



November 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) (b) (6)
(b) (6) (b) (6) (b) (6)
Bethlehem, GA 30620

FCC IC File Number:	1282422
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	October 24, 2016

Dear Sir/Madam:

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

I attempted to contact (b) (6) (b) (6) several times to discuss all concerns. Unfortunately, my attempts were unsuccessful. In order to resolve this matter, contact with (b) (6) (b) (6) is necessary to schedule a service call.

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

Sincerely,

Matthew W.
Executive Customer Relations
256-922-6519

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



November 23, 2016

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

(b) (6)
(b) (6) (b) (6)
(b) (6)
Jackson, MI 49201

Complaint No.: 1233033
Received: October 7, 2016

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

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) (b) (6) advises that Frontier Wi-Fi is slow and her bill has gone up without explanation.

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

- Frontier advises that due to a surplus of WiFi traffic in her home or immediate area, WiFi network congestion could be affecting the Internet service speeds.
- Frontier advises that (b) (6) (b) (6) bill has remained the same throughout all of 2016.
- Frontier attempted to reach (b) (6) (b) (6) to discuss (b) (6) concerns but was unsuccessful. No message could be left because (b) (6) voicemail is not set up yet.

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

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

Sincerely,

David Neal
877-433-3806, Ext. 4391

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

CC: (b) (b) (6)

November 17, 2016

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

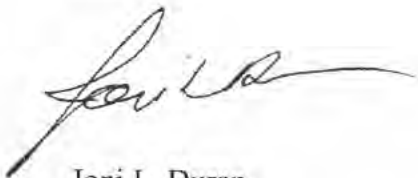
Re: (b) (6) - IC# 1283439
Notice of Informal Complaint Service Date 10/24/2016

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6)

CenturyLink records indicate that it previously received and investigated this dispute in response to a complaint filed with the Washington Attorney General's Office. A file copy of CenturyLink's response to (b) (6) complaint on October 21, 2016, is included for your convenience. CenturyLink reviewed both complaints and the October response. Since (b) (6) offers no additional information, CenturyLink stands by its original response.

Sincerely,



Joni L. Duran

Enclosures: (1)

cc (b) (6)

930 15th St, 11th Flr
Denver, CO 80202

844 840-3532
800-366-2382 fax
www.centurylink.com

ATTORNEY GENERAL OF WASHINGTON RESPONSE



From: Avila, Brian
Sent: Friday, October 21, 2016 1:19 PM
To: 'crrcomplaints@atg.wa.gov'
Subject: RE: 492640 : A notice from the Washington State Attorney General's Office

October 21st, 2016

Serina Clark, Consumer Representative
Seattle, Washington

Re: (b) (6)
File: 492640

Dear Ms. Clark,
This is in response to the complaint filed by (b) (6)

I do apologize for any concerns or inconvenience that our customer has experienced, and I also appreciate the opportunity given to resolve this issue for our customer.

One of our technical support specialists reviewed (b) (6) internet line for issues. I was advised that no issues were found, and the customer's speed has been fully operational. At times, the customer has received faster than the 1.5Mbps download speed they currently subscribes to. If it would be helpful to the customer to have a consistently faster download speed than 1.5Mbps, I would recommend the customer upgrade their speed to something that would fit their needs.

I trust this provides the necessary information to close this complaint as it pertains to CenturyLink. If you have any additional questions, and/or need additional information, please let me know.

Thank you,

Brian Avila
Centurylink Customer Advocacy
Consumer/Small Business Sales and Care
999 Main St
Boise, Idaho 83702
Desk (208) 384-2102
Brian.Avila@CenturyLink.com



November 10, 2016

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

Re: (b) (b) (6)
(b) (b) (6)
Capitol Heights, MD 20743

FCC IC File Number:	1283608
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	October 25, 2016

Dear Sir/Madam:

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

On October 29, 2016, a service call was scheduled during which time the technician diagnosed and corrected the internet service issue and replaced the outside aerial cable line. On November 1, 2016, I contacted (b) (b) (6) an authorized user on the account for (b) (6) (b) (6) and verified that services are working correctly.

Additionally, a credit of \$175.28 was applied to the account on October 26, 2016 for the loss of service experienced. This credit was printed on the billing statement dated November 1, 2016. An additional credit of \$67.10 total was applied to the account on November 8, 2016 for the recent service call fee of \$40.00, the reactivation fees of \$18.00 and \$9.10 for a portion of the late fee. These credits will appear on the billing statement dated December 1, 2016. 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) (b) (6) should there be additional questions or concerns.

Sincerely,

Colleen Blume
Executive Customer Relations
410-931-5235

cc: (b) (b) (6)



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

(b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Elk Grove, Ca 95624

Complaint No.: 1319820
Received: Nov 18, 2016

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) (b) (6) advises (b) (6) Frontier Internet service is slow due to using many different devices in their home.

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

- Upon investigation, Frontier suggested (b) (6) (b) (6) add a second Internet account in their home.
- Frontier dispatched a technician on December 9, 2016 to install the second Internet connection.
- Frontier spoke with (b) (6) (b) (6) on December 12, 2016 who confirmed both (b) (6) Internet services are working fine.

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

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

Sincerely,

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

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



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

December 1, 2016

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

Re: FCC IC 1320041
Complaint of (b) (b)
Notice of Informal Complaint dated November 18, 2016

Dear Ms. Bowers:

Sprint is in receipt of the above-referenced inquiry of (b) (b) (b) regarding our Boost Mobile product. This complaint was served to Sprint on November 18, 2016. In his inquiry, (b) (b) stated that (b) has recently been experiencing degraded data speeds even though (b) is in the (b) service area according to our Boost Mobile website. He further stated that (b) has updated his PRL and factory reset (b) device; however, (b) continues to have the same issues. As a result, (b) requested a refund in the (a) amount of \$349 for the cost of his device.

Our records reflect that the service address provided by (b) (b) is within our LTE coverage area. While we regret any possible difficulties (b) (b) may have encountered while attempting to use (b) Boost Mobile service, it is important to note that we are unable to guarantee coverage at any location at all times. In addition, (b) (b) activated his device on his Boost Mobile account on July 30, 2016; therefore, (b) has exceeded the allotted 14 day timeframe to return his device. As such, we must respectfully decline (b) refund request.

Unfortunately, our attempts to contact (b) (b) on several occasions to discuss (b) concerns in detail have been unsuccessful. However, we will need to speak with (b) (b) directly in order to troubleshoot (b) device.

On behalf of Sprint, I apologize for any inconvenience (b) (b) may have experienced as a result of this concern. If (b) (b) has questions regarding this issue, (b) may contact me by calling the Sprint Executive & Regulatory Services department toll-free at 1-855-848-3280, ext. 3687. I am available Monday through Friday from 8 a.m. to 3:30 p.m., Central Time.

Sincerely,

Kendra Odom

Kendra Odom
Executive Services Analyst

2230995

c: (b) (b) (b)
(b) (b) (b) (b) (b) (b)
Grover Beach, CA 93433



P.O. Box 601119
Dallas, TX 75360-1119
1 (888) 863-8768

December 12, 2016

Federal Communications Commission
Consumer Inquiries and Complaints Division
445 12th Street, SW 5-A847
Washington, D. C. 20554

Re: Complaint filed with FCC by: (b) (6) (b) (6)
IC Number: 1320120

MetroPCS Wireless, Inc. ("MetroPCS" or "Company")¹ was notified by the Federal Communications Commission by Official Notice of Informal Complaint (Response Due Date: December 18, 2016), that the above-named customer has filed a complaint.

In response, the Company offers the following information.

MetroPCS does not engage in deceptive behavior with its customers. Because MetroPCS offers monthly pay-in-advance services of a generally unlimited nature without any annual contract or termination fees of any kind, customers are free to choose another service provider at any time, without fear of penalties.

A review of the account indicates that (b) (6) (b) (6) has been a MetroPCS customer since he opened his account number ending in (b) (6) on November 9, 2015 with (b) (6) cellular number ending in (b) (6). Currently, (b) (6) (b) (6) participates in the Android BYOP (Bring Your Own Android Phone) program, using (b) (6) own Android handset and subscribes to the \$60.00 Unlimited Text and Data plan that offers at up to 4G LTE data speeds on Smart Phones, and 8GB of Mobile Hotspot data. Full speeds apply to 8GB of hotspot data per payment cycle, then speeds are slowed for remainder of payment cycle. The account charge of \$60.00 is due on or prior to the 19th of each month.

The MetroPCS SIM Card Terms and Conditions found at www.metropcs.com, state:

MetroPCS - SIM Card Terms & Conditions

Device Unlocking: Nationwide MetroPCS service is with any unlocked compatible GSM phone. If your current GSM phone is from another carrier, you may need to contact them to have it unlocked. **Not all Android phones and iPhones compatible.** Use may affect your rights and obligations. Check your device warranty and any contract you may have with your current wireless carrier to see what conditions apply to unlocking your device.

¹ As of May 1, 2013, MetroPCS Wireless, Inc. was combined with T-Mobile USA, Inc., a wholly owned subsidiary of T-Mobile US, Inc. MetroPCS services will continue to be offered to customers under the MetroPCS brand, but as part of T-Mobile US, Inc., providing deeper services to its customers.

MetroPCS is not affiliated with and does not endorse releasemycode.com; use it at your own risk. General Terms: Coverage and services not available everywhere. Sales tax not included. Not active until scanned at register. Additional airtime purchase is required to start using service. Device and screen images simulated. Monthly plans provide wireless service and speeds vary per device. MetroPCS 4G coverage and service not available everywhere; see coverage details at metropcs.com. Nationwide long distance only in continental U.S. and Puerto Rico. MetroPCS services for personal use only. Coverage: Maps approximate anticipated coverage outdoors, which may include limited or no-coverage areas, and do not guarantee service availability. Network Management: Service may be slowed, suspended, terminated, or restricted for misuse, abnormal use, interference with our network or ability to provide quality service to other users, or significant roaming. **Return Policy: No refund or return for SIM card purchased or related service. This return policy only applies to new SIM cards and related services purchased from MetroPCS, its authorized dealers and metropcs.com. Monthly service, application download fees, other fees and funds in MetroConnect accounts are non-refundable.** Purchases made at National Retail locations may be governed by National Retailer return policies. See metropcs.com for Terms and Conditions of Service. See associate, brochures and Terms and Conditions (including arbitration provision) at metropcs.com for rate plan options, coverage maps, charges for features and services, and restrictions and details. ©2013 T-Mobile USA, Inc. MetroPCS related brands and trademarks are the exclusive properties of T-Mobile USA, Inc. All other product and brand names are the properties of their respective owners. (*emphasis added*)

Equipment.

You may buy a wireless device to use on our Service from us or someone else, but it must, as solely determined by us, comply with Federal Communications Commission regulations, be certified for use on our network, and be compatible with, and not potentially harm, our Service or our network. Our Services will only work with wireless devices compatible with our network and not all services are available with all wireless devices or on all networks. Please be aware that we may change your wireless device's software, applications or programming remotely, without notice. This could affect your stored data, or how you have programmed or use your wireless device. A MetroPCS wireless device is designed to be used only with our service and on our network. Please note that your wireless device may not work with another wireless network, or the other wireless carrier may not accept your wireless device on its network. If your wireless device was purchased from MetroPCS or an authorized MetroPCS dealer, the wireless device has a software programming lock that will prevent the wireless device from operating with other compatible wireless telephone carriers' services. Please contact MetroPCS at 1-888-8metro8 for information regarding our software programming lock. Some features will be available only on wireless devices purchased from us. Your wireless device may contain sensitive or personal information. MetroPCS is not responsible for any information on your wireless device, including sensitive or personal information. If possible, you should remove or otherwise safeguard any sensitive or personal information when your wireless device is out of your possession or control, including, but not limited to, relinquishing, exchanging, returning or recycling your wireless device. By submitting your wireless device to us, you agree that our employees, contractors or vendors may access all of the information on your wireless device.

Below is the line- up of available rate plans, also found on www.metropcs.com, that includes Mr. Anderson's current monthly service plan details.



FIRST 1GB OF DATA AT UP TO 4G LTE SPEEDS!

On all plans, during congestion the top 3% of data users (>28GB/mo.) may notice reduced speeds until next payment cycle.



MUSIC UNLIMITED™

Stream music all day long without using up 4G LTE high-speed data.

ALL PLANS INCLUDE

- ✓ Unlimited, Data, Talk & Text
- ✓ No annual contracts
- ✓ Taxes and regulatory fees included
- ✓ Nationwide 4G LTE T-Mobile network**
- ✓ 4G LTE Mobile Hotspot*
- ✓ Music Unlimited™ on \$40 and higher rate plans
- ✓ Data Maximizer™
- ✓ Wi-Fi Calling
- ✓ Premium Directory Assistance
- ✓ Short codes and alerts
- ✓ Voicemail and Visual Voicemail
- ✓ Caller ID, Call Waiting, 3-Way Calling

[Read Full Terms & Conditions](#) ▲

*Requires capable device. Certain restrictions apply. For data capped plans, full available speed apply to monthly data allotment, then speeds slowed for remainder of payment cycle. For unlimited smartphone LTE data plan, full available speeds apply to 8 GB of hotspot data per payment cycle, then speeds slowed for remainder of payment cycle.

**During congestion, MetroPCS customers may notice reduced speeds vs. T-Mobile customers.

Data Calculator: Data usage varies by device, apps, available network speeds, and file sizes. Data usage calculations are estimates only; actual amount of data used may vary significantly. HD video streaming not included in estimates. Capable device required for LTE speeds. Unless otherwise specified, domestic only. Full speeds up to monthly allotment; then slowed for rest of billing cycle. Coverage not available in some areas. © 2015 T-Mobile USA, Inc.

Data Maximizer™: Video streaming at DVD quality (480+). May turn off feature at any time. 3x claim applies only to video streaming data. Depending on video service, not all streaming may be at a DVD quality even with Data Maximizer enabled.

