,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. (b) (6) expressed concern with data hikes when viewing his data usage meter.

(b) (6) subscribes to the New Verizon Plan 12GB with two lines of service, and 4GB of promotional data. He subscribed to the The Verizon Plan 3GB from March 9, 2016 to August 8, 2016. He then changed his plan to to the New Verizon Plan 4GB as of August 09, 2016. The current 12GB plan has been active since 10/09/2016. We show there was an upgrade from an iPhone 6 to an iPhone 7 as of September 18, 2016 on both lines.

Displayed below are the details of (b) (6) account usage from 04/09/2016 to 10/08/2016.

Bill Cycle	(b) (6)	(b) (6)	All MDNs
4/9/16 - 5/8/16	1.353	0.336	1.689
5/9/16 - 6/8/16	1.239	0.437	1.676
6/9/16 - 7/8/16	1.559	0.175	1.734
7/9/16 - 8/8/16	2.15	0.275	2.425
8/9/16 - 9/8/16	1.71	0.273	1.983
9/9/16 - 10/8/16	2.742	0.35	3.092

As shown above the line ending in (b) (6) uses the highest amount of data. The line ending in (b) (6) is relatively consistent.

After a deeper level of investigation, we were able to confirm the top three sources of data utilization on the mobile number ending in (b) (6) are from Apple, Sprint and American Fiber Systems. The top sources of usage for the mobile number ending in (b) (6) are from were Apple Inc., Fastly, and Google. A large amount of the content available today for mobile users is transmitted through Content Delivery Networks (CDNs); this includes e-commerce, live and on-demand video streaming, and popular social networking sites. Unfortunately, CDN records available to Verizon do not display the name of the specific app that a customer is using on his or her device, but common examples include Netflix, Snapchat, Facebook, and Amazon.

We have reached out to (b) (6) and he request we provide our findings via email. This information has been sent to (b) (6)

(b) (6) is on the best plan for his data usage, New Verizon Plan, which includes Carryover Data and Safety Mode. With Carryover Data, any unused data at the end of the month can be carried over and used the next month; the Carryover data from the previous month expires at the end of the next month. Customers

who elect Safety Mode are not charged for overage. Instead, Safety Mode customers who use up their monthly data allowance see reduced data speeds but are able to continue using their mobile devices. Customers in Safety Mode who want faster connection speeds are able to purchase a "Data Boost" for \$15/GB for the remainder.

As mobile internet sites and applications continue to evolve, customers may consume significantly more data. This is caused primarily by better quality images, high definition video and auto-play features. As a result, similar usage habits may incur substantially more data.

In addition to limiting the use of apps that drive data usage, I recommend that (b) (6) may reduce his data usage even further by taking the following steps:

- Decrease live or on-demand video streaming when not connected to Wi-Fi.
- Turn off Wi-Fi Assist, which is a device setting in Apple devices that automatically switches to cellular network data when there is a poor Wi-Fi connection.
- Sign up through My Verizon to be alerted when 50 percent and 75 percent of his monthly data allowance has been used.
- Optimize installed apps:
  - Facebook – Disable auto play for video
  - Twitter – Disable autoplay for video
  - Instagram – Disable preloading pics and videos – click the “use less cellular data”
  - YouTube – Make sure “play HD video only on WiFi” option is clicked
  - SnapChat – Enable Travel mode

The Executive Office of Verizon Wireless appreciates the opportunity to research and address (b) (6) concerns. Should (b) (6) have any additional questions or concerns, or if he is interested in making any changes to his service plan, he may call 800-922-0204.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (6) have any questions or concerns, I may be reached at 800-779-2067 ext. 2220057 Monday through Friday between the hours of 10:00 am to 7:00 pm MT.

Sincerely,

Mark B.  
Executive Relations

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: 11/7/2016

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

Complainant's Name: (b) (6)  
File No.: 1295357  
Response Type: Other  
Service Date: 10/31/2016

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**INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of (b) (6) regarding AT&T correspondence concerns. AT&T records confirmed (b) (6) was authorized on the account information provided.

On 11/01/2016, AT&T contacted (b) (6) to acknowledge receipt of her complaint and to confirm any additional details pertaining to her issue.

AT&T investigated and on 11/07/2016, AT&T spoke with (b) (6). Per (b) (6) request, AT&T processed a request to add (b) (6) to the AT&T Do Not Call and Do Not Mail lists.

(b) (6) issues have been addressed and AT&T provided contact information should she 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 Seveene Wingfield at sw0660@att.com or (404) 986-8274.

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Sincerely,

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

cc: (b) (6)

December 1, 2016



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

Re: (b) (6)  
(b) (6)  
Hudsonville, MI 49426

FCC IC File Number: 1297051  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: November 3, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)  
(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) (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.<sup>1</sup> 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>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.

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)

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

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

## Informal FCC Complaint Response – (b) (6) 4-7-17

(b) (6) is subscribed to ZipSpider's Advanced Pro Residential Service with speeds up to 10 Mbps Download and 3 Mbps Upload. ZipSpider does not guarantee customer's speeds and they are offered at an as-available basis with speeds busting up to 120% of the customer's purchased service package.

While ZipSpider does not meter customers based on their GB usage in a month, (b) (6) uses above the average amount of data in a month compared to other customers subscribed to the same service package. The average customer on the Advanced Pro Residential package uses approx. 260 GB/month.

Since the complaint was filed Data Usage on this customer's account has been:

November 2016: 476.47 GB

December 2016: 603.81 GB

January 2017: 566.47 GB

February 2017: 470.22 GB

March 2017: 476.47 GB

### Network Address Translation (NAT) and IPv4 Addresses Response:

ZipSpider has made few changes in the way of distribution of IP addresses to increase the quality of service customers receive.

Currently, ZipSpider leases and owns two subnets of Public IP Addresses. The network is split into different Sub-Networks based on geographic location. Each subnet has a different set of IP addresses. All devices on ZipSpider's network receive private IP addresses, with each client sitting behind a NAT, allowing all users in that subnet to utilize the same Public IP Address, thus conserving ZipSpider's Public IP Addresses, which are increasingly scarce as more and more devices are added to the World Wide Web.

Ultimately, the public Internet needs to transition to IPv6 to allow for more available public IP addresses. Unfortunately, this is not something that is easy and ZipSpider is utilizing NAT to keep up with demand allowing more people Internet access. ZipSpider is aware that certain services such as online gaming, surveillance systems, VoIP, among others utilize port forwarding and may not work properly when residing behind a NAT that is shared with others. In order to remedy this, ZipSpider offers customers a static 1:1 NAT, allowing a single customer to utilize their own, separate, public IP address that is different from the other clients in their subnet, thus allowing all ports to be forwarded to their equipment. To receive access to one of these Public IP addresses, ZipSpider charges a \$5/month fee for residential users and a \$10/month fee for commercial users.

(b) (6) currently receives one of these Public IP addresses at no cost due to his longevity with ZipSpider. When ZipSpider made the change to this NAT configuration Del Smith, ZipSpider's Office Manager, took it upon himself to with this customer and was able to help him troubleshoot his problem with his camera system. The last ZipSpider communicated with (b) (6), everything was working as intended and all of his ports were being forwarded to his router properly.

### **Additional Information on IPv4 Address Exhaustion:**

Robert Cannon with the Federal Communications Commission on the Impacts on Communications from IPv4 Exhaustion: [Word Doc Download](#)

Wikipedia: [IPv4 Address Exhaustion](#)

### **Bandwidth Throttling Response:**

ZipSpider operates a Wireless Internet Service which utilizes the unlicensed 5.8Ghz band of wireless frequencies. In using this band, ZipSpider's equipment has the potential to receive Wireless Interference from outside sources. If a wireless radio (either the Access Point or Customer Premise Equipment) receives interference, then it can impede the performance of the connection. When equipment receives interference, ZipSpider works to migrate to other channels within the legal 5.8Ghz band to eliminate this interference and improve the wireless connection for each clients connected to any given Access Point.

Bandwidth availability to each Access Point on ZipSpider's network is dependent on a variety of factors. These factors range from the processing power of the unit to potential wireless interference on the Access Point end and the Client end to how that Access Point is gaining access to the WAN (whether the tower location utilizes Fiber optic or a 5.8Ghz backhaul to another ZipSpider tower). Because the potential throughput of any given Access Point is variable, ZipSpider implements bandwidth management which will allow customers, so long as the bandwidth is available, to burst to 120% of their purchased package speeds. After prolonged use of this speed, customer throughput is dropped down to 75% of their package speeds, as to allow the bandwidth to be shared with other clients connected to the same access point.

To accomplish this, ZipSpider uses a Bucket Bust Mode which is a feature in their Bandwidth Management Unit provided by Powercode. Taken from Powercode's documentation this means: "Bucket mode will allow a provider to specify a rate and a time and a bucket will be calculated at an appropriate size. Bucket mode means the user will have a specific bucket size that will be depleted as they burst. They will then have to wait for the bucket to refill to burst again." This protocol does not target specific services on the Internet such as Video or Peer-to-Peer data sharing, but rather all traffic.

As an example: a customer utilizes 120% of their full bandwidth for 30 minutes, the customer will then be dropped to 75% of their package speed. So long as the customer continues to use this amount of bandwidth prolonged, the customer will continue to receive 75% of their package speed. If the customer ceases to use this amount of bandwidth for 30 minutes, then they will be capable of utilizing 120% of their bandwidth again until their bucket runs out. As stated above, the reason ZipSpider does this is to allow the bandwidth on any given Access Points to fill the needs of all the clients connected to it, so there are not a handful of users using the full bandwidth of the Access Point, not allowing other users on the same Access Point to utilize any bandwidth. It is a way for ZipSpider to provide better quality of service to all of their clients and not just a select few users.

[ZipSpider's Usage Agreement and Policies page under Operation](#)

“Provider reserves the right to change Services with or without notice including but not limited to pricing access procedures, hours of operation, menu structures, commands, documentation, and the extent of services offered. Notice of modification to these Terms and Conditions will from time-to-time be published on Provider's Web Page. Customers are strongly encouraged to review the current Terms and Conditions on a regular basis. Customer's use and enjoyment of Services following such notice (which shall be deemed given upon publication on Provider's Web Page) shall constitute Customer's acceptance of such Terms and Conditions, however modified. Customer understands that Services may be interrupted from time-to-time for numerous reasons, including but not limited to malfunctions, maintenance, and improvements or as required to protect network resources in the event of malfunctions or misuse, or extreme weather; Customer acknowledges and consents that advance notification of the foregoing may not be provided. Provider shall not be liable for any delay in or failure to provide Services caused by circumstances beyond its control such as those occasioned by acts of God or other causes of which it could not have reasonably foreseen any other cause which similarly impedes the providing of service. Customer shall be entitled to no refunds or credits for scheduled or unscheduled interruptions in the Services, which are provided "as is" with no warranties or representations of any kind.”