Music Unlimited™: Licensed music streaming from included services does not count towards high speed data allotment on MetroPCS network. Song downloads and video and non-audio content excluded. Music streamed using Mobile Hotspot tethering may count toward high speed allotment. For included services, see www.metropcs.com/musicunlimited.

Abnormal Usage: Customers who use more than 25 GB of data in a payment cycle will have their data usage de-prioritized compared to other customers for that payment cycle at locations and times when competing network demands occur, resulting in relatively slower speeds. See www.metropcs.com/openinternet for details.

HOW MUCH DATA DO I NEED?

Data Calculator

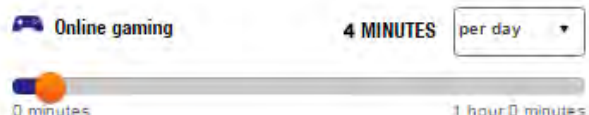
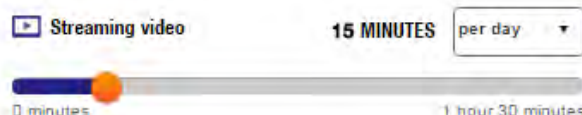
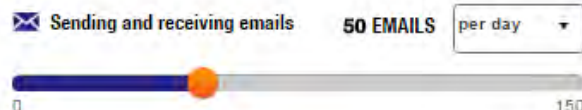
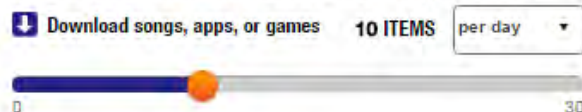
Recommended Data Plan



Estimate Your Usage

Stream music without using your 4G LTE data!

Includes Pandora, iHeartRadio, Apple Music, Rhapsody and more. With MetroPCS, streaming music with included services won't affect your total data consumption on our \$40, \$50, and \$60 rate plans. If you don't listen to music, a \$30 plan may work for you.



How is your usage calculated? ▲

To calculate your usage, these approximations were applied:

Activity	Approx. data usage	KEY
Posting photos and videos	819 KB each	1 MB = 1024 KB
Download songs, apps, or games	5 MB per item	1 GB = 1024 MB
Browsing the internet	942 KB per page	
Sending and receiving emails	249 KB per email	
Getting turn-by-turn directions	7 MB per trip	
Streaming video	8 MB per minute	
Online gaming	375 KB per minute	

MetroPCS clearly states the amount of data and tethering offered with each plan, including (b) (6) service plan.

For unlimited smartphone LTE data plan, full speeds apply to 8 GB of hotspot data per payment cycle, then speeds slowed for remainder of payment cycle. (b) (6) might want to activate the free Data Maximizer feature, which helps to maximize data.

Below is the data usage history on (b) (6) cellular number ending in (b) (6) from January 9, 2016 to November 19, 2016.

Payment Cycle	Data Usage
10/20/16 to 11/19/16	35.83 GB
09/20/16 to 10/19/16	37.56 GB
08/20/16 to 09/19/16	52.69 GB
07/20/16 to 08/19/16	49.28 GB
06/20/16 to 07/19/16	20.72 GB
05/20/16 to 06/19/16	40.37 GB
04/20/16 to 05/19/16	27.1 GB
04/09/16 to 05/08/16	34.54 GB
03/09/16 to 04/08/16	24.21 GB
01/09/16 to 02/08/16	15.47 GB

The MetroPCS Terms and Conditions of Service, agreed to by customers upon activation and subsequent payment and found at www.metropcs.com, state:

Nature of Services.

The Services are provided via Rate Plans under which, in certain circumstances, you do not pay metered "per minute" charges for service. In an effort to offer this Service on a reliable basis at a reasonable cost, MetroPCS may discontinue providing Service to you, change the services provided to you, change your Rate Plan, reduce the speed of any service provided, cap or restrict the amount of use of any service, change the services and features in your Rate Plan, discontinue your account, or discontinue or limit providing connections to particular telephone numbers, countries, destinations, providers, features,

services, or types of services used, requested or called by you or allowing the provision of certain services or services in certain areas, such as pursuant to roaming arrangements, at certain times, or at certain speeds that, in the sole judgment of MetroPCS, appear likely to generate abnormally high call volumes, abnormally long average call lengths, calls with abnormally high costs, abnormally high use, or other disproportionate use when compared to those of other customers of MetroPCS (as described below under "Your Use Of The Service"), numbers or types of services or which may be harmful, disruptive, or interfere with MetroPCS' system or services to other customers. You acknowledge and agree that the web and data Rate Plans provided by MetroPCS are designed to be, and shall only be used, predominately for HTML/WAP browsing and multimedia streaming services provided by MetroPCS, its affiliates, authorized suppliers and licensors, and not for off-portal multimedia streaming services. We may provide notice to you prior to taking any of the foregoing actions, but you acknowledge and agree that we are not required to provide notice and you agree that we may take any of the foregoing actions without providing notice you. By initiating service and placing calls or using any other service on the MetroPCS system, you acknowledge and agree to MetroPCS' ability to modify or terminate your Service under these circumstances.

*** Your Term of Service.**

You are a month-to-month customer. If you terminate your Service, your termination will be effective at the end of your current month of Service (unless you port-out your number), and you will remain responsible for all fees and Charges for your Service and usage through the end of that period. If we terminate your Service, we will determine the date of termination, and you will be responsible for all usage and Charges through the date of termination. You can request that we port your number to another carrier, and Service for that number will be terminated when the porting is complete. If you port your number, you will be responsible for all usage and Charges until the port-out is complete.

The Services are provided via Rate Plans under which you do not pay metered "per minute" charges for service. **In an effort to offer this Service on a reliable basis, MetroPCS may discontinue providing Service to you, change the services provided to you, change your Rate Plan, reduce the speed of any service provided, restrict the amount of use of any service, change the services and features in your Rate Plan, discontinue your account, or discontinue or limit providing connections** to particular telephone numbers, countries, destinations, providers, features, requested or called by you or the provision of certain services in certain areas, such as pursuant to roaming arrangements, or services that appear likely to generate abnormally high use, or other disproportionate use when compared to those of other customers of MetroPCS (as described below under Section 24 "Your Use Of The Service") or which may be harmful, disruptive, or interfere with MetroPCS' system or services to other customers. We may provide notice to you prior to taking any of the foregoing actions, **but you acknowledge and agree that we are not required to provide notice and you agree that we may take any of the foregoing actions without providing notice you.** By initiating service and placing calls or using any other service on the MetroPCS system, **you acknowledge and agree to MetroPCS' ability to modify or terminate your Service under these circumstances.**

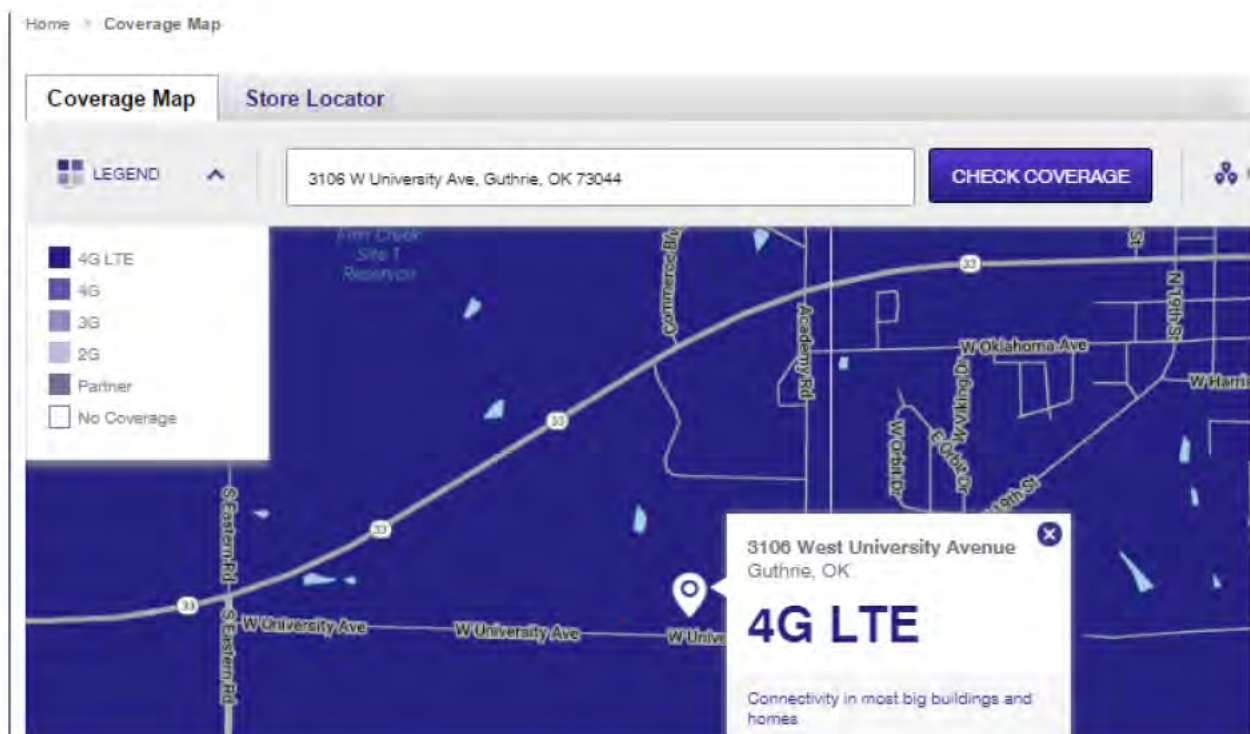
MetroPCS cannot guarantee all coverage areas at all times, and indoor coverage can never be guaranteed, is highly variable and is dependent upon many factors, as explained below.

Coverage.

Service is limited to the operating range, spectrum, and capacity of our or our roaming partners', wireless system in your service area. Your Service area is the area depicted in the coverage map available to you when you activated Service and may change from time to time without notice. Since MetroPCS uses different spectrum in different areas of the country, service may not be available on all wireless devices in all areas. We may, but are not obligated to, provide notice when you are being served by a carrier other than ourselves. The specific network coverage you get will depend on the radio transmissions your wireless device can receive and use, and the Services you have chosen. **Specific Services may not be available on all wireless devices at all points in time due to wireless device hardware and/or software, changes to our network, network infrastructure, cessation of specific Services, or service by carriers other than ourselves.** Except for 911 calls and any "roaming" service to which you have subscribed, you will not be able to use your wireless device outside of your service area for any calls, including local, long distance and international calls. Further, since services outside MetroPCS' area are provided by third parties, not all services may work outside your service area. **Service depends on over-the-air radio transmissions. Our coverage maps provide high level estimates of our coverage areas when using Services outdoors under optimal conditions. Coverage is not available everywhere and depends on the Service purchased and the wireless device used. Service speeds are not guaranteed and actual speeds will vary. Estimating wireless coverage, signal strength and Service speed is not an exact science. There are gaps in coverage within our estimated coverage areas that may result in dropped and/or blocked connections, slower Service speeds, or otherwise impact the quality of Service. Many factors beyond our control affect your ability to make and receive calls on your wireless device, the quality of those calls, and the speed of your Service including, but not limited to, your location, the conditions of the atmosphere, terrain, nearby buildings and other structures, network capacity issues, system outages, failure of equipment to operate as expected, spectrum used, problems that occur with service we purchase from third parties, system upgrades, performance of system maintenance, accidents, network problems, network or Internet congestion, software, signal strength, your wireless device, weather, geography, topography, server speeds of the websites you access or other events outside of our control. As a result, sometimes Service, including calls or attempted calls to emergency services like 911, may be unavailable, interrupted or may fail, and the quality of calls may sometimes be poor.** MetroPCS takes no responsibility for Service interruptions or problems caused by factors beyond our control. Any statements by MetroPCS, its employees, representatives or agents about the coverage of our system are intended only to describe MetroPCS' approximate coverage in your service area. You should not interpret any such statement to mean that Service will be available or without interruption in any service area.

Location Based Services; Important Emergency and 9-1-1 Information; and Emergency Alerts

When making a 911 call, always state the nature of your emergency and provide both your location and phone number, as the operator may not automatically receive this information. **MetroPCS is not responsible for failures to connect or complete 911 calls or if inaccurate location information is provided. 911 services may not be available or reliable and your ability to receive emergency services may be impeded.** Services that rely on location information, such as E911, GPS navigation, and our wireless network depend on your wireless device's ability to acquire satellite signals and network coverage. Unlike traditional wireline telephones, depending on a number of factors (for example, where you are, whether local emergency service providers have upgraded their equipment, etc.), 911 operators may not know your telephone number, your location or the location of your wireless device. Other third party entities are involved in connecting a 911 call. MetroPCS makes no guarantee that emergency 911 calls will be routed to a specific Public Safety Answering Point ("PSAP") or any particular public safety organization (for example, police department, fire department, ambulance services, etc.). MetroPCS takes no responsibility for the acts or omissions of any PSAP or any public safety organization (for example, police department, fire department, ambulance services, etc.). In certain circumstances, an emergency call may be routed to a state patrol dispatcher or alternative location set by local emergency service providers. Enhanced 911 service ("E911"), where enabled by local emergency authorities, uses GPS or network technologies to provide location information. Even when available, however, E911 does not always provide accurate location information, and in some cases may not generate a location at all. If your wireless device is indoors or for some other reason cannot acquire a satellite signal, you may not be located. Some wireless devices have a safety feature that prevents use of the keypad after dialing 911. You should follow voice prompts when interacting with emergency service providers employing Interactive Voice Response ("IVR") systems to screen calls. While your wireless device is receiving a software update, you may be unable to use your wireless device in any manner until the software update is complete. If you are porting a phone number to or from us, we may not be able to provide you with some Services, such as 9-1-1 location services, while the port is in process. Your wireless device may require you to elect to use location based services, or you may choose to use location based services, other than E911. If you elect to use non-E911 location based services, you agree that we may use the location information transmitted from your wireless device to improve our location services. Your personal, biographical and calling information will not be used by us. By electing to use location based services, you agree and authorize us to send targeted, location based information to your mobile device and also to use or provide to third parties your location information in an aggregate form.



As illustrated above in the coverage map and also found on www.metropcs.com, using (b) (6) address he references in (b) (6) complaint, coverage in the area has 4G LTE connectivity in most big buildings and homes. *However, as previously mentioned, indoor coverage cannot be guaranteed.*

As mentioned previously, MetroPCS does not engage in deceptive behavior with its customers. MetroPCS offers monthly pay-in-advance services of a generally unlimited nature without any annual contract or termination fees of any kind. (b) (6) is free to choose another service provider at any time, without fear of penalties. (b) (6) would simply need to contact (b) (6) new service provider to initiate the porting process.

Customers may contact customer care by dialing 611 from their handsets or by dialing 1 (888) 863-8768.

MetroPCS trusts this information adequately addresses (b) (6) complaint and considers the matter closed.

MetroPCS

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



December 22, 2016

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

Re: (b) (6) (b) (b) (b) (b) (b) (b)
Kirkland, WA 98033

FCC IC File Number:	1320179
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) (b) (b) regarding XFINITY service.

I made several attempts to contact (b) (6) (b) (b) using all available contact methods. While my attempts were unsuccessful, our records indicate (b) (b) upgraded his internet services to Blast! Pro Internet on November 18, 2016. In order to address any additional concerns, contact with (b) (b) is necessary. I apologize for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

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

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



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: 11/22/2016

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

Complainant's Name: (b) (6) (b) (6)
File No.: 1321646
Response Type: Internet
Service Date: 11/21/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding DSL service concerns. AT&T records indicate the account is in the name of (b) (6) (b) (6) and confirmed (b) (6) (b) (6) was authorized on the account information provided.

On 11/21/2016, AT&T contacted (b) (6) (b) (6) to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and determined a Service Technician repaired (b) (6) (b) (6)'s service on 11/19/2016. On 11/21/2016, AT&T spoke with (b) (6) (b) (6) on behalf of (b) (6) (b) (6) and confirmed (b) (6) service concerns are resolved. AT&T issued a one-month courtesy credit due to the inconvenience and multiple service dispatches. (b) (6) (b) (6) confirmed (b) (6) satisfaction with the resolution and verified (b) (6) concerns are resolved.

(b) (6) (b) (6) (b) (6)'s issues have been addressed and AT&T provided contact information should (b) (6) 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 Betty Jo Ridgeway at br558w@att.com or (404) 986-9188.

Sincerely,

Betty Jo Ridgeway

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

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



December 21, 2016

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)
(b) (6) (b) (6) (b) (6)
San Rafael, CA 94903

FCC IC File Number:	1321665
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	November 21, 2016

Dear Sir/Madam:

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

On December 1, 2016, a service call was scheduled during which time the technician diagnosed and corrected the service issue by replacing the modem, and cable around the home. On December 2, 2016, I contacted (b) (6) (b) (6) and verified that services are working correctly. A credit of \$140.99 was applied to the account for the service issues on December 2, 2016. This credit will reflect on the billing statement dated December 20, 2016. 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) (b) (6) should there be additional questions or concerns.

Sincerely,

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

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



December 9, 2016

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW, 4-C763
Washington, DC 20554

Complainant Name: (b) (6) (b) (6)
Ticket Serve #: 1322894

In the complaint forwarded to RCN Telecom Services, LLC. (hereinafter "RCN" or "Company") by the FCC Consumer and Governmental Affairs Bureau, (b) (6) (b) (6) stated that at peak hours, the internet speed drops to a unusable level. (b) (6) (b) (6) stated RCN came to (b) (6) house and charged him to do repairs, but have not fixed the issue.

Due to (b) (6) (b) (6) complaint, RCN was monitoring the modem service for any connectivity issues. No problem of connectivity was found, and there was no record that the modem had dropped since October.

Melissa McCaffrey, RCN Executive Resolution, explained the above to (b) (6) (b) (6) on 12/7/16 and attempted to schedule a service call to see if the problem had possibly stemmed from (b) (6) (b) (6) devices. (b) (6) (b) (6) did not want a service call. (b) (6) (b) (6) stated (b) (6) had not experienced any problems with the service in the last week, and that (b) (6) will call Ms. McCaffrey if the problem started up again.

Sincerely,

Marie M. Lew
Sr. Analyst, Regulatory Compliance

c.c. (b) (6) (b) (6) (b) (6)

December 21, 2016

Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: (b) (6) (b) (6) (b) (6)
Serve Ticket # 1323285

Dear FCC:

This letter acknowledges our receipt of the notice of the complaint, filed by (b) (6) (b) (6) (b) (6)

From the filings, we understand that the customer is inquiring about (b) (6) Windstream internet service performance associated with phone number (b) (6) (b) (6) (b) (6)

With respect to Windstream's response, I researched (b) (6) (b) (6) (b) (6) concerns and at the time (b) (6) filed the FCC complaint, I was unable to find any outages or connections issues that would have caused (b) (6) to experience issues with (b) (6) high-speed internet service. (b) (6) was subscribed to our up to 6Mb high-speed internet service; however, (b) (6) line actually qualified for up to 25Mb.

On November 21, 2016 – (b) (6) requested to upgrade (b) (6) high-speed internet service to our up to 25Mb speed. An order was submitted and (b) (6) was given a due date of December 6, 2016. Technician dispatched on the due date and upgraded her service.

To ensure her service was working properly before responding to (b) (6) concerns, I asked for (b) (6) line to be tested again. The technician was unable to find an IP address. He rebuilt the connection, but was still unsuccessful in finding an IP address. At this time, it was determined that (b) (6) (b) (6) (b) (6) would need to power cycle (b) (6) modem to allow the provisioning changes to take effect. I called (b) (6) home and cellular phone numbers, but (b) (6) was unavailable. I left (b) (6) a detailed message on (b) (6) cellular phone asking (b) (6) to power cycle (b) (6) modem and if (b) (6) continued to experience service issues, I asked (b) (6) to contact our broadband technical support department at 800-347-1991.

We regret any inconvenience this matter may have caused (b) (6) (b) (6) (b) (6) Windstream appreciates (b) (6) business. Please feel free to contact me if you should have any additional questions or concerns.

Sincerely,

Margie Hubbard
Windstream Communications
Executive Customer Relations
800-326-6314

cc: (b) (6) (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Canton, GA 30115



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) (b)
(b) (b) (b) (6) (b) (b) (b)
Chicago, Illinois 60622

FCC IC File Number:	1356388
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	December 20, 2016

Dear Sir/Madam:

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

On November 18, 2016, a service call was scheduled during which time the technician diagnosed and corrected the service issue by repairing the defective internal wiring. During the service call, the technician explained that we are unable to guarantee wireless speeds. Our records confirm multiple issues contributed to the problem such as a defective splitter and the location of the wiring inside the home resulting repeat service calls. On January 4, 2017, I contacted (b) (b) and verified that services are working correctly.

A credit of \$6.55 was applied to the account on November 17, 2016 as well as a credit of \$140.83 on November 18, 2016 for the loss of service. The credits reflected on the December 5, 2016 billing statement. An additional credit of \$300.00 was applied to the account on January 4, 2017 for the loss of service. The credit will reflect on the January 5, 2017 billing statement. We are unable to justify an additional credit for the loss of service. 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) (b) should there be additional questions or concerns.

Sincerely,

Latania H.
Executive Care Specialist
(888) 736-6711 Ext. 1351012

cc: (b) (b)



January 19, 2017

(b) (b) (b) (b)
(b) (b) (b) (b)
Pensacola, FL 32506-9754

Re: (b) (b) (b)
FCC File #: 1357159
Response Due Date: January 19, 2017

Dear (b) (b) (b)

This letter is in response to your complaint.

Our Executive Escalations specialist, Rasheem Finley, advises that he spoke with you and arranged for an escalations technician to perform speed testing at your home on January 18. We have learned that the test results revealed that the issues are arising with your router, and that our technician received your concurrence on this finding. He has let us know that you are currently planning on purchasing a new router, and that you have his direct contact information as well as Mr. Finley's. Both are glad to remain available to you should you have any further need for assistance, including the provisioning of your new router in the near future.

Please know that our team appreciated the opportunity to provide assistance with your complaint.

RESPONDING ON BEHALF of COX COMMUNICATIONS FLORIDA, LLC,

A handwritten signature in black ink, appearing to read "Doug Garrett", with a stylized flourish at the end.

Douglas Garrett
Executive Director, Regulatory Affairs

cc: Federal Communications Commission via ZenDesk



158 State Street
Albany, NY 12207

January 05, 2017

Complaint

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

RE: (b) (6) (b) (6)
(b) (6) (b) (6)
Port Trevorton PA 17864
Telephone: (b) (6)
ICNumber: 1357519
Received: December 20, 2016

Dear Ms. Wright,

Thank you for referring the complaint of (b) (6) (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) (b) (6) expressed concerns about a slow down in internet speed in the evenings around 6PM and explained that (b) (6) is unable to connect to Netflix. (b) (6) disputed that the issue was with (b) (6) equipment because (b) (6) explained that they are able to access YouTube just fine.

Our investigation found the customer's circuit testing all green with no congestion on our end being provided over a very stable line. Many factors other than Verizon's network can affect the speed a customer experiences for a specific site, including, for example, that site's servers and the way the traffic is routed over the Internet.

Our technical support team spoke with (b) (6) (b) (6) to discuss (b) (6) concerns and providing our findings. We offered suggestions on how to adjust the Netflix quality to save bandwidth. (b) (6) (b) (6) expressed an interest in our FIOS internet service that is currently not an option. We checked and we do not have any deployment plans for (b) (6) area at this time.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that the (b) (6) have 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,

Regina Nash
Verizon Executive Relations Team

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



4SIWI LLC
3307 West Commercial Rd
Marion, IL 62959

ph 618-997-7494
fx 618-997-3501
www.4siwi.com

April 24, 2017

(b) (6)

Thompsonville IL 62890

Hello (b) (6)

My apologies not that it is an excuse but when you were signed up for service I had no idea what Ameren was about to do to the 900MHz spectrum. You have my apologies. My company in no way intended to mislead you. However in life you cannot control the actions of others and this is the situation we have been put in.

I just read your email to the FCC. I am going to stop billing while we await the new Parrish tower site. I am building this just to improve service in this region. I will credit you back service for May. I usually let customers go if they are not happy but I truly would like the opportunity to make your service right once this tower site is finished. I have been holding on the contractor due to a prolonged sickness and death in his family the project has been on hold but should be resuming quickly. I have this slated to be an active tower in the next 30 days. I will let you know as soon as it is up and running. Once again I am sorry.

Thanks

Cecilia Uban

Ceci Perry Uban
4SIWI General Manager
ceci@4siwi.com



February 27, 2017

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

Re: (b) (6) - IC# 1427055
Notice of Informal Complaint Service Date 2/01/17

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by Ms. Cheryl Brantley. In the complaint, (b) (6) stated she has been experiencing issues with her internet service.

CenturyLink regrets any frustration experienced by (b) (6) regarding this issue. Customers in (b) (6) area have experienced loss of service on multiple occasions due to a number of independent causes that aren't related to one fix. CenturyLink's Engineers are currently working on a project to fix the bandwidth in this market. The project should be completed by the first of April. Please be advised that this is an estimated timeframe and may change due to unforeseen circumstances.

CenturyLink apologizes for any inconveniences (b) (6) has experienced in regards to this issue. A discount in the amount of \$10 has been added to (b) (6) account for the next 12 months. Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Michelle Curtis".

Michelle Curtis
CenturyLink Customer Advocacy

Cc: (b) (6)

100 CenturyLink Drive
Monroe, LA 71203
Tel: Customer Care: 1-800-201-4099
Fax: 318.388.3369
www.centurylink.com



February 24, 2017

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

Re: (b) (6) IC# 1428141
Notice of Informal Complaint Service Date 2/01/17

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6). In the complaint, (b) (6) stated she has been experiencing issues with her internet service.

CenturyLink regrets any frustration experienced by (b) (6) regarding this issue. Customers in Ms. Grauer's area have experienced loss of service on multiple occasions due to a number of independent causes that aren't related to one fix. CenturyLink's Engineers are currently working on a project to fix the bandwidth in this market. The project should be completed by the first of April. Please be advised that this is an estimated timeframe and may change due to unforeseen circumstances.

CenturyLink apologizes for any inconveniences (b) (6) has experienced in regards to this issue. A discount in the amount of \$10 has been added to (b) (6) account for the next 12 months. Please let me know if you have any questions.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Michelle Curtis".

Michelle Curtis
CenturyLink Customer Advocacy

Cc: (b) (6)

100 CenturyLink Drive
Monroe, LA 71203
Tel: Customer Care: 1-800-201-4099
Fax: 318.388.3369
www.centurylink.com



March 1, 2017

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

Re: (b) (6) - IC# 1428601
Notice of Informal Complaint Service Date 2/01/17

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6). In the complaint, (b) (6) stated he is experiencing buffering issues when accessing YouTube.

CenturyLink regrets any frustration experienced by (b) (6) regarding this issue. Our records do not show that (b) (6) is an authorized party on the account with the service address of (b) (6) Moneta, VA 24121; therefore, we are unable to provide account information to Mr. Richardson.

Our records also show that the account located at (b) (6) is receiving the full provisioned rate. We recommend that (b) (6) contact our Technical Support team at 1-800-788-3600 whenever he experiences any issues, so that troubleshooting can be done to resolve the issue.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Michelle Curtis".

Michelle Curtis
CenturyLink Customer Advocacy

Cc: (b) (6)

100 CenturyLink Drive
Monroe, LA 71203
Tel: Customer Care: 1-800-201-4099
Fax: 318.388.3369
www.centurylink.com



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: 2/13/2017

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

Complainant's Name: (b) (6)
File No.: 1428683
Response Type: Internet
Service Date: 2/1/2017

INVESTIGATION SUMMARY:

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

On 02/02/2017, AT&T spoke with (b) (6) to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and determined that a technician was dispatched on 02/03/2017 and did not find any problem with (b) (6)'s DSL Direct service. On 02/07/2017, AT&T spoke with (b) (6) who stated that (b) will be out of town. (b) (6) will call AT&T upon (b) return if (b) has any problem with his DSL Direct service.