ZipSpider offers service with no contract, with service renewing and billed each month. If a customer is unhappy with the service they are receiving, they have every right to cancel their service with ZipSpider without any cancellation fees.



P.O. Box 3190  
Chandler, AZ 85244

December 06, 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

**Re: Name and address:**

(b) (6)  
Virginia Beach Va 23451  
Serve ticket#: 1300020  
Service date: 11/15/2016

Dear Ms. Wright,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In his complaint, (b) (6) expressed concern regarding increased data usage in one month.

Verizon made multiple unsuccessful attempts to reach (b) (6) at via calls and text to (b) (6) and emails to (b) (6) between November 14, 2016 and December 1, 2016, to discuss his concerns. We received a voicemail on December 1, 2016, from (b) (6) advising he no longer wished to pursue his complaint. Although he had no further concerns, we thoroughly reviewed data usage on the account nonetheless. The results of our investigation are included in this letter.

(b) (6) account has three lines of service. (b) (6) had the Verizon XLarge Plan 12 GB from December 9, 2015 to August 8, 2016. He increased to the New Verizon Plan XL 16 GB on August 9, 2016, then increased to the New Verizon Plan 30 GB on October 9, 2016. We thoroughly reviewed the usage on each line from May 9, 2016, through November 8, 2016, and the data usage is provided below:

Bill Cycle	(b) (6)	(b) (6)	(b) (6)	(b) (6)	All MDNS
5/9/16 – 6/8/16	10.783	X	X	.183	10.966
6/19/16 – 7/8/16	10.639	X	X	.119	10.758
7/9/16 – 8/8/16	9.617	X	X	X	9.617
8/9/16 – 9/8/16	14.305	X	X	X	14.304
9/9/16 – 10/8/16	10.653	0.882	4.188	X	15.723
10/9/16 – 11/8/16	25.532	1.108	3.449	X	30.089

As shown in the chart above, the total usage on the account fluctuated over the six month period reviewed, with the largest increase between the August and October cycles. Much of this increase originated from an increase on the mobile number ending in (b) (6). This line increased from 10.653 GB in the September bill cycle, to 25.532 GB in the October bill cycle. Mobile number ending (b) (6) had low data usage and was disconnected on July 8, 2016. The mobile numbers ending in (b) (6) and (b) (6) were added on September 11, 2016, and contributed to an increase in usage.

After a deeper investigation, we were able to confirm the top sources of data utilization for the highest user originated from Content Delivery Networks (CDNs) Instagram, Limelight Network, and Akamai International B.V. On the other lines, the top sources of data utilization originated from Apple, Amazon, Google, and Instagram. A large amount of the content available today for mobile users is transmitted through CDNs; this includes e-commerce, live and on-demand video streaming, and popular social networking sites. Unfortunately, CDN records available to Verizon do not display the name of the specific app that a customer is using on his or her device, but common examples include Netflix, Snapchat,

Facebook, and Amazon.

(b) (6) indicated he did not understand why his data usage has changed. As mobile Internet sites and applications continue to evolve, customers may consume significantly more data. This is caused primarily by better quality images, high definition video, auto-play features, and the like. As a result, similar usage habits may incur substantially more data.

When a user moves from an older iPhone (5s or below) to a newer iPhone (6 or higher), as mobile number (b) (6) did, the new device may consume more data than the user was accustomed to on their previous device. For example, the increased screen resolution on newer iPhones can result in more data being used while streaming video in high definition.

With the New Verizon Plan (b) (6) can take advantage of both the Carryover Data and Safety Mode features. With Carryover Data, any unused data at the end of the month can be carried over and used the next month; the Carryover data from the previous month expires at the end of the next month. For example, if you don't use your entire data allowance in September, that unused data will be available to use until the end of your October bill cycle.

Customers who elect Safety Mode are not charged for overage. Instead, Safety Mode customers who use up their monthly data allowance see reduced data speeds but are able to continue using their mobile devices. Customers in Safety Mode who want faster connection speeds are able to purchase a "Data Boost" for \$15/GB for the remainder of their bill cycles. Any unused portion of the Data Boost carries over to the next month.

Safety Mode is not currently enabled on (b) (6) account. (b) (6) can activate Safety Mode either through his My Verizon Mobile Application or through logging into his My Verizon account through any web browser.

In addition to limiting his use of apps that drive data usage, (b) (6) may reduce his data usage even further by taking the following steps:

- Decrease live or on-demand video streaming when not connected to Wi-Fi.
- Turn off Wi-Fi Assist, which is a device setting in Apple devices that automatically switches to cellular network data when there is a poor Wi-Fi connection.
- Sign up through My Verizon to be alerted when 50 percent and 75 percent of his monthly data allowance has been used.
- Optimize installed apps:
  - Facebook – Disable auto play for video
  - Twitter – Disable autoplay for video
  - Instagram – Disable preloading pics and videos – click the “use less cellular data”
  - YouTube – Make sure “play HD video only on Wi-Fi” option is clicked
  - SnapChat – Enable Travel mode

The Executive Office of Verizon Wireless appreciates the opportunity to research and address (b) (6) concerns. Should (b) (6) have any additional questions or concerns, or if he is interested in making any changes to his service plan, he may call 800-922-0204.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Mr. Green have any questions or concerns, I may be reached at 800-779-2067 ext. 2221794 between 8:30 AM - 5:30 PM MST, Monday - Friday.

Sincerely,

Stephanie B.  
Executive Relations

cc: (b) (6)



RISE Broadband  
619 14<sup>th</sup> ST SW  
Loveland, Co 80537

(b) (6)

**Date: 11/15/2016**

Weatherford TX 76087

(b) (6)

**Weatherford TX 76087**

**Issue Summary:**

Rise Broadband claims they do not throttle but instead 'reduce speed based on network congestion'. The reduction 1. is not relative based on the subscribers plan and unfairly affects users who have knowingly chosen to pay more to ensure they have the needed speed. Subscribers on the lowest plan only have their overall speed reduced to 50% of the original advertised speeds while subscribers on the highest available plan are throttled to 13.3% of their original advertised speed. 2. 'Network congestion' is almost a daily event from my testing. I have found that approximately 5 out of every 7 days subscribers on my distribution cell experience reduced speeds because of 'network congestion'. I have asked Rise Broadband to provide exact details, to make sure I am not testing incorrectly; they have refused to do so. Unfortunately, in the rural area I am in, I have not been able to find any other providers and do not have other options.

**Response:**

Dear (b) (6),

We sincerely appreciate you taking the time to bring your concerns to our attention through the FCC, in regard to your account with Rise Broadband.

We have reviewed your concerns, and would like to share the following: It is never the intention of Rise Broadband to unfairly reduce the speeds of those paying for higher packages. It is our objective to provide the highest quality of service possible to our customer base. In our efforts to provide the highest quality of service, it was necessary to institute bandwidth management to alleviate one or two customers on a given tower from consuming the entirety of the bandwidth. We manage our network on the basis of the usage of individual subscribers, as well as numerous other network factors that are taken into consideration at any given time. We have provided an excerpt from our terms and conditions below.

*“Network Management is only activated when congestion is detected on the network. In regular intervals, network equipment is polled to identify what devices may be experiencing congestion. When a specific device is determined congested, the subscribers serviced from that/those network device(s) are analyzed and then managed based on plan and usage thresholds until the congestion has been alleviated, as described more fully below. Subscribers will still be able to do what they want online, in many cases activities may be unaffected, in other cases, subscribers may see reduced speed in downloads or uploads. No specific type of usage activity or subscriber aggregate monthly usage is targeted by these techniques. It is important to note that network management is temporary and based on dynamic network conditions.”*

In regard to your request, unfortunately, we do not retain historical data regarding managing bandwidth on our towers.

Additionally, our network infrastructure automatically manages bandwidth as necessary. There are numerous factors that contribute to this. Our system continuously analyzes these factors and will provide management of the network automatically to accommodate traffic and bandwidth concerns.

While we understand that tower management may seem an inconvenience, it is necessary to maintain a balanced and fair service for all of our customers associated with any given tower.

If you continue to experience speed related issues, we would encourage you to contact our technical support department at 866-988-7163 to enable us to troubleshoot your concerns as they are happening. Numerous variables can be responsible for speed degradation, and we would appreciate the opportunity to review your connection and ensure that everything appears stable.

We sincerely hope this information provides clarification on your concerns. We value you as a customer and thank you again for bringing these issues to our attention. We hope to have the opportunity to continue to provide our service for many years to come.

Kind Regards,  
Christina  
Escalations Specialist  
Rise Broadband.

**Respondent:** Christina, Escalations Specialist, 844-441-7473, [vipsupport@risebroadband.com](mailto:vipsupport@risebroadband.com)

**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: 1/5/2017

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

Complainant's Name: (b) (6)  
File No.: 1308310  
Response Type: Internet  
Service Date: 11/10/2016

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**INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding U-verse Internet service issues. AT&T records confirmed (b) (6) was authorized on the account information provided.

AT&T has worked with (b) (6) on an ongoing basis regarding poor service quality and his negative customer service experiences.

AT&T investigated and determined that (b) (6) has been previously advised that the Internet speed available to him does not provide the necessary bandwidth to run multiple devices including Xbox One. The AT&T Legal Team has been working with (b) (6) to address his service concerns. (b) (6) made multiple requests to disconnect his Internet service and AT&T continued ongoing investigations into his service problems. The AT&T Technical team confirmed (b) (6) service tested clean without errors and informed him that bandwidth limitations would continue with the connection of multiple devices including the Xbox One. AT&T received communications from (b) (6) on 10/26/2016, 10/28/2016, 11/02/2016 and 11/03/2016 requesting the disconnection of his service. AT&T contacted (b) (6) to confirm he truly wanted his service disconnected and he responded verifying his request. On 11/04/2016, AT&T disconnected (b) (6) Internet service waiving any Early Cancellation Fees.

(b) (6) issues have been addressed and AT&T provided contact information should he 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 Kim Clemons at ks2735@att.com or (317) 264-7282.

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Sincerely,

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

cc: (b) (6)

Date Printed: 1/5/2017

Page: 1 of 1



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: 1/18/2017

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

Complainant's Name: (b) (6)  
File No.: 1308310  
Response Type: Internet  
Service Date: 1/9/2017

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**INVESTIGATION SUMMARY:**

AT&T received a supplemental notice from the Federal Communications Commission on behalf of (b) (6) regarding U-verse Internet service issues. AT&T records confirmed (b) (6) was authorized on the account information provided.