(b) (6)'s issues have been addressed and AT&T provided contact information should (b) 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 Roger Pereira at rp2389@att.com or 925-328-7010.

Sincerely,

Roger Pereira

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

cc: (b) (6)



March 2, 2017

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

(b) (6) (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Shawano, WI 54166

Complaint No.: 1429289
Received: February 3, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) (b) (6) advises that (b) (6) has been experiencing intermittent speed and connectivity issues with (b) (6) Internet service from Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors, including network congestion, customer location, customer equipment, and WiFi network interference. Customer speeds may vary over time.
- Frontier has investigated (b) (6) (b) (6) account and has determined that due to a surplus of WiFi traffic in (b) (6) home or immediate area, WiFi network congestion could be affecting Internet service speeds. Frontier advises that plugging devices directly into the router through a wired connection should address this issue.
- Frontier advises that it is continually working to improve its network and its customers' experience; however, Frontier has no specific plans for upgrades in (b) (6) (b) (6) area at this time.
- Frontier advises that it offers satellite Internet service as an alternate option for customers unable otherwise to receive Internet service. If (b) (6) (b) (6) is interested in satellite Internet service, (b) (6) can contact Frontier's main office at 800-921-8101 for information regarding pricing and availability.
- Frontier spoke with (b) (6) (b) (6) and advised (b) (6) of the above information.

If (b) (6) (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 Annie Vargas
844-320-4445 ext. 111-1271

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



February 27, 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)
(b) (6) (b) (6) (b) (6)
Washington, DC 20009

FCC IC File Number:	1430062
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	February 2, 2017

Dear Sir/Madam:

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

On February 4, 2017, our field maintenance group identified and corrected service issues on the customer's node. On February 21, 2017, I contacted (b) (6) (b) (6) and verified that services were working correctly. I apologized for any inconvenience and overall experience while attempting to resolve this matter. I also issued a one-time credit to cover service inconsistencies. The \$200.00 credit was added February 24, 2017 and will appear on the March 7, 2017 bill.

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

Sincerely,

Timothy Brooks
Business Executive Support Team
(603) 884-8110

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



March 6, 2017

SUBMITTED VIA FCC WEB PORTAL

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

RE: Notice of Informal Complaint

Complainant:

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

FCC Serve Ticket Number:

1431317

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 technician completed a service call and determined that our services were operating at the expected level of service. The technician advised (b) (b) (6) that (b) customer-owned router may be the source of the issue and recommended that (b) replace the router. (b) (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

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

Respectfully submitted,

/s/

William C. Wesselman

Director Law - Regulatory

cc:

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

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

Goshen NY 10924



Lauren Predmore
Paralegal

March 6, 2017

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

Ticket No.: 1432127
Customer Name: (b) (6) (b) (6)
Mediacom Account: (b) (6)

Dear Ms. Chambers:

This letter is in response to a complaint filed with your office by (b) (6) (b) (6) (b) (6) stated (b) (6) has been experiencing issues with (b) (6) Mediacom services.

Mediacom Maintenance technicians have been working to resolve issues with the node in the customer's area. Technicians continue to work this area and adjust levels. Since January 2017, a total of \$76.26 in credit has been applied to the customer's account in connection with this issue (\$31.26 in January 2017, and \$45.00 in February 2017).

The Technical Operations Supervisor ("TOS"), and Technical Operations Manager ("TOM") has been in contact with the customer to keep the customer updated.

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

Sincerely,

Lauren Predmore
Lauren Predmore

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Cedar Rapids, IA 52402



March 6, 2017

SUBMITTED VIA FCC WEB PORTAL

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

RE: Notice of Informal Complaint
Complainant:
FCC Serve Ticket Number:

(b) (b) (b) (6)
1432958

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 representative spoke with the customer and apologized for any poor experience the customer may have had with our customer service and billing. We reviewed the bill in detail and discussed a variety of pricing options. At the customer's request, we decreased the Internet speed to 60Mbps which reduced the monthly billing rate. A one-time credit was also applied to the account to offset any difference in billing rates. (b) (b) (6) may contact Customer Care at 855-222-0102 with any further concerns.

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

Respectfully submitted,
/s/
Constance DeKeyser
Specialist CCED

cc: (b) (b) (b) (6)
(b) (6) (b) (6)
Largo, FL 33778



March 9, 2017

SUBMITTED VIA FCC WEB PORTAL

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

RE: Notice of Informal Complaint

Complainant:

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

FCC Serve Ticket Number:

1433253

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 (b) (b) (6) and offered to schedule a service call to investigate (b) service issues. The customer declined the offer. A technician checked the plant into this building and did not detect any issues with our services or hardware. We cannot address service issues without the opportunity to complete an in-home service call. (b) (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

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

Respectfully submitted,

/s/

Jaime Boggio

Paralegal, Regulatory Compliance

cc:

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

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

South Portland, ME 04106

March 8, 2017

FCC
Consumer Information Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: (b) (6) (b) (6)
Serve Ticket #1433474

Dear FCC:

This letter acknowledges our receipt of the notice of the complaint filed by (b) (6) (b) (6). We look forward to addressing our customer's concerns and resolving this matter.

From the filings, we understand that the customer is inquiring about a fee to have a payment taken over the phone and about (b) (6) services not working. This is associated with telephone # (b) (6) - (b) (6) - (b) (6).

With respect to Windstream's response, our records indicate (b) (6) (b) (6) services were interrupted for nonpayment on 2/2/2017 this being the reason they were not working. A reconnect request was sent and service was restored on 2/3/2017.

Windstream has made a business decision to have a fee applied if a customer speaks to a live representative to make a payment. Windstream does offer several options for making a payment with no fee. Our automated system can take a payment, our website also offers payment options, mailing a check in through the United States postal service and we also offer local payment agencies you can walk into and make a payment at no charge.

We regret any inconvenience this matter may have caused (b) (6) (b) (6). Windstream appreciates (b) (6) business. Please feel free to contact me if you should have any additional questions or concerns.

Thank you,

Kelly McCammon
Windstream Communications
Executive Customer Relations
800-326-6314

CC: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Hoschton GA 30548



March 3, 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)
(b) (6) (b) (6) (b) (6)
Olive Branch, MS 38654

FCC IC File Number:	1433959
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	February 8, 2017

Dear Sir/Madam:

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

On February 8, 2017, I spoke (b) (6) (b) (6) to discuss all concerns. I explained that we would work with our technical team to resolve the internet service concerns. A technical supervisor spoke with (b) (6) (b) (6) on February 21, 2017 at that time it was confirmed that there were no damages caused to home, the tech had run a new cable line into the home in an attempt to resolve the service issue. A technician visited the home on February 25, 2017 a new line was also run in the home at that time, it was also discovered that the modem was not provisioned to receive the correct speed. Making these corrections improved the speed that was being received in (b) (6) (b) (6) home.

Additionally, credits totaling \$52.56 were applied to the account on February 3, 2017 for the internet service issues, these adjustments appeared on the February 20, 2017. A final credit of \$79.95 was applied to the account on March 2, 2017, this adjustment will appear on the March 20, 2017 billing statement. 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) (b) (6) should there be additional questions or concerns.

Sincerely,

Eric G.
Executive Customer Relations
(615) 874-7478

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



March 22, 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)
(b) (6) (b) (6) (b) (6)
Olive Branch, MS 38654

FCC IC File Number:	1433959
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 17, 2017

Dear Sir/Madam:

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

On March 21, 2017 I spoke to (b) (6) (b) (6) and went over service and billing concerns. On February 25, 2017 a Comcast technician was able to run a new line in the home and provision the modem to resolve service issues. On March 21, 2017, (b) (6) (b) (6) was repackaged to our 12 month Blast! Only promotion for \$39.99. The promotion does not include equipment, taxes or service fees. The promotion is from March 21, 2017 to March 21, 2018 at the end of the promotion standard rates will apply.

An adjustment of \$52.56 was applied to the account on February 3, 2017 for the internet service issues. The adjustment appeared on his February 20, 2017 billing statement. A second adjustment of \$79.95 was applied to the account on March 2, 2017. This adjustment appeared on (b) (6) March 20, 2017 billing statement. A final adjustment of \$56.96 was applied on March 21, 2017 for past service issues. The adjustment will appear on his April 20, 2017 billing statement. On March 21, 2017, (b) (6) (b) (6) verified that services are working correctly and all issues were resolved. 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) (b) (6) should there be additional questions or concerns.

Sincerely,

Chris M
Executive Customer Relations
(615) 244-7462



cc: (b) (b) (6)



March 1, 2017

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

(b) (6) (b) (6)
(b) (6) (b) (6)
Exeter, CA 93221

Complaint No.: 1435109
Received: February 17, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) (b) (6) advises that she has been experiencing intermittent speed and connectivity issues with (b) (6) Internet service from Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors, including network congestion, customer location, customer equipment, and WiFi network interference. Customer speeds may vary over time.
- Frontier has investigated (b) (6) (b) (6) account and has determined that (b) (6) (b) (6) resides in an area with a surplus of Internet users that could be affecting Internet service speeds.
- Frontier advises that it is continually working to improve its network and its customers' experience; however, Frontier has no specific plans for upgrades in (b) (6) (b) (6) area at this time.
- Frontier advises that (b) (6) (b) (6) pays the lowest price available per month for her Frontier Internet service.
- Frontier spoke with (b) (6) (b) (6) who is authorized on the account, and advised (b) (6) of the above information.

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

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

Sincerely,

Megan Anderson for Amanda Jones
1-877-433-3806, Ext# 2643

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



March 1, 2017

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

(b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (6)
East Earl, PA 17519

Complaint No.: 1435205
Received: February 8, 2017
(b) (6) (b) (6) (b) (6)

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) (b) (6) advises that (b) (6) has been experiencing intermittent speed and connectivity issues with (b) (6) Internet service from Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors, customer location, customer equipment, and WiFi network interference. Customer speeds may vary over time.
- Frontier has investigated (b) (6) (b) (6) account and has determined that (b) (6) (b) (6) resides in an area where high Internet usage during peak periods could be affecting Internet service speeds.
- Frontier advises that, due to a surplus of WiFi traffic in (b) (6) (b) (6) home or immediate area, WiFi network interference could be affecting Internet service speeds. Frontier advises that plugging devices directly into the router through a wired connection should address this issue.
- A Frontier technician was dispatched and performed a speed test from (b) (6) (b) (6) network interface device. Frontier finds that Internet speeds were within an acceptable range.
- Frontier advises that (b) (6) (b) (6) pays \$19.99 per month for (b) (6) Frontier Internet service, the lowest price available.
- Frontier advises that it is continually working to improve its network and its customers' experience; however, Frontier has no specific plans for upgrades in (b) (6) (b) (6) area at this time.
- Frontier reached out by email at (b) (6) (b) (6) direction to provide the above information.

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

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

Sincerely,

Norma Dugas
844-320-4445, Ext# 1124184

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



Lauren Predmore
Paralegal

February 17, 2017

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

Ticket No.: 1435776
Customer Name: (b) (6) (b) (6)
Mediacom Account: 8383650280226020

Dear Ms. Chambers:

This letter is in response to a complaint filed with your office by (b) (6) (b) (6) (b) (6) stated (b) (6) has been experiencing issues with (b) (6) Internet access service with Mediacom.

On January 29, 2017, a Mediacom technician repaired an interior drop. On February 12, 2017, a Mediacom technician visited the customer's home and found no issues with the drop or house wiring. The technician swapped the customer's modem. The customer advised the technician that the customer has been having issues watching Netflix through a non-Mediacom wireless device. After the new modem was installed, the modem levels seem to have stabilized. A total of \$96.46 in credit was applied to the customer's account in connection with this issue.

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

Sincerely,

Lauren Predmore
Lauren Predmore

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Grandy, NC 27939



March 20, 2017

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

(b) (b) (6)
(b) (b) (b)
Danielson, CT 06239

Complaint No.: 1467167
Received: February, 23, 2017
(b) (b) (b)

Dear Ms. Bowers:

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

According to the complaint:

- (b) (b) (6) advises that (b) is experiencing intermittent speed and connectivity issues with (b) Internet service from Frontier.

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

- Frontier dispatched a technician to (b) (b) (6) residence on February 22, 2017 who made repairs and restored service.
- Frontier issued an adjustment to (b) (b) (6) account in the amount of \$74.65 for the service-related issues.

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

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

Sincerely,

Rossie Maddox
844-320-444511, Ext# 21293

cc: (b) (b) (6)



April 18, 2017

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

(b) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (b)
Los Angeles, CA 90066

Complaint No.: 1467695
Received: March 2, 2017

Dear Consumer Inquiries and Complaints Division:

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

According to the complaint:

- (b) (b) (6) advises that (b) has been experiencing intermittent speed and connectivity issues with (b) Internet service from Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors including: network congestion, customer location, customer equipment, and WiFi network interference. Customer speeds may vary over time.
- Frontier dispatched a technician, on March 31, 2017, to (b) (b) (6) residence and determined the provisioning was not correct. On April 4, 2017, Frontier corrected the provisioning for (b) (b) (6) account.
- Frontier contacted (b) (b) (6) who advised (b) was still experiencing slow Internet speeds. Frontier dispatched a technician to (b) (b) (6) residence on April 14, 2017, who switched (b) (b) (6) Internet cable to a different pair and (b) (b) (6) advises (b) has had no further service issues.
- Frontier issued a total credit of \$94.17 to (b) (b) (6) account for (b) previous time out of service.

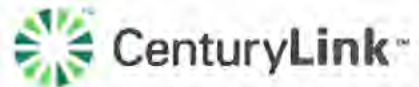
If (b) (b) (6) has any additional questions, please contact the undersigned.

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

Sincerely,

Gabriela Cobb
877-433-3806, Ext# 2611

cc: (b) (b) (6)



March 21, 2017

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

Re: (b) (6) IC 1468154
Notice of Informal Complaint Service Date 2/23/2017

Dear Ms. Bowers:

Please be advised CenturyLink has completed a review of the informal complaint filed by (b) (6). In the complaint, (b) (6) states that her Internet speed has slowed down, and CenturyLink is aware of the problem with no plan to repair it. They are using the term "permanent exhaustion". She wants her service fixed, and a credit on her account.

CenturyLink records show that the DSL facilities in (b) (6) area provide 1.5mbps to those using the facilities. The facilities are congested, and no faster speeds are available. CenturyLink has no plans at present to upgrade the facilities in this area.

(b) (6) connectivity shows to be at 100 – 117% of her provisioned speed with a stable connection.

In February, (b) (6) contacted us about an outage due to a storm in her area. A one month service courtesy credit has been applied to her account for the Internet service, and she'll see this adjustment on her April bill.

CenturyLink regrets that we cannot provide a faster speed to (b) (6).

Sincerely,

A handwritten signature in black ink, appearing to read "Joni L. Duran", with a long horizontal flourish extending to the right.

Joni L. Duran

cc: (b) (6)

930 15th St, 11th Flr
Denver, CO 80202
844 840-3532
800-366-2382 fax
www.centurylink.com



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

March 13, 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) (b) (6)
(b) (6) (b) (6) (b) (6)
Lusby MD 20657
Telephone: (b) (6)
Serve Ticket #: 1469557
Serve Date: February 23, 2017

Dear FCC,

Thank you for referring the complaint of (b) (6) (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) (b) (6) expressed concern about slow internet speed.

Subsequent to receipt and acknowledgement of the complaint with (b) (6) (b) (6) I forwarded his concerns to Verizon's high-speed internet technical support team for further assistance. A Verizon representative ran a number of tests and all came back clear. However, upon closer inspection, two items were discovered. First, the customer is over-utilizing his bandwidth subscriber circuit 111.0%. The customer needs to minimize the amount of devices using the internet at one time especially when attempting to stream and/or (b) (6). Second, it was observed that there were some low phone values that could be improved via a technician dispatch. On March 7, 2017, a technician was dispatched and changed the customer's F1 cable pair. I confirmed that FiOS is not available in the Solomons central office that serves this customer. In addition, there currently are no plans to place FIOS in this area. An out-of-service credit of \$42.16 was issued to the account and will appear on the customer's March 13, 2017 billing statement. On behalf of Verizon, I apologize to (b) (6) (b) (6) for any miscommunications regarding FIOS availability in his area.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) (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,

Stephen Segrave-Primus
Verizon Executive Relations Team
(215) 351-4415

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



March 22, 2017

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

Re: Shoffner, Leslie - IC# 1469623
Notice of Informal Complaint Service Date 2/23/17

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by Ms. Leslie Shoffner.

CenturyLink apologizes for any frustration regarding this issue. After review of Ms. Shoffner's account, there are no bandwidth issues in the area. Ms. Shoffner has not contacted CenturyLink Broadband Support to report any issue since June 2016. Ms. Shoffner's modem is connected at the correct speeds for the 10M High Speed Internet. It appears that all of the reported devices are connected over wireless. CenturyLink has optimized the wireless settings to improve performance. It does appear that higher speed options are available at this location if 10M is not meeting Ms. Shoffner's needs. If Ms. Shoffner experiences any issues she should contact CenturyLink Broadband Support at 1 800 247-7285.

If you have any questions, please do not hesitate to contact this office.

Sincerely,

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

Channing Williams
CenturyLink Customer Advocacy
930 15th St
11th Floor
Denver, Co 80202
Channing.Williams@CenturyLink.com

cc: Ms. Leslie Shoffner

March 24, 2017

Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: (b) (6) (b) (6) / Serve Ticket#: 1470333

Dear FCC,

This letter acknowledges our receipt of the complaint filed by (b) (6) (b) (6)

From the filings, we understand (b) (6) (b) (6) is inquiring about repair concerns associated with his Windstream telephone number 918-696-3150.

With respect to Windstream's response, I researched (b) (6) (b) (6) concerns and per (b) account record, a technician was dispatched to (b) home on March 1, 2017 and no trouble was found; however, because whenever I spoke with (b) (b) (6) (b) indicated there was a bad cable in a ditch, I requested for additional work to be done.

A work order was submitted to repair the bad cable and remove it from the ditch. The work was completed on March 3, 2017.

A \$10.00 credit was applied to (b) (b) (6) account.

(b) (b) (6) has not reported further repair concerns since the bad cable was removed from the ditch on March 3, 2017.

(b) (b) (6) currently subscribes to our up to 6Mb high-speed internet service. (b) line qualifies for up to 20Mb.

We regret the inconvenience of this situation. Windstream appreciates (b) business. Please feel free to contact me if you should have any additional questions or concerns.

Sincerely,

Margie Hubbard Pratt
Windstream Communications
Executive Customer Relations
800-326-6314

cc: (b) (b) (6)
(b) (b) (b) (6) (b)
Canton, GA 30115



April 21, 2017

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

Re: (b) (b) (6)
(b) (b) (b) (6) (b) (b)
Chicago, IL 60622

FCC IC File Number: 1522796
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: March 24, 2017

Dear Sir/Madam:

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

We initiated an investigation into (b) claim. On March 31, 2017, I spoke with (b) (b) (6) to discuss (b) concerns and review (b) account with (b). Our records indicate that on January 29, 2016, (b) (b) (6) was issued a Comcast modem on (b) account. This resulted in the monthly \$10.00 inactive modem charge being added to (b) account on August 21, 2016, effective September 29, 2016 through April 3, 2017. We have no record of (b) returning the Comcast modem.

On March 31, 2017, the modem was removed from (b) (b) (6) account and the inactive modem charged was removed from the account on April 3, 2017. As a courtesy, a credit of \$60.00 was applied to the account on March 7, 2017 to cover the inactive modem charge for six months. The credit reflected on the March 25, 2017 billing statement.

During my discussion with (b) (b) (6) on March 31, 2017, I advised our investigation has proven the service-related issues were a result of personal equipment. (b) (b) (6) is aware that (b) personal modem has to be upgraded in order to receive the appropriate Blast! internet speed. 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,

Tiffany H.
Executive Care Specialist
(888) 736-6711 Ext. 1351097

cc: (b) (6)



April 24, 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)
(b) (6) (b) (6)
Sebastian, FL 32958

FCC IC File Number: 1524174
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: March 27, 2017

Dear Sir/Madam:

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

Upon receipt of this complaint, on March 28, 2017, I contacted (b) (6) (b) (6) to address (b) (6) concerns and apologize for any inconvenience or frustration (b) (6) may have experienced attempting to address this matter. (b) (6) (b) (6) confirmed (b) (6) service issues were resolved when a Comcast technician visited (b) (6) residence on March 22, 2017 and reset (b) (6) (b) (6) personally-owned modem. I advised (b) (6) (b) (6) that effective January 1, 2017, Comcast implemented a rate change in (b) (6) area in which some charges and fees increased. I confirmed (b) (6) (b) (6) received notice of the rate change with (b) (6) December 2016 billing statement. As a courtesy, I applied a credit in the amount of \$60.00 to (b) (6) (b) (6) account to waive the March 22, 2017 service visit charge incurred. This credit was reflected on (b) (6) (b) (6) April 14, 2017 billing statement.

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) (b) (6) should (b) (6) have any additional questions or concerns.

Sincerely,

Dominique R.
Executive Customer Relations
(561) 881-3239

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



April 3, 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)
(b) (6) (b) (6)
(b) (6) (b)
Bristol, CT 06010

FCC IC File Number:	1524827
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 27, 2017

Dear Sir/Madam:

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

On March 25, 2017, a service call was scheduled during which time the technician diagnosed and corrected the service issue by replacing the internal and external wiring. On March 27, 2017, I spoke with (b) (6) (b) (6) who is an authorized user and verified that services are working correctly. A credit in the amount of \$237.27 was applied on March 27, 2017 for one month of service. The credit will appear on the April 8, 2017 billing statement. 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) (b) (6) should there be additional questions or concerns.

Sincerely,

Petagay Henry
Executive Customer Relations
(860) 253-7678

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



April 13, 2017

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

(b) (6) (b) (6)
(b) (b) (6) (b)
Spring Creek, NV 89815

Complaint No.: 1524906
Received: March 27, 2017

Dear Consumer Inquiries and Complaints Division:

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

According to the complaint:

- (b) (b) (6) advises that (b) has been experiencing intermittent speed and connectivity issues with (b) Internet service from Frontier.

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

- Frontier advises Internet service speeds are based upon many factors, including network congestion, customer location, customer equipment, and WiFi network interference. Internet speeds may vary over time.
- Frontier recently implemented several system updates/upgrades in the network in the Spring Creek/Elko area, relieving the Internet network congestion. Frontier is planning further upgrades to the network in the Spring Creek/Elko area. Given that many factors could impact the timing of an upgrade, we cannot guarantee any specific date for project completion.
- Frontier periodically revises the products and services offered in each of our service areas. We encourage you to reach out to our Customer Services Department to ensure you are on the best package of telephone, Internet and television services for your needs.

If (b) (b) (6) has any additional questions, please contact Frontier Customer Services at (800) 921-8101.

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

Sincerely,

Pedro Correa
Senior Vice President – Operations
P.O. Box 5166
Tampa, FL 33675

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



April 21, 2017

Ms. Sharon Wright
Federal Communications Commission
Consumer Inquiries and Complaints Division
445 12th Street, SW CY-B523
Washington, DC 20554

Re: (b) (6) - IC# 1524971
Notice of Informal Complaint Service Date 3/27/17

Dear Ms. Wright:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6). In the complaint, (b) (6) stated he has been having issues with his internet service.

CenturyLink regrets any frustration experienced by (b) (6) regarding this issue. Our records show that (b) (6) area is currently in bandwidth exhaust. The DSL device that serves (b) (6) has reached full capacity, meaning that this can cause slow speeds, packet loss, and latency during peak hours, including nights and weekends.

Our Engineers are aware of the issue and are working on a resolution. A discount in the amount of \$10.00 for 12 months has been added to (b) (6) account due to the bandwidth exhaust issue.

CenturyLink apologizes for any inconveniences (b) (6) has experienced in regards to this issue. Please let me know if you have any questions.

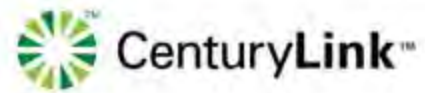
Sincerely,

A handwritten signature in black ink that reads "Michelle Curtis".

Michelle Curtis
CenturyLink Customer Advocacy

Cc: (b) (6)

100 CenturyLink Drive
Monroe, LA 71203
Tel: 800.201.4099
Fax: 318.388.3369
www.centurylink.com



April 11, 2017

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

Re: (b) (6) (b) (6) – IC 1525188
Notice of Rebuttal Service Date 3/30/2014

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the rebuttal filed by (b) (6) (b) (6). In the rebuttal (b) (6) (b) (6) states that (b) (6) Internet speeds continue to be slow, and CenturyLink never fixes the issues.

CenturyLink technical support records show that a technician was dispatched to (b) (6) (b) (6) residence on March 31, 2017, and a cable repair was done.

Multiple speed tests show that (b) (6) Rochelle's connectivity is at the speed (b) (6) subscribes to.

Sincerely,

Joni Duran

Joni Duran

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

930 15th St, 11th Flr
Denver, CO 80202
844 840-3532
www.centurylink.com



Erika P. Smith
Manager State Regulatory Matters
800 Hinesburg Road
So. Burlington, VT 05403

April 12, 2017

Filed Electronically

Vicky May
Consumer Inquiries and Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW 5-A847
Washington, DC 20554

Re: Serve Ticket No. 1525239: Gaudet, Joseph

Dear Ms. May:

Thank you referring the complaint of (b) (6) to FairPoint Communications for review. (b) (6) expressed concern regarding his mother's FairPoint internet service.

A FairPoint representative reviewed the customer's records and contacted the customer. An order was placed to change the way the customer's service is provisioned which should help to alleviate the trouble the customer has experienced.

FairPoint is confident this information will assist you in closing this complaint and apologizes for any difficulty (b) (6) experienced.

Yours truly,

A handwritten signature in cursive script, appearing to read "EP Smith".

Erika P. Smith

cc: (b) (6)

Sat 4/8/2017 3:55 PM

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

Acct Nbr (b) (6) - (b)

(b) (b) (6)

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

CORAL SPRINGS FL 33065-7149

FCC SERVE TICKET #152252

Good afternoon (b) (b) (6)

I am emailing in correspondence with the FCC, Serve Ticket #152252, sent on 3/28/17, regarding an internet issue that you were having. We spoke on 4/4/17, when I explained that we were working to fix a problem in your area, and according to our tech support, your signal looked great, and they could see a big improvement with no drops. You confirmed that this was true. I followed up with our technical manager, and he confirmed that all work was done in your area. I called to follow up with you today, 4/8/17, to let you know that the internet department issued a credit on your account for one month of service. I was happy to hear that everything was working fine now with your internet service. If you need any assistance, please call me or email me. I will be happy to assist you.

Sincerely,

Barbara Abramowitz

Customer Service Professional

Blue Stream

babramowitz@MyBlueStream.com

954-753-0100 (o)

954-345-0783 (f)



April 28, 2017

FILED ELECTRONICALLY

Sharon Bowers, Acting Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW Room CY-B514
Washington, D.C. 20554

Re: (b) (6) (b) (6)
T-Mobile Account Holder: (b) (6) (b) (6)
Your File No. 1525777
T-Mobile Account No. (b) (6) (b) (6)

Dear Ms. Bowers:

T-Mobile USA, Inc. ("T-Mobile") is in receipt of your correspondence dated March 29, 2017, from (b) (6) (b) (6) (b) (6) regarding the above-referenced account. Please be advised that the account holder of record is (b) (6) (b) (6) (b) (6) and that (b) (6) has designated (b) (6) (b) (6) as an authorized user of the account. Please be advised that we have made attempts to contact (b) (6) (b) (6) which have proven unsuccessful. As such, T-Mobile will make every effort to address (b) (6) (b) (6) concerns within this letter.