AT&T investigated and determined that (b) (6) supplemental complaint did not provide new or additional information which would require further investigation. AT&T Legal confirmed that AT&T's previous response is sustained. The U-verse service was cancelled at (b) (6) request, and a refund check of \$247.32 was processed on 12/21/2016.

(b) (6) issues have been addressed and AT&T provided contact information should he 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 Kim Clemons at [ks2735@att.com](mailto:ks2735@att.com) or (317) 264-7282.

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Sincerely,

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

cc (b) (6)



December 8, 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)  
Jaffrey, NH 03452

FCC IC File Number: 1311464  
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). At Comcast, we strive to provide outstanding customer service and we appreciate your bringing this matter to our attention.

On August 4, 2014, Internet Essentials launched a National Amnesty program for low-income families who have a past-due balance with Comcast, but could otherwise qualify for the Internet Essentials program. If a customer has outstanding debt that is more than 1 year old, and meets all other Internet Essentials eligibility criteria, he or she can apply to the program and receive amnesty on their unpaid bills for the purpose of connecting to Internet Essentials. The National Amnesty program for Internet Essentials outlines that once the program is established on an account, services cannot be upgraded within the first twelve months. Comcast's records indicate on December 21, 2015, (b) (6) received Amnesty under the Internet Essentials program. As a courtesy, on November 16, 2016, Comcast lifted the service upgrade waiting period from (b) (6) account before its December 21, 2016 satisfaction date.

On November 25, 2016, (b) (6) accepted a 24-month, fixed-term Digital Starter Double Play promotion at a transitional rate of \$79.99/month effective November 25, 2016 through November 24, 2017; thereafter, \$99.00/month effective November 25, 2017 through November 25, 2018. Everyday retail rates apply upon expiration. Rates do not include equipment, taxes or fees. This promotion appears on (b) (6) December 2016 billing statement.

On November 30, 2016, a Comcast Executive Customer Relations representative contacted (b) (6) to address her service concerns. (b) (6) confirmed that her services had been upgraded and are working to her satisfaction. The representative apologized for any inconvenience or frustration (b) (6) may have experienced while attempting to resolve this matter, and provided her direct contact information should (b) (6) have further 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) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance  
(720) 616-7739

cc: (b) (6)



December 14, 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. 1312140

Dear Ms. Bowers:

Thank you for bringing (b) (6) complaint to our attention.

(b) (6) was receiving ViaSat's Liberty 10 GB plan at \$59.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee. This service plan provides customers with 10 GB of monthly priority data, download speeds up to 12 Mbps, and upload speeds up to 3 Mbps. This plan also comes with a Liberty Pass, which allows customers to continue using more data at download speeds up to 1-5 Mbps once they have exceeded their monthly priority data, and until their priority data resets.

The Customer Agreement, signed by (b) (6) on September 11, 2015, commits each customer to a 24-month minimum service term, and states that early termination fees will apply if service is canceled prior to the expiration of the minimum service term. The Customer Agreement also advises that speeds may vary and are not guaranteed. Customers are advised of these points at the time of sale, and are reminded of the early termination fees when they elect to disconnect their account prior to the expiration of the minimum service term.

It is ViaSat's goal to provide customers with the best internet experience possible. However, due to the nature of satellite-based internet service, there are many variables that can affect speeds, such as, weather at the gateway or customer's home, network congestion, as well as the customer's computer equipment. Speeds can also be affected by programs that are running in the background, the use of virtual private networks, the router and the activities a customer engages in on the internet. Some of these variables are outside of ViaSat's control; therefore, it is important to ViaSat that customers are made aware that speeds are not guaranteed and may vary. This is why ViaSat uses the "up to" language in its advertisements.

Service speeds once a customer goes over their data allowance are even more variable as disclosed in its Customer Agreement and at the point of sale. Liberty Pass speeds will vary based on the time of day and the customer's geographic location, and may be extremely slow when the network is busy, typically in the evening hours (about 5:00 p.m.- 2:00 a.m. local time), which may greatly impair the ability to use the internet. Liberty Pass users will receive lower priority on our network than subscribers who have not exceeded their data allowance or other data threshold, which will likely cause Liberty Pass users to experience slower speeds during periods of congestion than subscribers who have not exceeded their monthly data allowance or usage threshold. Heavier users of Liberty Pass will experience slower speeds than lighter users.

While we strive to provide 1-5 Mbps speeds when using Liberty Pass, when the network is busy, typically in the evening hours, we cannot guarantee that we can continue to provide these speeds. Customers may experience these slower speeds by their connection "timing out" when attempting to visit websites or download and stream content. The use of multiple devices with our service also has an impact on speeds and will result in web pages failing to load.



HIGH-SPEED SATELLITE INTERNET SERVICES FROM VIASAT



Our records show (b) (6) contacted ViaSat to disconnect his account on November 11, 2016 because he was dissatisfied with the connectivity of his service and the data limitations. During this conversation, the ViaSat representative reminded (b) (6) of the 24-month minimum service term and the early termination fees, at which time (b) (6) requested to speak to a supervisor.

During his conversation with the ViaSat supervisor, the supervisor reviewed (b) (6) data usage for the billing period with him, providing him with details per day and information on how ViaSat calculated his data usage. When (b) (6) advised that his speeds were slow even when he had data, the ViaSat supervisor ran a speed test on (b) (6) modem, the results of which showed that he was receiving speeds within range for his service plan. As (b) (6) still wished to move forward with the disconnection of his service, the ViaSat supervisor informed him that they would escalate a request to see if his early termination fees could be waived, but that the request was subject to approval. Per his request, (b) (6) account was disconnected.

Prior to this interaction, ViaSat had not received any contact from (b) (6) regarding any concerns he may have had with the service.

As (b) (6) disconnected the day prior to his bill cycle date, on November 12, 2016, he was charged \$207.41 in early termination fees (\$134.52), plus monthly service and equipment fees (\$59.99), applicable taxes (\$0.50), and the Annual Property Tax Recovery Fee, which covers the associated costs of ViaSat paying for property taxes on the leased equipment installed at a customer's home. This payment failed and is currently a balance due on (b) (6) account.

On November 15, 2016, it was determined that (b) (6) early termination fees were valid, and the waiver request was closed.

As ViaSat was not provided with an opportunity to assist (b) (6) with his concerns, ViaSat does not agree to waive his early termination fees. However, ViaSat will agree to waive the monthly service fees he was erroneously charged. This will leave (b) (6) responsible for a balance due of \$136.93 for his early termination fees and the Annual Property Tax Recovery Fee.

(b) (6) may make a one-time payment for the balance due by contacting ViaSat's 24-hour Customer Service Department at 1-855-463-9333.

Thank you for the opportunity to respond.

Sincerely,

ViaSat Satellite Service  
Consumer Affairs Department

Cc: (b) (6)



HIGH-SPEED SATELLITE INTERNET SERVICES FROM VIASAT

December 13, 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)  
Richfield, MN 55423

FCC IC File Number: 1312225  
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 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 (b) (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)



December 15, 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)  
[REDACTED]  
Minneapolis, MN 55407

FCC IC File Number: 1318747  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: November 18, 2016

To the Commission:

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

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) (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.<sup>1</sup> 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

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<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.

Additionally, in June 2015, a report analyzing Comcast's methods to obtain accurate data readings was published by NetForecast—an independent auditor of ISP data usage meters. This report supports the accuracy of Comcast's data usage meter within plus or minus (+/-) 1% over the course of a month.<sup>4</sup> With respect to (b) (6) reference to the detailed usage associated with his account, Comcast does not monitor or track the specific uses its individual Internet customers are engaged in or how much they use for any particular purpose. Rather, Comcast determines usage on an aggregated and household level. Accordingly, Comcast cannot provide the detailed list of uses and usage that (b) (6) requests.

A Comcast Customer Security Assurance technician made an attempt to contact (b) (6) to advise him of the aforementioned information and address any other concerns. Unfortunately, the attempt was unsuccessful. The technician verified that the modem's MAC address and the reading on (b) (6) data usage meter are accurate. The technician left a message with her direct contact information should (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)

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

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

<sup>4</sup> [http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120\\_Fourth\\_Comcast\\_Meter\\_Accuracy\\_Validation\\_Report.pdf](http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120_Fourth_Comcast_Meter_Accuracy_Validation_Report.pdf)



December 1, 2016

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

Re: (b) (6)  
Bloomington, MN 55425

FCC IC File Number: 1322990  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: November 22, 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 23, 2016, I spoke with (b) (6) and provided an explanation regarding the current promotional rate, duration of the promotion and the monthly rate after the promotion ends. Our records indicate that (b) (6) downgraded his services from TV and Internet to Internet only services. (b) (6) accepted our Performance Pro at \$49.99 a months for 12 months to include a term agreement effective October 25, 2016. This package price does not include taxes and equipment charges. At the end of the term agreement on October 25, 2017, the Performance Pro will be billed at retail rate. Please be advised the billing on the account is accurate. I apologized 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) should there be additional questions or concerns.

Sincerely,

Tanisha F.  
Executive Customer Relations  
1-888-966-7794 ext. 3025530

cc: (b) (6)

December 8, 2016



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) (6)  
(b) (6)  
Grand Rapids, MI 49507

FCC IC File Number: 1328735  
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 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 Mr. Bazan's 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.<sup>1</sup> 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:

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

<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.

Additionally, in June 2015, a report analyzing Comcast's methods to obtain accurate data readings was published by NetForecast—an independent auditor of ISP data usage meters. This report supports the accuracy of Comcast's data usage meter within plus or minus (+/-) 1% over the course of a month.<sup>4</sup>

On November 30, 2016, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. The technician verified that the modem's MAC address and the reading on (b) (6) data usage meter are accurate and assisted him in identifying some of the potential causes of unintended data consumption. The technician provided his direct contact information so that (b) (6) may contact him with any additional 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) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance  
720-616-7739

cc: (b) (6)

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

<sup>4</sup> [http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120\\_Fourth\\_Comcast\\_Meter\\_Accuracy\\_Validation\\_Report.pdf](http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120_Fourth_Comcast_Meter_Accuracy_Validation_Report.pdf)



January 6, 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) (6)  
FCC Serve Ticket Number: 1339115

Dear Ms. Bowers:

Bright House Networks (“BHN”) hereby submits its response in the above-referenced matter. Please note that BHN is now part of Charter Communications, Inc.