T-Mobile regrets any concerns (b) (6) (b) (6) experienced regarding his coverage and service. Unfortunately, T-Mobile is unable to guarantee coverage in all areas. There are several factors and conditions that may interfere with actual service, quality, and availability, and T-Mobile is always working to improve its coverage. Although the coverage map at www.T-Mobile.com does not guarantee service availability, it predicts and approximates our wireless coverage area outdoors, which may vary from location to location and may change without notice. T-Mobile has verified the address on (b) (6) (b) (6) account and based on the coverage map, confirms that (b) (6) account address is in an excellent in-building 4G LTE coverage area with no known issues.

However, upon receipt of (b) (6) (b) (6) concerns, T-Mobile investigated the coverage issues (b) (6) indicated that (b) (6) experienced. Our engineering team successfully resolved temporary issues affecting the data speeds at (b) (6) (b) (6) location, and confirmed with (b) (6) (b) (6) that (b) (6) is no longer experiencing data speed issues. In an effort to amicably resolve (b) (6) (b) (6) concerns, on April 27, 2017, T-Mobile issued a courtesy credit to the account in the amount of \$181.68, for the current balance owed, due to the issues experienced. The account remains active, with a zero balance at this time. T-Mobile regrets any inconvenience (b) (6) (b) (6) may have experienced.

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 877-290-6323 ext. 341-7995.

Very truly yours,

T-MOBILE USA, INC.

Chris Plumb
Executive Response

cc: (b) (b)
(b) (b) (6) (b)
Commerce, CA 90040



April 24, 2017

Sharon C. Bowers, Division Chief
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Federal Communications Commission
445 12th Street, SW, 5-A847
Washington, D.C. 20554

RE: (b) (b) (6)
FCC Serve Number 1525903
NOIC
Serve Date: 3/28/17

Dear Ms. Bowers,

This letter is in response to the informal complaint case cited above where (b) (b) (6) expresses concern with DSL service.

TDS advertises that DSL speeds and availability vary. Speed plans are 'up to'. Unfortunately, TDS is not able to offer faster speeds in (b) (b) (6) area at this time. We have upgrade plans for the broadband network in (b) (b) (6) serving area. We do not yet have an estimated completion date of the project. The customer may reduce their service plan or cancel the service without penalty. We partner with DISH Network and can offer their dishNet satellite internet as an alternative. Other alternatives could include Exede, other satellite or wireless providers.

The customer may contact TDS Telecom at 888CALLTDS (888-225-5837) or send webmail or chat request at www.tdstelecom.com for any questions.

Sincerely,

Pam Trickel
TDS Telecom

cc: (b) (b) (6)



April 27, 2017

FCC
Department Division Chief
Consumer Information Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: (b) (6) (b) (6)
1525958

Dear FCC,

This letter acknowledges our receipt of the notice of the complaint (as identified above) filed by (b) (6) (b) (6)

From the filings, we understand that the customer is inquiring about (b) (6) Windstream internet service performance associated with phone number (b) (6) (b) (6)

Windstream acknowledges that some Noble, GA customers have been experiencing high speed internet issues. This is a result of the tremendous growth in Internet usage over the past few years as well as the challenging economics of serving rural and remote areas with broadband. Unfortunately, our records indicate (b) (6) (b) (6) service address will not benefit from scheduled upgrades. Windstream has been actively working with an outside agency to reform the Federal Universal Service program to expand broadband deployment in remote and rural areas that are otherwise uneconomic to serve or upgrade without additional support. We are hopeful that those reforms will enable Windstream to improve service in difficult-to-serve areas like Noble, GA and deploy broadband to many consumers that do not currently have broadband available to them at all. Until upgrades are completed (b) (6) (b) (6) services are unlikely to improve.

Given existing high speed internet issues, (b) (6) (b) (6) is currently receiving a \$10.00 discount, which will appear on (b) (6) account monthly through April 2018.

If (b) (6) (b) (6) finds this unacceptable, (b) (6) may want to explore alternate service options such as Internet via satellite. For example, Dish Net through Dish Network is a service that may be available to (b) (6) and bundled with (b) (6) Windstream billing account. (b) (6) may call us for more information regarding this product.

We regret the inconvenience of this situation. Windstream appreciates (b) (6) (b) (6) Please feel free to contact me if you should have any additional questions or concerns.

Sincerely,

Maggie Allen
Windstream Communications
Executive Customer Relations
800-326-6314

CC: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Rock Spring GA 30739

April 26, 2017

FCC
Consumer Information Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: (b) (6) (b) (6)
Serve Ticket # 1526201

Dear FCC,

This letter acknowledges our receipt of the notice of the complaint 1526201 filed by (b) (6) (b) (6)

From the filings, we understand that the customer is inquiring about (b) (6) Windstream internet service performance associated with phone number (b) (6) (b) (6) (b) (6)

With respect to Windstream's response, Windstream acknowledges some Harrison AR customers have been experiencing high speed internet issues. This is a result of the tremendous growth in Internet usage over the past few years as well as the challenging economics of serving rural and remote areas with broadband. Unfortunately, our records indicate (b) (6) (b) (6) service address will likely not benefit from any of our scheduled upgrades in 2017.

Given the existing high speed internet issues I have changed (b) (6) (b) (6) plan to our Internet Access plan, this is what (b) (6) location qualifies for. This is an as is service and is not recommended for streaming or gaming. The price of this service is less than what he was paying by \$9.50 a month.

Windstream was dispatched to (b) (6) (b) (6) location on 4/6/2017 tested the lines and all was clear no issues found on the Windstream equipment. Technician did discover a bad phone within the house causing an issue and he advised the customer.

If (b) (6) (b) (6) finds this unacceptable, (b) (6) may want to explore alternate service options such as Internet via satellite. For example, Dish Net through Dish Network is a service that may be available to (b) (6) and bundled with (b) (6) Windstream billing account. (b) (6) may call us for more information regarding this product.

We regret any inconvenience this matter may have caused (b) (6) (b) (6) Windstream appreciates his business. Please feel free to contact me if you have any additional questions or concerns.

Sincerely,

Kelly McCammon
Windstream Communications
Executive Customer Relations
800-326-6314

CC: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Harrison AR 72601



April 3, 2017

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

(b) (6) (b)
(b) (b) (6) (b)
Mondovi, WA 54755

Complaint No.: 1526267
Received: March 29, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (b) advises that (b) has been experiencing intermittent speed and connectivity issues with (b) Internet service from Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors, including network congestion, customer location, customer equipment, and Wi-Fi network interference. Customer speeds may vary over time.
- Frontier has investigated (b) (b) (6) account and has determined that due to a surplus of Wi-Fi traffic in (b) home or immediate area, Wi-Fi network congestion could be affecting Internet service speeds. Frontier advises that plugging devices directly into the router through a wired connection should address this issue.
- Frontier made several attempts to reach (b) (b) (6) however, we have been unsuccessful in speaking with (b). Frontier emailed a 'Please Contact Frontier' letter to (b) (b) (6). If (b) (b) continues to experience service issues, (b) may contact the Internet Help Desk at 1-800-219-6877 or Frontier Repair at 1-877-600-1512 for assistance. (b) (b) may also contact Executive Relations at 1-844-320-4445, Ext# 1111276.

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

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

Sincerely,

Richard Vizcaino
1-844-320-4445, Ext. 1111276

cc: (b) (6) (b)



April 6, 2017

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

(b) (6) (b)
(b) (b) (6) (b)
Mondovi, WI 54755

Complaint No.: 1526267
Received: April 4, 2017

Dear Consumer Inquiries and Complaints Division:

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

According to the complaint:

- (b) (b) advises that (b) is experiencing intermittent speed and connectivity issues with (b) Internet service from Frontier.

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

- Frontier made several attempts to reach (b) (b) (6) however, we have been unsuccessful in speaking with (b). We have tried to reach (b) (b) by email and the call back number provided. If (b) (b) continues to experience service issues, (b) may contact the Internet Help Desk at 1-800-219-6877 or Frontier Repair at 1-877-600-1512 for assistance. (b) (b) may also contact the Executive Relations Team at 1-844-320-4445, Ext# 1111276.

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

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

Sincerely,

Richard Vizcaino
844-320-4445, Ext. 1111276

cc: (b) (6) (b)



2700 Oregon Rd., Northwood, OH 43619
419.724.9802 • buckeyebroadband.com

April 12, 2017

Via Regular Mail and E-Mail (b) (6) @ (b) (6)
(b) (6) (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (6)
Toledo, Ohio

Re: FCC Informal Complaint Ticket #1527490

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

This letter responds to your informal FCC Complaint noted above regarding blurriness and slow internet speed.

Prior to the above-captioned FCC complaint, Buckeye had not logged a trouble ticket on your account since April 2016, and it was not aware of the service problems at issue in your FCC complaint. Buckeye contacted you to troubleshoot the issue on April 4, 2017, and at that time you noted that service had been working fine for several days. Buckeye left you a voicemail on April 11, 2017, to determine if there had been any subsequent issues or need for further troubleshooting. There has been no subsequent communication from you about concerns or problems, and based on this it appears the issue that led to your complaint has been resolved.

To the extent you wish to discuss your account or any subsequent service issues, please contact Jennifer Abbott at 419-724-8890.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Mathew Beredo", is written over a horizontal line.

Mathew Beredo
Senior Counsel, Business & Legal Affairs
Buckeye Cablevision, Inc.

MB/pc

You have exceeded 85% of your current data plan for this billing cycle.

If you reach 100%, you will be charged overage charges at the rate of \$10 (non-prorated) for each additional allotment of 50 GB.

Customer representatives are available 24/7, even holidays, to answer any questions you may have or to help upgrade your data plan.

419-724-9800.

CLICK HERE to check your Internet consumption.

[CLICK HERE](#) to view Buckeye CableSystem's Internet Product Definitions

TAKE STEPS TO AVOID GOING OVER.

You have the option to add more data to your account's plan each month to help avoid overage charges.

GET MORE DATA FOR THE MONEY!

For as low as \$10 per month, you can add an additional 100 GB of data each month to your account.

Call 419-724-9800 today.

Acknowledge



March 31, 2017

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

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

Ticket# 1528151

To whom it may concern:

In response to your letter to the Executive Customer Support division of Hughes, it is our understanding that (b) (6) (b) (6) has some concerns regarding (b) HughesNet service.

Our Executive Customer Support representative reviewed all pertinent database records. Our records indicate that (b) (6) (b) (6) service was activated on November 12, 2012.

At the time (b) (6) (b) (6) ordered his service, (b) had to agree to the terms and conditions of our subscriber agreement to begin (b) service with Hughes. Hughes' subscriber agreement contains specific language advising our customer (b) that we do not guarantee minimum speeds. "HNS EXPRESSLY DISCLAIMS ANY REPRESENTATION OR WARRANTY THAT THE SERVICE WILL BE ERROR-FREE, SECURE OR UNINTERRUPTED OR OPERATE AT ANY MINIMUM SPEEDS." When you connect to the Internet using HughesNet, the upload and download speeds you experience will vary based on a variety of factors including the configuration of your computer, the number of concurrent users, network or Internet congestion, the speed of the Websites you are accessing, and other factors. Stated speeds and uninterrupted use of service are not guaranteed. During peak hours, actual upload and download speed will likely be lower than speeds indicated." You can use Netflix with our Gen4 service, but be sure to continue to monitor your monthly Data Allowance. It's important to remember that your home is approximately 22,000 miles away from the HughesNet satellite in space. In order to minimize the delay that comes from having data travel back and forth over such a vast distance, your modem uses advanced acceleration techniques. Hughes' service is shared bandwidth with a Fair Access Policy. To ensure equal Internet access for all HughesNet subscribers, Hughes maintains a Fair Access Policy (FAP). This policy applies to all HughesNet service plans. Gen 4 customers have two buckets of fixed data allowance per month. One being anytime bytes and the other being bonus bytes which have a fixed amount of data consumption between 2am-8am their local time. Once the bonus bytes consumption has been exceeded, to resume normal browsing speeds it would be necessary to purchase tokens to be released from the Fair Access Policy. Depending on the service plan the fixed amount of data allowance for anytime bytes ranges from 5GB to 20GB per month. (b) (6) (b) (6) current monthly service includes 50GB of anytime bytes and 50GB of bonus bytes. Data (b) (6) (b) (6) on a limited infrastructure are not going to change; Hughes does NOT classify itself as a BROADBAND provider but a satellite internet provider.

We sincerely regret any inconvenience that (b) (6) (b) (6) may have experienced and are hopeful that our actions will serve as a demonstration of our (b) (6) (b) (6) good faith. At this point, we would respectfully request that our response to this complaint be accepted as closure to the case. In the event you have any additional questions or comments, do not hesitate to contact me. Thank you very much for your consideration.

Very truly yours,

Darron Williams
Executive Customer Support
301-428-5500
executivecustomercare@hughes.net



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: 4/18/2017

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

Complainant's Name: (b) (b)
File No.: 1528650
Response Type: Internet
Service Date: 3/28/2017

INVESTIGATION SUMMARY:

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

On 03/29/2017, AT&T contacted (b) (b) to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) (b). (b)

AT&T investigated and determined that (b) (b) currently subscribes to AT&T (U-verse) Internet 18. AT&T testing found no trouble associated with (b) (b) in service and all devices currently in use by (b) (b) are being used via Wi-Fi. Between 03/30/2017 and 04/03/2017, AT&T made several unsuccessful attempts to speak with (b) (b) and discuss (b) Internet speed concerns. AT&T left a message with each attempt and asked (b) (b) for a return call to discuss his concerns. (b) (b)

(b) (b) issues have been addressed and AT&T provided contact information should (b) 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 Timothy Amey at ta7857@att.com or (925) 328-7006.

Sincerely,

Timothy Amey

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

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



April 7, 2017

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

(b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Franklin, NC 28734

Complaint No.: 1529215
Received: March 28, 2017

Dear Consumer Inquiries and Complaints Division:

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

According to the complaint:

- (b) (6) (b) (6) advises that (b) (6) has been experiencing intermittent speed and connectivity issues with (b) (6) Internet service from Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors: including network congestion, customer location, customer equipment, and WiFi network interference. Customer speeds may vary over time.
- Frontier reviewed the account and advises that a repair ticket was completed on February 1, 2017 which repaired a bad cable.
- Frontier made numerous attempts to contact (b) (6) (b) (6) and was unsuccessful in speaking with (b) (6). If (b) (6) (b) (6) continues to experience service issues, (b) (6) may contact the Internet Help Desk at 1-800-219-6877 or Frontier Repair at 1-877-600-1512 for assistance.

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

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

Sincerely,

Ben Delgado
844-320-4445, Ext# 1111292

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



April 3, 2017

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

(b) (b) (6)
(b) (b) (6) (b)
Holiday, FL 34690

Complaint No.: 1530357
Received: March 29, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (b) (6) indicates (b) is concerned that Frontier is blocking or slowing down (b) Internet download speeds and is not following net neutrality rules.

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

- Frontier advises that it follows the FCC's net neutrality rules and does not block, inhibit, or throttle any specific applications or classes of application.
- Frontier spoke with (b) (b) (6) on April 3, 2017, and confirmed that service is working. (b) (b) (6) is satisfied with this resolution.

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

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

Sincerely,

Michelle Wexler
844-320-4445, Ext# 1111279

cc: (b) (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: 4/10/2017

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

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

File No.: 1531197

Response Type: Internet

Service Date: 3/29/2017

INVESTIGATION SUMMARY:

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

On 03/30/2017, AT&T contacted (b) (6) (b) (6) via voicemail to acknowledge receipt of (b) (6) complaint and to confirm any additional details (6) relating to (b) (6) issue. (6)

AT&T investigated and determined that a dispatch was scheduled of 03/23/2017 to address (b) (6) (b) (6)'s service concerns; however, the dispatch was missed. A technician was dispatched on 03/24/2017 and made repairs to resolve the AT&T Internet service concerns. On 04/05/2017, AT&T provided a \$100 credit for the service difficulties in 03/2016, which will appear on the 05/03/2017 statement. (b) (6) (b) (6) confirmed (b) (6) satisfaction with the resolution. (6)

(b) (6) (b) (6)'s issues have been addressed and AT&T provided contact information should (b) (6) have any (6) (b) (6) questions or concerns. AT&T regrets any inconvenience caused by this matter. (6)

Please refer any additional questions, requests, or correspondence specific to this case to Latrice Keith at lk1365@att.com or (925) 277-6747.

Sincerely,

Latrice Keith

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

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



April 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)
(b) (6) (b) (6) (b) (6)
Atlanta, GA 30312

FCC IC File Number:	1531345
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	April 5, 2017

Dear Sir/Madam:

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

On April 3, 2017, a service call was scheduled during which time the technician diagnosed and corrected the service issue. The technician diagnosed noise on the lines and was able to correctly correct the noise by removing drops that were introducing noise into the system. On April 5, 2017, I contacted (b) (6) (b) (6) and verified that services are working correctly. 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) (b) (6) should there be additional questions or concerns.

Sincerely,

Kevin Sohnly
Executive Customer Relations
(610) 684-8349

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



To: Vicky May
From: Daniel E Jones
Complainant: (b) (6) (b) (6)
FCC Serve Ticket #: 1532332
Date: 3/30/2017

Dear Ms. May,

This is in response to the above referenced FCC complaint received by Atlantic Broadband.

Our technical team contacted (b) (6) (b) (6) in order to understand (b) (6) issue. This customer filed a complaint in regards to slow download speeds for (b) (6) internet service.

After troubleshooting with (b) (6) (b) (6) we found (b) (6) resides in an area that suffers from an issue with over-utilization of the downstream bandwidth, causing people in that area to get slower than advertised download speeds.

Our engineers are currently aware and working to fix this bandwidth issue in (b) (6) (b) (6) area. We have been and will continue to apply credit towards his Atlantic Broadband monthly bill until the issue is resolved.

If you have any questions please feel free to contact me.

Sincerely,

Daniel E. Jones
Tech Support Manager
120 Southmont Blvd
Johnstown, Pa
15905
814.534.8188

FCC Ticket: 1532464

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

We do not have a customer of record for the name above associated with an account.

However, being the Cullowhee area, we can provide some information.

This area was part of a major upgrade over the last 6 months, adding additional fiber and fiber nodes to improve internet performance and peak issues. The outages were part of having to take the system down to add the new fiber nodes. Most of this was completed during maintenance hours in the middle of the night, however some work had to be performed in the day due to involvement of power.

The fiber upgrade was complete in the second week of March and the move of the customers to the new internet connections on the new fiber was completed the first week of April.

Since the first week of April, we have not seen any packet loss in the network, no long ping times and no issues with utilization of the network during peak hours.



May 5, 2017

FCC
Department Division Chief
Consumer Information Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: (b) (6) (b) (6)
1532487

Dear FCC,

This letter acknowledges our receipt of the notice of the complaint (as identified above) filed by (b) (6) (b) (6)

From the filings, we understand that the customer is inquiring about his Windstream internet service performance associated with phone number (b) (6) (b) (6) (b) (6)

Windstream acknowledges that some Corsica, PA customers have been experiencing high speed internet issues. This is a result of the tremendous growth in Internet usage over the past few years as well as the challenging economics of serving rural and remote areas with broadband. Unfortunately, our records indicate (b) (6) (b) (6) service address will not benefit from scheduled upgrades. Windstream has been actively working with an outside agency to reform the Federal Universal Service program to expand broadband deployment in remote and rural areas that are otherwise uneconomic to serve or upgrade without additional support. We are hopeful that those reforms will enable Windstream to improve service in difficult-to-serve areas like Corsica, PA and deploy broadband to many consumers that do not currently have broadband available to them at all. Until upgrades are completed (b) (6) (b) (6) services are unlikely to improve.

Given existing high speed internet issues, (b) (6) (b) (6) is currently receiving a \$10.00 discount, which will appear on his account monthly through May 2018.

If (b) (6) (b) (6) finds this unacceptable, (b) (6) may want to explore alternate service options such as Internet via satellite. For example, Dish Net through Dish Network is a service that may be available to (b) (6) and bundled with his Windstream billing account. (b) (6) may call us for more information regarding this product.

We regret the inconvenience of this situation. Windstream appreciates (b) (6) (b) (6). Please feel free to contact me if you should have any additional questions or concerns.

Sincerely,

Maggie Allen
Windstream Communications
Executive Customer Relations
800-326-6314

CC: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Strattanville PA16258



April 24, 2017

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

Re: (b) (6) - IC# 1532695
Notice of Informal Complaint Service Date 3/29/17

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6)

Customer information is considered proprietary. To protect the customer as well as CenturyLink authorized parties, and only authorized parties may inquire on the account. In reviewing, this account (b) (6) is not the account holder, nor is he an authorized party on the account. CenturyLink is unable to respond to his inquiries regarding this account. However, records indicate these issues have been addressed. CenturyLink apologizes for any frustration this may have caused.

If you have any questions, please do not hesitate to contact this office.

Sincerely,

A handwritten signature in black ink, appearing to read 'Channing Williams'.

Channing Williams
CenturyLink Customer Advocacy
930 15th St
11th Floor
Denver, Co 80202
Channing.Williams@CenturyLink.com

cc: (b) (6)



April 28, 2017

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

(b) (6) (b) (6)
(b) (b) (b) (b)
Crosby, TX 77532

Complaint No.: 1532780
Received: April 10, 2017

Dear Consumer Inquiries and Complaints Division:

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

According to the complaint:

- (b) (b) (6) advises that (b) has been experiencing intermittent speed and connectivity issues with (b) Internet service from Frontier.

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

- Frontier reviewed (b) (b) (6) account and advises that Frontier replaced (b) (b) (6) modem on July 27, 2016.
- Frontier dispatched a technician to (b) (b) (6) residence on August 16, 2016 and repaired a line to restore service. (b) (b) (6) service had initially gone out due to a common cause outage in the area.
- Frontier also dispatched a technician on December 9, 2016, and repaired service.
- Frontier's Internet Help Desk was called on January 16, 2017 and the technician was able to resolve the problem over the telephone.
- Frontier has issued a credit of \$7.24 to (b) (b) (6) account for the time out of service due to the outage.

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

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

Sincerely,

Rebecca Niederstadt
844-320-4445, Ext# 1120138

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



April 12, 2017

Federal Communications Commission
Consumer Inquiries and Complaint Division
445 12th Street, S.W.
Washington, D.C. 20554

(b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Valley City, OH 44280

Complaint No.: 1532976
Received: March 30, 2017

Dear Consumer Inquiries and Complaint Division:

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

According to the complaint:

- (b) (6) (b) (6) advises that (b) (6) has been experiencing intermittent speed and connectivity issues with (b) (6) Internet service from Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors, including network congestion, customer location, customer equipment, and WiFi network interference. Customer speeds may vary over time.
- Frontier also advises that the available Internet speed depends on the distance from Frontier's closest facilities. (b) (6) (b) (6) location is over 21,100 feet from the nearest Frontier facilities. Frontier is providing the fastest Internet speed that it can provide at this location at this time.
- Frontier advises that (b) (6) (b) (6) pays \$19.99 per month for (b) (6) Frontier Internet service, the lowest price available.
- Frontier advises that it is continually working to improve its network and its customers' experience; however, Frontier has no specific plans for upgrades in (b) (6) (b) (6) area at this time.

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

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

Sincerely,

Nicole Hernandez
844-320-4445, Ext# 1111135

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



April 21, 2017

Ms. Sharon Wright
Federal Communications Commission
Consumer Inquiries and Complaints Division
Washington, DC 20554

Re: (b) (6) (b) (6) – IC# 1533352
Notice of Complaint filed 03/30/2017

Dear Ms. Wright:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6) (b) (6). (b) (6) states that when everything works (b) (6) gets over 6 Mbps, but in the last few days it has been up and down, sometimes .5 or less. (b) (6) says there is a phone line down on the ground a mile south that may be part of the problem. (b) (6) says she was told to stay home and someone would come and look into it, but nobody showed despite receiving texts and emails. When (b) (6) called about it (b) (6) was told it was for a different day. (b) (6) says this happens all of the time.

Records indicate that there has only been one repair ticket requiring dispatch in the past 24 months. The ticket shows the technician dispatch was set up for March 29, 2017, CenturyLink regrets if the customer was advised a different date. The technician repaired the aerial cable and removed unused inside wiring to resolve the issue. The line is now testing at 7 Mbps, 117% of the purchased rate of 6 Mbps. There have been two other reported issues; one to connect the DirecTV Genie to the service and one in March 2016 regarding slow internet. Both tickets were resolved on the call to Technical Support.

Please let me know if you have any questions.

Sincerely,

Brenda Spence

Brenda Spence

Cc: (b) (6) (b) (6)

930 15th St. 11th Flr
Denver, CO 80202
Tel 844-268-0164
Fax 888-634-0013



April 30, 2017

SUBMITTED VIA FCC WEB PORTAL

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

RE: Notice of Informal Complaint

Complainant:

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

FCC Serve Ticket Number:

1534466

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 representative contacted (b) (b) and reviewed (b) concerns. A technician completed a service call and confirmed that (b) services were operating at the expected level of service at the end of the service call. (b) (b) (6) confirmed (b) service is now operating properly as well. (b) (b) may contact Customer Care at 407-291-2500 with any further concerns.

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

Respectfully submitted,

/s/

Erin Tucker

Specialist - CCED

cc:

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

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

Orlando, FL 32811



May 3, 2017

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW, 4-C763
Washington, DC 20554

Complainant Name: (b) (6) (b) (6)
Ticket Serve #: 1535014 (b) (6)

In the complaint forwarded to RCN Telecom Services, LLC. (hereinafter "RCN" or "Company") by the FCC Consumer and Governmental Affairs Bureau, (b) (6) (b) (6) stated that the latency of (b) (6) internet service is very high, and there is intermittent packet loss that happens throughout the day and gets especially worse at night.

The node that services (b) (6) (b) (6) location needs to be redesigned to accommodate the number of modems in the area. A total credit of \$105.96 has been applied, to date, for (b) (6) (b) (6) issues. RCN is, at present, working on the node to alleviate the latency issue and is keeping (b) (6) (b) (6) informed of the progress.

We apologize for the inconvenience (b) (6) (b) (6) experienced due to this circumstance.

Sincerely,

M. M. Lew
Sr. Analyst, Regulatory Compliance

c.c. (b) (6) (b) (6) (b) (6)
(b) (6) (b) (6)



April 10, 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)
(b) (6) (b) (6) (b) (6)
Albuquerque, NM 87111

FCC IC File Number:	1535401
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	April 3, 2017

Dear Sir/Madam:

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

On March 21, 2017, a service call was scheduled during which time the technician diagnosed and corrected the service issue by replacing the drop connectors and replacing some internal connections. On April 7, 2017, I communicated with (b) (6) (b) (6) and verified that services are working correctly.

On April 7, 2017, I placed a \$70.00 credit on the account to reverse the service call fee from March 21, 2017. This credit will appear on the April 26, 2017 statement. Additionally, I confirmed with (b) (6) (b) (6) current agreement expires on June 26, 2017 and (b) (6) agreement was not extended when (b) (6) transferred services to the new address. 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) (b) (6) should there be additional questions or concerns.