A maintenance technician repaired an issue that was discovered in our plant servicing the customer’s residence. In addition, a technician assisted in adjusting settings in the customer’s computer. The technician confirmed that services were operating at the expected level of service after this work was completed. (b) (6) should contact Customer Care at 866-309-3279 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/  
Darlene Mazzuco  
CCED Specialist

cc: (b) (6)  
Brandon FL 35510



December 22, 2016

(b) (6)  
Phoenix, AZ 85013

Re: (b) (6)  
FCC File#: 1339241  
Response Due Date: January 4, 2017

Dear (b) (6):

This letter is in response to your complaint on the concerns that you brought to the attention of the FCC regarding alleged DNS hijacking by Cox Communications.

Due to the concerns that you brought to the attention of the FCC, we contacted our Tier 2 Technical Support Team for assistance with your concerns. Our agent spoke with you on December 19, 2016, and emailed you the DNS Opt Out Servers to remove the enhanced error page. Our Tier 2 agent also tested the page errors himself, confirmed the problem was resolved, and gave his email address in case you had further issues with the matter at hand.

We hope this information has been helpful to you. For any further questions regarding this situation, please contact our Tier 2 agent. For any other questions regarding your account or services, our Customer Care agents are friendly, knowledgeable, and helpful. We can be reached by phone at 866-867-7644, or online at [www.cox.com](http://www.cox.com). Simply click on "residential services" and "contact us."

**RESPONDING ON BEHALF of Cox Communications Arizona LLC.**

A handwritten signature in black ink, appearing to read "Doug Garrett". The signature is fluid and cursive, written over a white background.

Douglas Garrett  
Executive Director, Regulatory Affairs

cc: Federal Communications Commission via Zendesk

January 5, 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)  
[REDACTED]  
Tacoma, WA 98445

FCC IC File Number: 1342099  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: December 8, 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) (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.<sup>1</sup> 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:

- 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.

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

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

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

Additionally, in June 2015, a report analyzing Comcast's methods to obtain accurate data readings was published by NetForecast—an independent auditor of ISP data usage meters. This report supports the accuracy of Comcast's data usage meter within plus or minus (+/-) 1% over the course of a month.<sup>4</sup>

A Comcast Customer Security Assurance technician made several attempts to contact (b) (6) to discuss his concerns and provide the above information. Unfortunately, all attempts were unsuccessful. The technician verified that the modem's MAC address and the reading on (b) (6) data usage meter are accurate. The technician left a message with her direct contact information should v 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)

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<sup>4</sup> [http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120\\_Fourth\\_Comcast\\_Meter\\_Accuracy\\_Validation\\_Report.pdf](http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120_Fourth_Comcast_Meter_Accuracy_Validation_Report.pdf)



January 6, 2017

(b) (6)

Bonaire, GA 31005-3289

Re: (b) (6)  
FCC File #: 1342602  
Response Due Date: January 6, 2017

Dear (b) (6):

This letter is in response to your complaint.

Your designated Executive Escalations specialist, Mr. Rasheem Finley, advises us that he has attempted to contact you in December and in January in order to hear and discuss your concerns, has left word with his direct contact information, and as of the date of this writing has not heard back from you. After research, he believes that he may be able to assist you with a particular promotional offer for which your account would be eligible, but prior to placing this campaign on your account, he must receive your concurrence and approval. We encourage you to return Mr. Finley's call at (225) 421-8500, and we believe you will enjoy and benefit from working with him.

Please know also that we regret any misunderstanding that may have occurred, as well as any inconvenience you have experienced. However, we are confident that our Executive Escalations team will provide the assistance you are seeking.

RESPONDING ON BEHALF of COX COMMUNICATIONS GEORGIA, LLC,

A handwritten signature in black ink, appearing to read "Douglas Garrett". The signature is fluid and cursive, with a long, sweeping tail.

Douglas Garrett  
Executive Director, Regulatory Affairs

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



December 28, 2016

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

(b) (6)  
(b) (6)  
La Quinta, CA 92253

Complaint No.: 1348353  
Received: December 13, 2016

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) is experiencing telephone service issues with her service from Frontier.

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

- Frontier reviewed (b) (6) account and advises that (b) (6) telephone service was successfully restored on December 11, 2016 and is currently working.
- Frontier issued a total credit of \$26.26 for time out of service to (b) (6) account.
- Frontier has contacted (b) (6) and advised of the above.

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,

Gabriela Cobb  
877-433-3806, Ext# 2611

cc: (b) (6)



P.O. Box 105378  
Atlanta, GA 30348

December 21, 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

**Re: Name and address:**

(b) (6)

**Serve ticket#:** 1351463  
**Service date:** 12/16/2016

Dear Ms. Wright,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. (b) (6) states that he has been assessed data overages despite being connected to Wi-Fi.

A review of the account determined (b) (6) has three active service lines on the More Everything 10GB plan. During the past 11 billing cycles there have been overages on five billing cycles. Our records do not reflect any previous interactions with (b) (6) in reference to data usage on the account in the past. From February 2016 to December 2016, (b) (6) account averaged 9.588GB's of data usage. Below are the details of the data usage.

Bill Cycle	(b) (6)	(b) (6)	(b) (6)	ALL MDNS
1/14-2/13	3.043	8.335	2.2785	14.163
2/14-3/13	3.215	5.450	1.877	10.542
3/14-4/13	1.608	5.548	1.349	8.505
4/14-5/13	2.208	3.267	1.790	7.265
5/14-6/13	2.061	4.563	2.210	8.834
6/14-7/13	1.734	3.973	1.887	7.594
7/14-8/13	1.808	6.436	2.367	10.611
8/14-9/13	.470	5.467	2.044	7.981
9/14-10/13	.682	5.124	2.755	8.561
10/14-11/13	1.042	7.036	2.288	10.366
11/14-12/13	4.754	4.720	1.579	11.053

As shown above, the mobile number ending in (b) (6) has used a substantial amount of the data allotment month over month. During March 14th through April 13th billing cycle there was a decrease in data usage from the numbers on the account. This trend continued through the July, 13th billing cycle. Data usage from the August 14th billing cycle on the 4015 line of service has continued to trend upward through the current billing December 13th, while usage on the other two lines of service continue to fluctuate with the (b) (6) line assuming most of the usage.

After a deeper level of investigation, we were able to confirm the top 3 sources of data utilization on the mobile number (b) (6) are MCI Communications, Yahoo, and Facebook. The top sources of data for the mobile number (b) (6) are Facebook, Instagram, and Apple. The top sources of data for the mobile number (b) (6) are Instagram, Google, and Apple. Sources such as MCI, EdgeCast, Akamai, and others are Content Delivery Networks (CDNs). A large amount of the content available today for mobile users is transmitted through CDNs; this includes e-commerce, live and on-demand video streaming, and popular social networking sites. Unfortunately, CDN records available to Verizon do not display the name of the specific app that a customer is using on his or her device, but common examples include Netflix, Snapchat, Facebook, and Amazon.

On a December 20th, 2016, call, I spoke with (b) (6), per our conversation he expressed that he was not comfortable providing the account in order to verbally verify his account. I advised him that if he felt more secure I would respond in writing as the email address from the complaint with the FCC matches the email address listed on the account.

(b) (6) in his concern stated that he has been consistently connected to Wi-Fi and has continuously been assessed data overages. Our records indicate that the data usage has been used on the mobile network and not a Wi-Fi connection. The Executive Office recommends (b) (6) to access the settings in his device and disable the mobile data while connected to Wi-Fi for long periods of time. This will generate a notification if a Wi-Fi data session times out and notify the users on (b) (6) account to either enable mobile data or reconnect to Wi-Fi. Another factor that can contribute to the fluctuation of data usage is as mobile Internet sites and applications continue to evolve, customers may consume significantly more data. This is caused primarily by better quality images, high definition video, auto-play features, and the like. As a result, a similar usage habits may incur substantially more data.

The Executive Office would also like to recommend migration to the New Verizon 16GB Plan and enable Safety Mode. With the Safety Mode feature, customers are not charged for data overage. Instead, Safety Mode customers who use up their monthly data allowance see reduced data speeds, but can continue using their mobile devices. Customers in Safety Mode who want faster connection speeds are able to purchase a "Data Boost" for \$15/GB for the remainder of their bill cycles. Any unused portion of the Data Boost carries over to the next month for 1 billing cycle.

In addition to limiting his use of apps that drive data usage, we recommended that (b) (6) reduce his data usage even further by taking the following steps:

- Decrease live or on-demand video streaming when not connected to Wi-Fi.
- Turn off Wi-Fi Assist, which is a device setting in Apple devices that automatically switched to cellular network data when there is a poor Wi-Fi connection.
- Sign up through My Verizon to be alerted when 50 percent and 75 percent of her monthly data allowance has been used.
- Disable background App Refresh
- Optimize installed apps:
  - Facebook – Disable auto play for video o Twitter – Disable autoplay for video
  - Instagram – Disable preloading pics and videos – click the "use less cellular data" o YouTube – Make sure "play HD video only on Wi-Fi option is clicked"
  - SnapChat – Enable Travel mode

The Executive Office of Verizon Wireless appreciates the opportunity to research and address (b) (6).

(b) (6) concerns. Should (b) (6) have any additional questions or concerns, or if he is interested in making any changes to his service plan, he may call 800-922-0204.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (6) have any questions or concerns, I may be reached at 800.779.2067 ext. 2140469 between 9:30AM - 6:30PM EST, Monday - Friday.

Sincerely,

Brandon C.  
Executive Relations

cc: (b) (6)



January 16, 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) (6)  
FCC Serve Ticket Number: 1353671

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.

A representative contacted the customer and discussed his concerns regarding the outstanding balance from a previous account. Feedback was submitted to the original agent’s supervisor for coaching purposes. (b) (6) should contact Customer Care at 888-892-2253 with any further concerns. (6)

We regret any inconvenience (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) (6)  
(b) (6)  
San Antonio, TX 78258





P.O. Box 3190  
Chandler, AZ 85244

December 30, 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

**Re: Name and address:**

(b) (6)  
(b) (6)  
Charlotte MI 48813  
**Serve ticket#:** 1356501  
**Service date:** 12/16/2016

Dear Ms. Wright,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In his complaint, (b) (6) expressed concern regarding the performance of their jetpack device and recent data usage since June 2016. He states there has been no change in their usage habits and is concerned in the increase of the usage.

Upon receipt of the complaint, we completed a thorough review of (b) (6) account and data usage. (b) (6) has two lines of service including one basic device, with no data usage, on mobile number (b) (6), and a jetpack mobile hotspot on mobile number (b) (6). Currently, he has the Mobile Broadband 5 GB Plan for the jetpack device. The details of (b) (6) data usage are displayed below.

Bill Cycle	(b) (6)
2/14/16 - 3/13/16	3.738
3/14/16 - 4/13/16	4.201
4/14/16 - 5/13/16	1.715
5/14/16 - 6/13/16	2.874
6/14/16 - 7/13/16	4.162
7/14/16 - 8/13/16	8.066
8/14/16 - 9/13/16	3.745
9/14/16 - 10/13/16	2.672
10/14/16 - 11/13/16	4.877
11/14/16 - 12/13/16	6.597

*(all data amounts are shown in GB)*

As shown above, the usage on mobile number (b) (6) fluctuates from month to month. The 5 GB allowance was exceeded twice since June 2016, and (b) (6) increased the plan to accommodate the usage between July and August 2016 and again between November and December 2016. As a courtesy, Customer Service provided a courtesy credit of \$30.00 for the plan change in November 2016.

In our review, we determined that the majority of (b) (6) data usage is related to Content Delivery Networks (CDNs). We were able to identify the top sources of data utilization for mobile number 517-983-8807 were Yottaa, Sprint, Facebook, and Yahoo. Many companies do more than simply host their well-known applications or websites. As an example, usage mapping to a Facebook doesn't necessarily mean the Facebook social network was used at all and it only means that data traffic mapped to Facebook owned or operated addresses and domains.

A large amount of the content available today for mobile users is transmitted through Content Delivery Networks (CDNs); this includes e-commerce, live and ondemand video streaming, and popular social

networking sites. Unfortunately, CDN records available to Verizon do not display the name of the specific app that a customer is using on his or her device, but common examples include Netflix, Snapchat, Facebook, and Amazon.

While usage habits may not change, data utilization habits can be changed based on a number of external factors including application updates and added features, increased quality of content requested by applications. As mobile internet sites and applications continue to evolve, customers may consume significantly more data. This is caused primarily by better quality images, high definition video, auto-play features, and the like. As a result, similar usage habits may incur substantially more data.

(b) (6) may be noticing repeated time stamps 6 hours apart in My Verizon, including during the night. This does not necessarily mean data is being used during the entire 6-hour period. Instead, data counters accumulate the amounts during that 6-hour period before resetting to next 6-hour period. The start times do not necessarily represent customer activity, and counter may reset in the middle of the night.

I spoke with (b) (6) to address his concerns. I apologized to him for any inconvenience and discussed the above findings. In addition, we discussed the option to add Family Base, as this will allow (b) (6) the ability to establish usage limits to help avoid unwanted overages or exceed their data allowance and we reviewed alternate plan options available; however, (b) (6) elected not to make any plan changes at this time, as he did not want to increase his monthly cost. In an effort to provide a satisfactory resolution, I provided a courtesy credit of \$30.00 for the plan change he made in June 2016. In addition, I provided a new jetpack device, of a different make and model at no cost, as a courtesy, to replace his current equipment as he was unhappy with the capabilities of performance of the device. (b) (6) appreciated the replacement device, but he expressed his dissatisfaction with the resolution provided but had no other concerns regarding his account.

As a recommendation, (b) (6) may consider switching to The New Verizon Plan so that he can take advantage of both the Carry Over Data and Safety Mode features that come with the plan. With Carry Over Data, any unused data at the end of the month can be carried over and used the next month; the Carry Over data from the previous month expires at the end of the next month. Customers who elect Safety Mode are not charged for overage. Instead, Safety Mode customers who use up their monthly data allowance see reduced data speeds but are able to continue using their mobile devices. Customers in Safety Mode who want faster connection speeds are able to purchase a "Data Boost" for \$15/GB for the remainder of their bill cycles. Any unused portion of the Data Boost carries over to the next month.

To better manage the amount of data that their devices are utilizing on a regular basis, (b) (6) may review application specific activity with the built-in data usage tracker in device settings, which will help to better understand the source of the usage on each specific device. In addition to limiting the use of apps that drive data usage, (b) (6) may reduce data usage even further by taking the following steps:

- Decrease live or on-demand video streaming when not connected to WiFi.
- Turn off Wi-Fi Assist, which is a device setting in Apple devices that automatically switched to cellular network data when there is a poor Wi-Fi connection.
- Sign up through My Verizon to be alerted when 50 percent and 75 percent of his monthly data allowance has been used.
- Optimize installed apps:
  - Facebook – Disable auto play for video
  - Twitter – Disable autoplay for video
  - Instagram – Disable preloading pics and videos – click the “use less cellular data”
  - YouTube – Make sure “play HD video only on WiFi option is clicked”
  - SnapChat – Enable Travel mode

The Executive Office of Verizon Wireless appreciates the opportunity to research and address (b) (6) concerns. Should (b) (6) have any additional questions or concerns, or if he is interested in making any changes to his service plan, he may call 800-922-0204.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (6) have any questions or concerns, I may be reached at 800-779-2067 ext. 2221371 between 7:30 a.m. - 4:30 p.m. (MST), Monday - Friday.

Sincerely,

Laurel S.  
Executive Relations

cc: (b) (6)



P.O. Box 3190  
Chandler, AZ 85244

January 11, 2017

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

**Re: Name and address:**

(b) (6)  
Charlotte MI 48813  
**Serve ticket#:** 1356501  
**Serve date:** 01/03/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In his complaint, (b) (6) expressed additional concerns regarding the performance of their jetpack device, and changes in their data usage since June 2016. He states there has been no change in their usage habits and is concerned in the increase of the usage.

Upon receipt of the complaint, we completed a thorough review of (b) (6) account and data usage. (b) (6) has two lines of service including one basic device, with no data usage, one mobile number (b) (6), and a jetpack mobile hotspot on mobile number (b) (6). Currently, he has the Mobile Broadband 5 GB Plan for the jetpack device. The details of (b) (6) data usage are displayed below.

Bill Cycle	(b) (6)
2/14/16 - 3/13/16	3.738
3/14/16 - 4/13/16	4.201
4/14/16 - 5/13/16	1.715
5/14/16 - 6/13/16	2.874
6/14/16 - 7/13/16	4.162
7/14/16 - 8/13/16	8.066
8/14/16 - 9/13/16	3.745
9/14/16 - 10/13/16	2.672
10/14/16 - 11/13/16	4.877
11/14/16 - 12/13/16	6.597

*(all data amounts are shown in GB)*

As shown above, the usage on mobile number (b) (6) fluctuates from month to month. The 5 GB allowance was exceeded twice since June 2016, and (b) (6) increased the plan to accommodate the usage between July 2016 and August 2016, and again between November 2016 and December 2016. As a courtesy, Customer Service provided a credit of \$30.00 for the plan change in November 2016.

In our review, we determined the majority of (b) (6) data usage is related to Content Delivery Networks (CDNs). We were able to identify the top sources of data utilization for mobile number (b) (6) was Yottaa, Sprint, Facebook, and Yahoo. Many companies do more than simply host their well-known applications or websites. As an example, usage mapping to a Facebook doesn't necessarily mean the Facebook social network was used at all and it only means that data traffic mapped to Facebook owned or operated addresses and domains.

A large amount of the content available today for mobile users is transmitted through Content Delivery Networks (CDNs); this includes e-commerce, live and on demand video streaming, and popular social networking sites. Unfortunately, CDN records available to Verizon do not display the name of the specific app that a customer is using on his or her device, but common examples include Netflix, Snapchat, Facebook, and Amazon.

While usage habits may not change, data utilization habits can be changed based on a number of external factors including application updates and added features, increased quality of content requested by applications. As mobile internet sites and applications continue to evolve, customers may consume significantly more data. Primarily better quality images, high definition video, auto-play features, and the like cause this. As a result, similar usage habits may incur substantially more data.

Additionally, we verified (b) (6) is in a good coverage area, and there are no network issues. (b) (6) was advised that when a data session is ended and reinitiated, only new information will be loaded as the previous information will be stored in the cache. For example, if a customer is loading a website or downloading a file, and the data session is stopped, the device will not reload everything from the previous session, only new or different information. This would not apply if the cache or temporary memory for data were erased, as the original information would be reloaded. In addition, data usage is not measured based on time, as it is measured on the quantity of the information transmitted to or from the device.

I previously spoke with (b) (6) to address this matter and, as a courtesy; we provided a new jetpack device, of a different make and model at no cost, to replace his previous device. In addition, we provided a courtesy credit of \$30.00 for the cost of the data package change in June 2016. Previously, we discussed the option to add Family Base to allow (b) (6) the ability to establish usage limits to help avoid unwanted overages or exceed their data allowance, and we reviewed alternate plan options available; however, (b) (6) elected not to make any plan changes, as he did not want to increase his monthly cost. (6)

I spoke with (b) (6) again on January 10, 2016 to further address his remaining concerns. We thoroughly discussed the above findings and (b) (6) expressed his dissatisfaction with our resolution.

The Executive Office of Verizon Wireless appreciates the opportunity to research and address (b) (6) concerns. Should Mr. Reist have any additional questions or concerns, or if he is interested in making any changes to his service plan, he may call 800-922-0204.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (6) have any questions or concerns, I may be reached at 800-779-2067 ext. 2221371 between 7:30 a.m. - 4:30 p.m. (MST), Monday - Friday.

Sincerely,

Laurel S.  
Executive Relations

cc: (b) (6)



January 6, 2017

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

(b) (6)  
Rochester, NY 14624

Complaint No.: 1358307  
Received: December 20, 2016  
(b) (6)

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) advises Frontier is falsely advertising their Internet service as broadband.

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

- Frontier advises that the FCC does not mandate minimum broadband speeds. The FCC's decision to define "advanced telecommunications capability" under 47 U.S.C. § 1302 has created significant confusion in this regard. This definition has no direct impact on the speeds that Internet service providers deliver to customers

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,

Robyn Pollard  
Executive Consumer Relations  
877-433-3806, Ext# 4189

cc: (b) (6)



January 5, 2017

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

Re: (b) (6)  
(b) (6)  
Manahawkin, NJ 08050

FCC IC File Number: 1359603  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: December 19, 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 December 23, 2016, a service call was scheduled during which time the technician diagnosed and corrected the service issues by replacing the aerial drop, replacing the drop ground block, and by replacing connections attached to the wiring inside of the residence. On December 23, 2016, our office contacted (b) (6) and verified that services are working correctly.

A credit in the amount of \$188.78 was applied to (b) (6) account on December 23, 2016 to compensate for the loss of service experienced. The credit applied will reflect on the next billing statement dated January 17, 2017. Our office apologized 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) should there be additional questions or concerns.

Sincerely,

Jason Foxmoor  
Comcast Executive Customer Relations  
(302) 731-3713

cc: (b) (6)



January 20, 2017

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

Re: (b) (6)  
(b) (6)  
Naples, FL 34104

FCC IC File Number: 1363513  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: December 22, 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 December 26, 2016, a service call was scheduled during which time the technician diagnosed and corrected the service issue by replacing the defective drop. On January 4, 2017, I contacted (b) (6) and verified that services are working correctly. Credits were applied on December 18, 2016 in the amount \$20.00 and on January 4, 2017 in the amount of \$45.98 for (b) (6) service issues. The credits will be reflected in the statement dated January 22, 2017. I apologized 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) should there be additional questions or concerns.

Sincerely,

Christina L.  
Executive Customer Relations  
(954) 534-7130

cc: (b) (6)



January 25, 2017

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

Re: (b) (6)  
(b) (6)  
Woodridge, IL 60517

FCC IC File Number: 1379545  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: January 5, 2017

To the Commission:

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

On January 16, 2017, a Comcast Executive Customer Relations representative contacted (b) (6) to discuss her concerns and apologize for any inconvenience and frustration she may have experienced while attempting to resolve this issue. The representative advised (b) (6) that a Customer Security Assurance technician would be contacting her to address her concerns regarding data overage charges assessed to her account for December. The representative provided her direct contact information should (b) (6) have further questions or concerns regarding this matter.

Comcast's records indicate that (b) (6) has not been charged any data overage charges to date. However, one of her courtesy months for data overages was used in December 2016. Additionally, pursuant to Comcast's Agreement for Residential Services 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>

A Comcast Customer Security Assurance technician made several attempts to contact (b) (6) to advise her 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) (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).

Sincerely,

Customer Security Assurance  
720-616-7739

cc: (b) (6)

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

January 25, 2017

United States Government  
Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> Street, SW 4-C763  
Washington, DC 20554

Re: Complaint Number 1383705

(b) (6)

Dear Sir:

Thank you for this opportunity to respond to (b) (6) complaint. ETS Telephone d/b/a En-Touch Systems is committed to providing exceptional service to our customers and resolving any service issues that are encountered by the customer in a timely manner.

I have attached a copy of EnTouch's Acceptable Use Policy for Internet usage. This information is posted on our website under Terms and Conditions. Any customers approaching the allowable will receive an initial alert at 50% usage and continue thereafter until 100% usage.

En-Touch Online Acceptable Use Policy

## 1. INTRODUCTION

This Acceptable Use Policy ("AUP") governs your use of the Internet services ("Service") provided by En-Touch Cablevision (the "ISP"), whether you subscribe to the Service or not, and you agree to all the terms set forth herein.

Generally, ISP does not monitor or edit the content posted by users of the Service or other Internet services that may be available on or through the Service (e.g., newsgroups, chat rooms, message boards, etc.). However, ISP and its agents reserve the right at their sole discretion to remove any content that, in ISP's judgment, does not comply with the AUP or is otherwise harmful, objectionable, or inaccurate. ISP is not responsible for any failure or delay in removing such content.

In addition, ISP may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Your violation of this AUP may result in the suspension or termination of either your access to the Service and/or your ISP account. You agree to indemnify, defend, and hold ISP harmless from any claims resulting from your use of this service, which damages you or another party. At our sole discretion, we may revoke your access for inappropriate usage. Use of any information obtained via the Service is at your own risk. ISP is not responsible for the accuracy, quality, or content of information obtained through the Service. This AUP should be read in conjunction with our Internet Service Agreement and other policies.

## 2. VIOLATIONS

The following constitute violations of ISP's AUP:

- (A) Using the Service to gain unauthorized access to any computer systems.
- (B) Using the Service to transmit any material (by email, uploading, posting, or otherwise) that, intentionally or unintentionally, violates any applicable local, state, national or international law, or any rules or regulations promulgated thereunder.
- (C) Using the Service to interfere with access to the Internet by other parties or disrupt the network used by ISP including but not limited to excessive data usage defined as more than 1TB per month.
- (D) Using the Service to harm, harass, degrade, or intimidate an individual or group of individuals on the basis of religion, gender, race, ethnicity, age, or disability.
- (E) Using the Service to transmit any material (by email, uploading, posting, or otherwise) that threatens or encourages bodily harm or destruction of property.
- (F) Using the Service to harass, threaten, embarrass or cause distress, unwanted attention or discomfort upon another.
- (G) Using the Service to make fraudulent offers to sell or buy products, items, or services or to advance any type of financial scam such as "pyramid schemes," "ponzi schemes," and "chain letters."
- (H) Adding, removing or modifying identifying network header information in an effort to deceive or mislead.
- (I) Using the Service to transmit any unsolicited commercial email or unsolicited bulk email is prohibited. Activities that have the effect of facilitating unsolicited commercial email or unsolicited bulk email, whether or not that email is commercial in nature, is prohibited.
- (J) Using the Service to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of ISP or another entity's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in the corruption or loss of data.
- (K) Using the Service to transmit any material (by email, uploading, posting, or otherwise) that infringes any copyright, trademark, patent, trade secret, or other proprietary rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books, or other copyrighted sources, and the unauthorized transmittal of copyrighted software.

(L) Using the Service to collect, or attempt to collect, personal information about third parties without their knowledge or consent.

(M) Using the Service to harm minors in anyway.

(N) Reselling the Service without ISP's authorization.

### 3. REVISIONS BY ISP OF THIS AUP

ISP reserves the right to revise, amend, or modify this AUP, our Internet Service Agreement and our other policies at any time and in any manner. Any revision, amendment, or modification will be posted in accordance with the terms of the Internet Service Agreement.

Entouch is operating within the guidelines of all other Internet carriers as it relates to Acceptable Use Policy.

Sincerely,

Jackqueline Stevens

cc: (b) (6)



RE: Ticket 1383705

We are enTouch Wireless ([www.entouchwireless.com](http://www.entouchwireless.com)) a ETC providing lifeline service in multiple states. We do not provide internet or cable service.

We believe this customer is dealing with a company in Texas, [www.entouch.net](http://www.entouch.net) . We have no affiliation with this company.

Please remove this and all other complaints related to the enTouch cable company from the enTouch Wireless profile. Thank you.

February 27, 2017

United States Government  
Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> Street, SW 4-C763  
Washington, DC 20554

Re: Complaint Number 1383705  
(b) (6)

Dear Sir:

Thank you for this opportunity to respond to (b) (6) complaint. This is in response to (b) (6) rebuttal.

I have attached a copy of the history of alerts that were sent to (b) (6) from November 2016 – February 2017. Alerts were sent to (b) (6) starting at 50% up to 100% threshold. At each level of AUP Enforcement Notification – Forced Redirect, the system will not proceed until notification is accepted. Any user utilizing the internet will receive the alert and has the ability to accept the alert notification.

November 2016 – 2 notifications were sent  
December 2016 – 4 notifications were sent  
January 2017 – 4 notifications were sent  
February 2017 – 1 notification was sent (as of February 17)

I have also attached a signed copy by (b) (6), of the Equipment Agreement for internet usage, where it states – Customer agrees to abide by the terms of En-Touch Online General Terms of Service, Acceptable Use Policy and Privacy Policy. Complete copies may be obtained on the World Wide Web at [www.entouch.net](http://www.entouch.net), or write to En-Touch Online, 11011 Richmond, Suite 400, Houston, TX 77042. This document was signed and accepted by Mr. Shook on October 26, 2016.

Entouch is operating within the guidelines of all other Internet carriers as it relates to Acceptable Use Policy.

Sincerely,

Jackqueline Stevens  
Call Center Director

cc: (b) (6)  
Richmond, Texas 77406



P.O. Box 3190  
Chandler, AZ 85244

January 12, 2017

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

**Re: Name and address:**

(b) (6)

Fort Collins CO 80526  
**Serve ticket#:** 1389050  
**Serve date:** 01/11/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In his complaint, (b) (6) expresses concerns about our sponsored data plan. We appreciate the opportunity to respond to his concerns.

Verizon has been and remains committed to an open Internet that provides consumers with competitive choices and access to lawful websites and content when, where, and how they want. Our introduction of FreeBee does not change that commitment, but instead provides exciting new benefits to consumers and to interested sponsors.

FreeBee benefits consumers by allowing them to stream or download sponsored content without charge on their mobile devices over America's largest and most reliable 4G LTE network. Verizon's sponsored data service also benefits participating sponsors by allowing interested content providers to sponsor access to some or all of their content for Verizon's post-paid customers (via Verizon's FreeBee Data 360), or to sponsor specific content on a pay-per-click basis (via Verizon's FreeBee Data). Both services will be open to online content providers - large and small - on a non-discriminatory and strictly voluntary basis.

The idea behind FreeBee is a familiar one. For example, when consumers made long distance calls on landline phones, they paid a toll to reach their destination. But some merchants and businesses offered "toll-free" 800 numbers to encourage consumers to call - to boost sales or simply to make it easier for consumers to contact them. FreeBee is based on the same idea. With FreeBee, Verizon mobile broadband subscribers can continue to access all content and sites that are available online, but now with more options to watch, stream, and download content free of charge. FreeBee does not block, throttle, or prioritize Internet content, or otherwise interfere with our customers' ability to access and use all content on the Internet.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (6) have any questions or concerns, I may be reached at 916-589-7136 between 7:30 AM - 4:00 PM PST, Monday - Friday or Customer Service at 1-800-922-0204.

Sincerely,

Ana D.  
Executive Relations

cc: (b) (6)



January 19, 2017

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

(b) (6)  
Everett, WA 98203

Complaint No.: 1389165  
Received: January 10, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) advises that she had a \$14.99 grandfathered plan for 1 Mbps Broadband.
- (b) (6) advised that she was offered a faster speed for a higher price but that Frontier was not able to deliver the faster speeds and she lost access to her grandfathered plan.
- 

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

- Frontier reviewed (b) (6) account and advise that (b) (6) was paying a grandfathered price of \$17.99 for Broadband Lite until June, 2016.
- Frontier advises that the Internet service speed was changed to a faster speed in August, 2015; however, Frontier was unable to provide the faster speed. The speed was downgraded to the Broadband Lite again, but because (b) (6) had a grandfathered plan, the price changed. Frontier honored the \$17.99 price until November, 2016.
- Frontier credited the difference between the new price and the price (b) (6) had on the account before the speed was change until November, 2016.
- Frontier has credited all the late fees from August, 2015 to November, 2016 and a reconnection charge, in addition to issuing courtesy credits totaling \$135.00.
- Frontier spoke to (b) (6) on January 18, 2017 and advised that her that the price for Broadband Lite is \$19.99 for 12 months and offered a payment arrangement for the balance that's due.

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,

Angela Vargas  
844-320-4445, Ext# 111-1271

cc: (b) (6)



DISH Network L.L.C.  
P.O. Box 9040 Littleton, CO 80160

January 13, 2017

(b) (6)

Lubbock, TX 79407

**Re: FCC Complaint # 1391294  
3569562**

Dear (b) (6)

On January 12, 2017, we received your correspondence, dated January 11, 2017, filed with the Federal Communications Commission.

You maintain someone is hacking your phone, TV and internet services.

When we spoke today, I advised you that I was unable to locate your DISH Network account with the information you provided in your correspondence. You informed me the account was under (b) (6) (b) (6) name at your same address. During our conversation, you also advised me that I have the wrong number and to not call again.

If there are further questions or concerns about this issue, please feel free to contact me at (720) 514-7082.

Sincerely,

Christina Atencio  
Dispute Resolution Specialist  
Executive Escalations Team  
DISH Network, L.L.C.  
Phone Hours: Monday – Friday, 6:00 am to 2:30 pm MST  
(720) 514-7082

cc: Federal Communications Commission  
1270 Fairfield Road  
Gettysburg, PA 17325-7245

David Laslo

February 6, 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)  
Suisun City, CA 94585

FCC IC File Number: 1392931  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: January 17, 2017

To the Commission:

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

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.<sup>1</sup> 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.<sup>2</sup> 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.

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

---

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

<sup>2</sup> [www.adr.org](http://www.adr.org)

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 he can contact the Customer Security Assurance team with further questions or concerns.

Sincerely,

Customer Security Assurance  
720-616-7739

cc: (b) (6)



February 8, 2017

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. 1394118

Dear Ms. Bowers:

Thank you for bringing (b) (6) complaint to our attention.

The Customer Agreement, signed by (b) (6) on May 2, 2016, advises that ViaSat waives the standard service call fee for the first 90 days of service. After this timeframe has expired, customers are required to pay a standard service call fee of \$95.00. Customers who opt into ViaSat's EasyCare program at \$5.99 a month are not charged for required service calls. They also receive one complimentary dish relocation per year (normally \$200.00), and are provided with priority access to ViaSat's 24-hour Customer Service department.

Due to the nature of satellite-based internet service, there are many variables that can affect speeds, including weather at ViaSat's facilities or at the customer's home, network congestion, a misconfigured home network or outdated computer equipment and software. Because of these many variables, ViaSat cannot guarantee any particular speed. ViaSat discloses at the point of sale and in its Customer Agreement that speeds may vary and are not guaranteed. ViaSat also does not guarantee that the service will be uninterrupted or error-free. Service may be interrupted from time to time for various reasons, including inclement weather at a customer's home or their service gateway.

Our records show that (b) (6) contacted ViaSat on May 20, 2016 because he was experiencing a speed issue, but the call dropped while he was being guided through troubleshooting. (b) (6) called back the same day to advise rebooting his equipment had resolved his concern.

ViaSat received another call from (b) (6) on June 11, 2016, once again in regards to his speed of service. At this time, the ViaSat representative guided him through troubleshooting, but was unable to increase his speeds. Per ViaSat's troubleshooting process, (b) (6) call was transferred to ViaSat's Technical Escalations Department for additional troubleshooting. During this second conversation, it was determined that (b) (6) speed issues were directly related to network congestion. When this was explained to (b) (6) he requested to speak to a supervisor, and his call was transferred accordingly.

During the conversation with the ViaSat supervisor, (b) (6) requested three months of service for free for his speed concerns. This request was denied by the supervisor; however, (b) (6) was offered a credit of \$25.00 as a gesture of goodwill, which he accepted. It was also explained to (b) (6) at this time that ViaSat did not guarantee the speed of service, as stated above.

ViaSat did not hear back from (b) (6) until September 13, 2016. During this conversation, (b) (6) advised that he was experiencing slow speeds and had already performed troubleshooting. At this time, (b) (6) was offered a free service call, which he accepted. Our records indicate the third-party dealer (b) (6) ordered service through went out to his home on September 22, 2016, but was unable to find a problem with the system.



HIGH-SPEED SATELLITE INTERNET SERVICES FROM VIASAT



On September 27, 2016, a Field Service Technician (FST) went out to (b) (6) home to perform a quality audit check on the installation. During this audit, it was determined that (b) (6) installation was not grounded. The FST advised (b) (6) that they would reach out to his dealer, but that (b) (6) would need to call ViaSat to order a service call so the installation could be corrected.

ViaSat did not receive any contact from (b) (6) regarding this audit or request for a service call, and did not have any further interaction with (b) (6) until January 12, 2017. At this time, (b) (6) advised that he was experiencing connectivity issues, at which time he was offered a service call. When (b) (6) declined the service call due to the \$95.00 standard service call fee, the ViaSat representative informed him of EasyCare. (b) (6) declined the EasyCare offer as well, and requested to speak to a supervisor.

During the conversation with the supervisor (b) (6) was informed of the above options, but once again declined both and advised that he would call back to disconnect his account. Currently, (b) (6) account is still active.

As resolution to this complaint, ViaSat will agree to provide (b) (6) with a free service call as a one-time courtesy so a technician can review his installation.

If he chooses to disconnect service, ViaSat does not agree to waive (b) (6) early termination fees in full; however, ViaSat will agree to waive half of (b) (6) early termination fees. ViaSat will also issue (b) (6) prorated refund of \$200.09 for the lifetime lease fee he opted into at the point of sale.

(b) (6) may contact ViaSat's 24-hour Customer Service Department at 1-855-463-9333 in reference to ticket no. 21216151 to order the free service call or move forward with the disconnection of his service.

Thank you for the opportunity to respond.

Sincerely,

ViaSat Satellite Service  
Consumer Affairs Department

Cc: (b) (6)



HIGH-SPEED SATELLITE INTERNET SERVICES FROM VIASAT



February 6, 2017

(b) (6)  
(b) (6)  
Escondido, California 92027

Re: (b) (6)  
FCC File#: 1395501  
Response Due Date: February 12, 2017

Dear (b) (6),

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

According to our records on August 10, 2016 a technician responded to a trouble call about intermittent internet connectivity and intermittent dial tone. The technician determined that the problem was with old wiring at your apartment complex. At that time, the technician added the Cox Service Protection Plan to your account so that you could avoid paying the \$75.00 service fee. Cox apologizes that this was done without your permission. It is not our practice to add services without the customer's permission. Additional coaching will be provided to the technician who handled your service call. A Cox representative offered you a \$14.00 credit to cover 2 months of the Cox Service Protection Plan as long as you would consider it a resolution. However you declined the offer. On January 10, 2017 the Cox Service Protection Plan was removed from your account and a credit of \$37.32 was applied to your account.

RESPONDING ON BEHALF of Cox California Telcom, LLC and Cox Communications California, LLC

A handwritten signature in black ink, appearing to read "D. Garrett", written in a cursive style.

Douglas Garrett  
Executive Director - Regulatory Affairs

cc: Federal Communications Commission via Zendesk



February 15, 2017

(b) (6)

Escondido, California 92027

Re:

(b) (6)

FCC File#: 1395501

Response Due Date: February 24, 2017

Dear

(b) (6),

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

According to our records on January 21, 2016 a 24-month promotional discount was added to your account. This promotion has a \$30.00 rate increase in months 13 thru 24 which is why your monthly rate increased. You are currently receiving \$72.97 off your monthly rate for your Cox services. Your promotion will expire on January 20, 2018.

RESPONDING ON BEHALF of Cox California Telecom, LLC and Cox Communications California, LLC

A handwritten signature in black ink, appearing to read "D. Garrett", written in a cursive style.

Douglas Garrett  
Executive Director - Regulatory Affairs

cc: Federal Communications Commission via Zendesk



February 13, 2017

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

Re: (b) (6)  
(b) (6)  
Nashville, TN 37211

FCC IC File Number: 1399283  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: January 17, 2017

Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Federal Communications Commission by (b) (6) regarding his claim of unauthorized changes on his XFINITY account.

On January 31, 2017, I contacted (b) (6) to discuss his concerns and review his account. On December 31, 2016, a service call was scheduled and the technician replaced drop connections. On January 17, 2017, a service call was scheduled during which time the technician reconfigured a splitter. On January 26, 2017, additional customer owned modems that were causing provisioning problems were removed from the account. A follow-up service call to address the remaining service issue was refused. However, (b) (6) contacted our office on February 10, 2017 and a service call was scheduled for February 12, 2017. Our technician made a referral to our maintenance team to check the outside wiring. We will continue to work with (b) (6) until his issue is resolved. A credit totaling \$25.00 was applied to the account on January 16, 2017 for loss of service. The credits appear on the billing statement dated January 27, 2017.

On December 1, 2016, (b) (6) contacted customer service via an online chat and agreed to upgrade to the Internet Plus bundle at a 12 month promotional rate. Due to an error, the upgrade was canceled on December 6, 2016 and no changes were made to the account. I offered to place (b) (6) on the Internet Plus promotion as promised, however, (b) (6).

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,

Benjamin S  
Executive Customer Relations  
(615) 750-8940

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: 1/31/2017

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

Complainant's Name: (b) (6)  
File No.: 1403232  
Response Type: Internet  
Service Date: 1/24/2017

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**INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding Internet and data usage concerns. AT&T records confirmed (b) (6) was authorized on the information provided.

On 01/25/2017, AT&T contacted (b) (6) via voicemail and email to acknowledge receipt of his complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that (b) (6) currently has DSL Internet service and AT&T Internet (U-verse) is also available at his location. AT&T sent (b) (6) the DSL Internet Terms of Service (TOS) and advised that the date cap policy has been in effect since 05/2011. AT&T advised (b) (6) that there is not a trial option for AT&T Internet (U-verse) and if he disconnects his DSL Internet, he would not be able to order it again. AT&T advised (b) (6) of the findings on 01/27/2017.

(b) (6) issues have been addressed and AT&T provided contact information should he 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 Veronica Watts at vw7892@att.com or (317) 265-7110.

---

Sincerely,

Veronica Watts

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

cc: (b) (6)



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

February 9, 2017

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

Re: FCC IC 1410284  
Complaint of (b) (6)  
Notice of Informal Complaint dated January 25, 2017

Dear Ms. Bowers:

Sprint is in receipt of the complaint referenced above, filed by (b) (6) regarding our Virgin Mobile USA (VMU) product. This complaint was served on Sprint on January 25, 2017. According to the information provided, (b) (6) indicated he is having issues with his device and believes it is being accessed by means beyond his control. He also indicated that the keypad types full words on its own and volume and music selection operates by itself periodically. In addition, the battery indicator displays incorrect information.

During our initial conversation with (b) (6) on January 27, 2017, he agreed to work with our Advanced Technical Support team in order to receive assistance with his device concerns. Our records reflect that our Advanced Technical Support team spoke with (b) (6) on January 27, 2017, and asked that (b) (6) provide an alternate number so that troubleshooting could be performed on his device. (b) (6) advised that he would call our office back to provide an alternate contact number.

After not receiving a return call from (b) (6) we attempted to reach him. Unfortunately, our follow-up attempts on January 30 and 31, 2017, and February 1 and 3, 2017, at the telephone number and e-mail address provided in his inquiry were unsuccessful. We invite (b) (6) to contact our office for further assistance with these matters.

We regret any inconvenience these matters may have caused (b) (6). If we can be of further assistance with these issues, (b) (6) can contact me by calling our Executive & Regulatory Services department toll-free at 1-855-848-3280, ext. 1368. I am available Monday through Friday between 7:30 a.m. and 3:30 p.m., Central Time.

Sincerely,

*Veronica B.*

Executive Service Analyst

c: (b) (6)  
(b) (6)  
(b) (6)  
Elizabeth, NY 07201



February 24, 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) (6)  
FCC Serve Ticket Number: 1414855

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 are continuing to integrate their systems, and we are gradually rolling out new packages and pricing to our customers throughout our service area. TWC customers have kept their same services and pricing they had before the transaction was completed. When new packages are introduced in a market, customers have the option of keeping their current package or migrating to a new package. A representative contacted (b) (6) on January 25<sup>th</sup> and advised him that new packages have not been introduced in his market.

In his follow-up comments to this ticket, (b) (6) stated that the representative with whom he spoke was unable to explain the difference between TWC and Spectrum. TWC is now part of Charter, and the brand name being used by Charter for our services is Spectrum. Feedback was submitted to the agent’s supervisor for coaching and retraining. (b) (6) should 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/  
Jaime Boggio  
Paralegal, Regulatory Compliance

cc: (b) (6)  
(b) (6)  
Terre Haute IN 47802



February 22, 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: (b) (6)  
FCC Serve Ticket Number: 1411767  
Date Served from FCC: 01/23/17

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.

On January 24, 2017, (b) (6) was denied credit for the overage on his cell phone data plan. (b) (6) subscribed to Charter’s wired Internet service which does not connect wirelessly to his cell phone. (b) (6)

(b) (6) was also advised that in order to restore service, he would need to return outstanding equipment on his account and make payment of the outstanding balance. (b) (6) would also need to prepay the first month’s service at the time of installation.

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

Regards

David Oldani  
Regulatory Specialist

cc: (b) (6)  
(b) (6)  
Fort Worth, Texas 76135



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

February 20, 2017

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

**RE:** (b) (6)  
Cranford NJ 07016  
Telephone: 908-272-1711  
**Serve Ticket #:** 1423589  
**Serve Date:** January 30, 2017

Dear FCC,

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) expressed concern about her negotiated monthly bill amount and customer service experience.

Please be advised, we spoke with (b) (6) on February 3, 2017 and explained we will honor the \$140 monthly rate. We sent a technician to her home on February 9, 2017 that installed her new router. We sent a confirmation email correcting the charges on her previous bills and provided expectations for her bills going forward.

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,

Charles Tynes  
Verizon Executive Relations Team  
301-679-2543

cc: (b) (6)



March 2, 2017

**VIA ELECTRONIC RESPONSE - CONFIDENTIAL**

Ms. Sharon Bowers  
Consumer Inquiries and Complaints Division  
Federal Communications Commission  
445 12th Street, SW, 4-C763  
Washington, DC 20554

**Re: Informal Complaint of (b) (6) - 1427476**

Dear Ms. Bowers:

I am writing to respond to the complaint from (b) (6) forwarded to AOL Inc. ("AOL") by your office. (b) (6) states that obscene language appears in the comments section while he is viewing AOL news updates.

(b) (6) can report inappropriate comments by selecting "report" or "notify AOL" to the right of the comment. A representative of our office attempted to contact (b) (6) on three occasions to discuss his complaint; however we were unable to reach him. We ask that (b) (6) contact Karen Flemming at 703.265.8978 should he require further assistance.

If you have any questions, please do not hesitate to contact me. Thank you for your consideration.

Sincerely,



Jill Samuels

JS: KCF

AOL Inc.  
22000 AOL Way  
Dulles, VA 20166

Jill Samuels  
Assistant General Counsel  
703.265.1049  
Jill.Samuels@teamaol.com

March 8, 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)  
[REDACTED]  
Fox River Grove, IL 60021

FCC IC File Number: 1451834  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: February 14, 2017

To the Commission:

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

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.

Effective August 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) (6) [REDACTED] 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.<sup>1</sup> 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 and a reminder email was sent on the day of launch. 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:

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

<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.

Implementation of the data usage plan in (b) (6) area is permitted under Comcast's Agreement for Residential Services, and does not extinguish (b) (6) obligations under his fixed-term contract for XFINITY services.

On February 14, 2017, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

On February 17, 2017, a Comcast Executive Customer Relations representative contacted (b) (6) to discuss his billing concerns and apologize for any inconvenience and frustration he may have experienced while attempting to resolve this matter. The representative advised (b) (6) an early termination fee will generate if the services are cancelled prior to the contract end date.

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).

Sincerely,

Customer Security Assurance  
720-616-7739

cc: (b) (6)

---

<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: 2/20/2017

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

Complainant's Name: (b) (6)  
File No.: 1457384  
Response Type: Internet  
Service Date: 2/17/2017

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**INVESTIGATION SUMMARY:**

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of (b) (6) regarding concerns with a virus on her computer. AT&T records confirmed (b) (6) was authorized on the account information provided.

On 02/17/2017, AT&T contacted (b) (6) via voicemail and email to acknowledge receipt of her complaint and to confirm any additional details pertaining to her issue.

AT&T investigated and determined that the antivirus protection software is free. Per the AT&T Terms of Service, AT&T is not responsible for the virus on (b) (6) computer. (b) (6) is responsible for any repairs to her computer caused by the virus. On 02/17/2017, AT&T left a message for (b) (6) and sent her an email with the findings.

(b) (6) issues have been addressed and AT&T provided contact information should she 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 Linda Dixon at ld3232@att.com or 678-917-1136.

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Sincerely,

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

cc: (b) (6)



March 9, 2017

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

(b) (6)  
Moreno Valley, CA 92553

Complaint No.: 1471916  
Received: February 23, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) advises he has billing discrepancies, was quoted a \$200.00 Amazon gift card and does not want to be on any kind of term plan.

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

- Frontier reviewed (b) (6) account and advises that (b) (6) was quoted \$34.99 for Internet service as a bundle with telephone service. (b) (6) was quoted a \$50.00 Amazon gift card that does require a commitment; however, this information was not disclosed. (b) (6) chose to remove the gift card.
- Frontier advises that (b) (6) was charged a router fee but is using his own router which he had with Verizon. Frontier has removed this charge.
- Frontier advises that (b) (6) agreed to keep Frontier Secure and Simply FIOS 50/50 for \$49.98 plus taxes and surcharges.
- Frontier issued a total credit of \$46.35 for the misquoted price, plus the charge for the router, and incorrect proration.

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,

Gabriela Cobb  
877-433-3806, Ext# 2611

cc: (b) (6)



March 6, 2017

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

(b) (6)  
Kiel, WI 53042

Complaint No.: 1472859  
Received: February 24, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) advises that she has been having constant outages with Frontier's service.

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

- Upon investigation, Frontier advises that a technician was dispatched to (b) (6) location on March 3, 2017. The technician restored consistent internet service.
- Frontier spoke with (b) (6), on March 6, 2017, and she advised that services were working well.

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,

Elizabeth Golightly  
844/320-4445 ext 1111119

cc: (b) (6)



VIA Zendesk

March 29, 2017

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

Re: Suddenlink Communications ("Suddenlink")  
Complaint number: 1474061  
Complainant: (b) (6)

Dear Sir or Madam:

We are in receipt of informal complaint number 1474061 ("Complaint") regarding the resale of Suddenlink's optical high speed data service and relocating the service to the customer's new Camp Verde location.

Suddenlink's investigation into the matter determined that on February 2, 2016, a 1-Gig point-to-point fiber circuit was installed from Lake Havasu, AZ to the data center in Phoenix, AZ.

On May 17, 2016, the account manager notified the customer they were in violation of the Suddenlink's Commercial Service Agreement ("CSA") because they were reselling service within Suddenlink's footprint. The CSA and Suddenlink's Acceptable Use Policy ("AUP") prohibits the resale of service via the circuit.

In December of 2016, Suddenlink was contacted by (b) (6) asking to move the circuit from Lake Havasu to Camp Verde. (b) (6) was informed that the cost associated with the relocation would be \$142,000 for construction and equipment and the monthly charge would increase. (b) (6) did not agree with the pricing and chose not to move the circuit. Suddenlink continues to honor the CSA and is charging Customer accordingly.

Please note, Suddenlink did not launch its 1-Gig service to put the customer out of business, rather, the 1-Gig service was a result of a company-wide plan announced in 2014 to upgrade to its plant and increase speeds across many markets.

Please feel free to contact me if you have any questions regarding Suddenlink's response.

Sincerely,

A handwritten signature in blue ink that reads "Laszlo Lerant".

Laszlo Lerant  
Paralegal

cc: (b) (6)

March 29, 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)  
Saratoga Springs, UT 84045

FCC IC File Number: 1475048  
Response Type: NOIC-Notice of Informal Complaint  
Date of Notice: March 1, 2017

To the Commission:

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

As (b) (6) correctly notes, 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) (6) area. Our typical XFINITY Internet customer uses only 88 GB or approximately 9 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.<sup>1</sup> If the threshold is exceeded a third time, no further courtesy months will be provided. 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:

- 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.

(b) (6) expresses concern about Comcast's alleged failure to block traffic from Chinese IP addresses. It is not generally possible for ISPs such as Comcast to determine whether routine Internet traffic from IP addresses, even those originating abroad, are common communications such as a port scan of some type (which represents minimal traffic volume), or some form of attack traffic. Pursuant to Comcast's

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

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

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

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>4</sup>

On March 7, 2017, a Comcast Customer Security Assurance technician contacted (b) (6) to address his concerns and provided the above information. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

On March 11, 2017, Comcast personnel contacted (b) (6) to address his service concerns and provided him with service and cancellation options. (b) (6) opted to continue his Internet service.

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)

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<sup>4</sup> <http://www.comcast.com/Corporate/Customers/Policies/SubscriberAgreement.html>