Sincerely,

Toby O.
Executive Customer Relations
(888) 966-7794 Ext. 3025547

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



158 State Street
Albany, NY 12207

April 10, 2017

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

RE: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Saratoga Springs, NY 12866
Telephone: (b) (6)
Serve Ticket #: 1535916
Serve Date: April 03, 2017

Dear FCC,

Thank you for referring the complaint of (b) (6) (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) (b) (6) expressed concern about slow internet speeds.

According to our records, a Specialist spoke with (b) (6) (b) (6) on April 4th to discuss (b) (6) slow internet speeds. (b) (6) (b) (6) stated she was traveling for work and wouldn't be home for a while. (b) (6) stated (b) (6) would call us when (b) (6) was ready to troubleshoot.

According to our records, the Specialist did see good rates to the modem. This is the first trouble ticket for (b) (6) (b) (6) account.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) (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,

Sandra Koutrouba
Verizon Executive Relations Team

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



April 30, 2017

SUBMITTED VIA FCC WEB PORTAL

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

RE: Notice of Informal Complaint
Complainant: (b) (b) (b) (b) (6)
FCC Serve Ticket Number: 1536507

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 technician was deployed to the customer's address on April 3rd to investigate (b) service issues. The technician confirmed (b) services were operating at the expected level of service at the end of the service call. In addition, the technician provided (b) (b) (6) with information about running spyware to keep (b) computer running smoothly. (b) should contact Customer Care at 888-892-2253 with any further concerns.

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

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

cc: (b) (b) (b) (b) (6)
(b) (b) (b)
Vestal, NY 13850



RISE Broadband
619 14th ST SW
Loveland, Co 80537

(b) (6) (b) (6)
(b) (6) (b) (6)
(b) (6) (b) (6)
Decatur TX 76234

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

Date: 4/4/2017

FCC: 1537172

Account Number: (b) (6)

Address: (b) (6) (b) (6)
(b) (6) (b) (6)

Decatur TX 76234

Issue Summary:

I have had this service for probably close to 10 years - they've had numerous mergers and each time they merge it seems our service gets worse. I've been told they are going to replace parts on our tower to fix the issues more times than I can count.

There is rarely a month that goes by that I do not call them at least once because of either an outage or extremely slow speeds (which they usually end up saying is latency or packet loss).

Last Tuesday (3/21/17) they said the outage was because they were installing new equipment which would fix many issues, BUT I was down again 3/27, 3/28 and again today 3/30. Each time I've called, they have "no ETA. Technicians will be checking on it soon".

I asked today for a list of the times I have called their company and the supervisor said company policy doesn't allow him to give any information.

I live in a rural area where there isn't any other option for internet, or else I would have changed companies years ago. I work from home and internet service is a must. However, just in the past 8 days, I have lost significant income due to their outages. When I talked with the billing department, my outage credit was a whopping \$2.83 for 3/21, 3/27, and 3/28!

I've dealt with them for years; calling hundreds of times to report slow speeds and outages, but I'm fed up and feel that they really could care less if they actually ever FIX the issues, so I'm hoping the FCC can help.

Response:

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

We appreciate you taking the time to bring your concerns to our attention, in regard to your Rise Broadband Internet Service. Thank you for providing us with the opportunity to respond to this matter.

We have had the opportunity to research your concerns, and would like to share the following: We have noted an open network ticket within your area (please reference case1822380). Our corporate engineering team is currently formulating a plan for replacement of the area circuit. While we are working diligently to alleviate the issues within the area; we do not currently have a specific time frame for resolution. We sincerely apologize for any inconvenience.

Additionally, we would like to extend an apology for any unprofessional or less than helpful exchanges you may have encountered during your interactions with our contact center. We strive to provide a strong customer service experience and we regret that this was not your experience.

We have applied a one month service credit on the account totaling \$29.74 in light of the network concerns. We have also applied an additional discount of \$10.00 off per month, for the next three months: for a total credit of \$59.74. We sincerely apologize for any inconvenience this has caused you.

We hope this information provides clarification regarding your concerns. We value you as a customer and sincerely appreciate your continued support and service with Rise Broadband.

Kind Regards,

Christina, Executive Services

Rise Broadband.

Respondent: Christina, Executive Services, 844-441-7473, vipsupport@risebroadband.com

CC: (b) (6) (b) (6)



RISE Broadband
619 14th ST SW
Loveland, Co 80537

(b) (6) (b) (6)
(b) (6) (b) (6)
(b) (6) (b) (6)
Decatur TX 76234

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

Date: 4/28/2017

FCC: 1537172

Account Number: (b) (6)

Address: (b) (6) (b) (6)
(b) (6) (b) (6)

Decatur TX 76234

Issue Summary:

I have already received their letter - the one where they state "our corporate engineering team is currently formulating a plan for replacement of the area circuit". I've heard that same jargon for the past year or more. I wonder how long it takes them to "formulate a plan"?

My service was down AGAIN on Saturday April 15th and AGAIN yesterday April 16th. They offer no real explanation for the outage, just that they have technicians en route or on site with no estimated time for repair. After several hours the internet will be back up. Yesterday when I called to ask why I was without service the agent said I had called them 8 times in the past 30 days for outages and said that it obviously shows there are issues with our service. Today I was offered a whopping \$1.53 credit for those 2 days of no service.

Is there anything you can do?

(b) (6)

Response:

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

We appreciate you taking the time to bring your additional concerns to our attention, in regard to your Rise Broadband Internet Service. Thank you for providing us with the opportunity to address these further concerns.

We reached out to you on April 26, 2017 in an effort to address your additional concerns. At that time, we noted that it had been over 2 years since a technician had visited your property to evaluate the radio antenna equipment. We established a service call for April 27, 2017 during the course of the phone call. At the time of the service call, our technician was successfully able to relocate your signal to a neighboring tower. As we have confirmed within our follow up conversation with you this morning, the service has now stabilized and seems to be running far more consistently.

We hope this information provides clarification regarding your additional concerns. We value you as a customer and sincerely appreciate your continued support and service with Rise Broadband.

Kind Regards,

Christina, Executive Services

Rise Broadband.

Respondent: Christina, Executive Services, 844-441-7473, vipsupport@risebroadband.com

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



May 18, 2017

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

(b) (6) (b)
(b) (6) (b)
(b) (6) (b)
Kenick, WV 24966

Complaint No.: 1538058
Received: March 31, 2017

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

Dear Consumer Inquiries and Complaints Division:

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

According to the complaint:

- (b) (6) (b) advises that (b) (6) (b) has been experiencing intermittent speed and connectivity issues with (b) (6) (b) Internet service from Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors, including, customer location, customer equipment, and WiFi network interference. Customer speeds may vary over time.
- Frontier also advises that the available Internet speed depends on the distance from Frontier's closest facilities. (b) (6) (b) location is over 18,000 feet from the nearest Frontier facilities. Frontier is providing the fastest Internet speed that it can provide at this location at this time. (b) (6) (b) is provisioned at 1.000Mbps/384k.
- A Frontier technician was dispatched and performed a speed test from (b) (6) (b) network interface device. The speed tested at that time was 900K / 448 k.
- Frontier advises that it is continually working to improve its network and its customers' experience; however, Frontier has no specific plans for upgrades in (b) (6) (b) area at this time.
- Without waiving any rights, Frontier is providing (b) (6) (b) with discounted Internet Max monthly \$9.99 pricing.
- Frontier spoke with (b) (6) (b) on May 12, 2017 to provide the above information.

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

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

Sincerely,

Norma Dugas
844/320-4445, Ext# 1124184

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



April 28, 2017

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

Re: (b) (b)
Ticket#: 1538546

In response to your letter dated March 31, 2017, to the Executive Customer Care division of Hughes, we have contacted (b) (b) in an attempt to resolve the outstanding matter. It is our understanding that (b) (b) has some concerns regarding the speeds of his HughesNet service and is seeking to cancel without the early termination penalty.

Our Executive Customer Care representative reviewed all pertinent database records prior to establishing contact with (b) (b) (6). Our records indicate that (b) (b) (6) account was activated on August 24, 2009. (b) (b) had ordered his service through a third party sales source, Mr. Satellite (P10).

(b) (b) contacted our technical support team on several occasions due to service issues. After evaluation, it was determined that (b) (b) (6) service was performing within acceptable parameters, but (b) was unhappy with his speeds. Hughes offer (b) (b) a free complimentary hardware upgrade to our new Gen5 service from our new ESXIX satellite with as part of a service improvement solution with a special price match deal for the next 24 months.

Over time Hughes launches new satellite systems and offers are made to our existing customers to upgrade to the new Gen5 system, instead of repairing the existing hardware. Hughes values (b) (b) as an eight year customer and we wish to retain (b) business. Should (b) (b) remain unsatisfied with the performance of (b) service, Hughes will allow (b) (b) to cancel (b) account without an early termination fee.

We sincerely regret any inconvenience (b) (b) may have experienced and are hopeful our actions will serve as a demonstration of our good faith. At this point, we would respectfully request our response to this complaint be accepted as closure to the case. In the event you have any additional questions or comments, do not hesitate to contact me. Thank you very much for your consideration.

Sincerely,

William
Office of Executive Support
301-428-5500
executivecustomercare@hughes.net



Lauren Predmore
Paralegal

May 9, 2017

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

Ticket No.:	1599451
Customer Name:	(b) (6) (b) (6)
Mediacom Account:	8383610070078726

Dear Ms. Chambers:

This letter is in response to a complaint filed with your office by (b) (6) (b) (6) (b) (6) stated (b) (6) experienced Internet access service speeds with Mediacom.

On May 3, 2017, a Mediacom HFC technician replaced a bad amplifier in the customer's area. Since February 2017, a total of \$125.85 in credit has been applied to the customer's account.

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

Sincerely,

Lauren Predmore
Lauren Predmore

cc: (b) (6) (b) (6)
(b) (6) (b) (6)
Fayetteville, TN 37334



May 22, 2017

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

Re: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (6) (b) (6)
Miami, FL 33126

FCC IC File Number: 1599628
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: May 2, 2017

To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Commission by Mr. Ricardo Perez, an authorized user on the account for (b) (6) (b) (6) Carbo, regarding XFINITY service.

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

A Comcast Customer Security Assurance technician made several attempts to contact Mr. Perez to address his concern and provide the aforementioned information. Unfortunately, all attempts were unsuccessful. The technician left a message with her direct contact information should Mr. Perez have any 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 Mr. Perez so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
(720) 616-7739

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

100 CenturyLink Drive
Monroe, LA 71203
Phone: 800.201.4099
Fax: 318.388.3369
www.CenturyLink.com



May 24, 2017

Ms. Sharon Wright
Federal Communications Commission
Consumer Inquiries and Complaints Division
Washington, DC 20554

Re: (b) (6) (b) (6) – IC# 1599696
Notice of Complaint filed 05/02/2017

Dear Ms. Wright:

CenturyLink submits the following information for the complaint filed by (b) (6) (b) (6) regarding slow speed issues with (b) (6) CenturyLink internet service.

CenturyLink regrets any issues (b) (6) (b) (6) has experienced with (b) (6) CenturyLink internet service. CenturyLink has reviewed and found that (b) (6) (b) (6) subscribes to internet service with download speeds up to 10Mbps and is currently provisioned for download speeds up to 11.774Mbps, which is 116% of the full purchase price. (b) (6) (b) (6) subscribes to internet service with upload speeds up to 768kbps and is currently provisioned for upload speeds up to 895kbps, which is 116% of the full purchase price.

(b) (6) (b) (6)'s internet service is served by internet device FSTWPAABRLA-NWPR, which is currently in temporary bandwidth exhaust. Customers served by this device may experience slow speeds, packet loss and latency during peak hours, including nights and weekends. In order to prevent further issues, CenturyLink has capped availability for this specific device preventing processing of any new internet installations or speed upgrades which would be served from this specific device. This will stop further degradation to our current customers' services. CenturyLink has development and has approval for upgrade plans for the area/device to be completed shortly.

It is helpful to remember that bandwidth is provided on a per-line (not a per-device) basis. The bandwidth available to each device connected to the network will vary depending upon the number, type and configuration of devices using the Service and the type of use (e.g., streaming media), among other factors. Also, since a WIFI connection can lose up to 40% of bandwidth, turning off WIFI on devices not being used or powering off such devices may provide a better connection.

Sincerely,

Dawn Burns

Dawn Burns
CenturyLink Customer Advocacy

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
New Paris, PA, 15554

100 CenturyLink Drive
Monroe, LA 71203
Phone: 800.201.4099
Fax: 318.388.3369
www.CenturyLink.com



May 11, 2017

Ms. Sharon Wright
Federal Communications Commission
Consumer Inquiries and Complaints Division
Washington, DC 20554

Re: (b) (6) (b) (6) – IC# 1599706
Notice of Complaint filed 05/02/2017

Dear Ms. Wright:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6) (b) (6) regarding repair of services.

CenturyLink researched (b) (6) (b) (6) account and has found that it took multiple repair tickets for the field technician to find the cause of the slow speed which was determined to be a cable issue outside of the (b) (6) (b) (6) premise. The repair was completed on 5/09/2017. The account had already been credited for out of service credit.

CenturyLink regrets any issues that (b) (6) (b) (6) had with her CenturyLink services.

Sincerely,

Dawn Burns

Dawn Burns
CenturyLink Customer Advocacy

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b)
Fort Myers, FL, 33913



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: 5/8/2017

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

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

File No.: 1601761

Response Type: Internet

Service Date: 5/3/2017

INVESTIGATION SUMMARY:

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

On 05/04/2017, AT&T contacted (b) (6) (b) (6) via voicemail to acknowledge receipt of (b) (6) complaint and to confirm any additional details (b) (6) relating to (b) (6) issue. (6)

AT&T investigated and determined that (b) (6) (b) (6) subscribes to DSL service. AT&T established a technician dispatch for 05/05/2017. AT&T (b) (6) followed up and confirmed that the technician repaired the Internet service.

AT&T attempted unsuccessfully to speak with (b) (6) (b) (6) to follow-up. AT&T left a voicemail message requesting a return call. (6)

(b) (6) (b) (6) m's issues have been addressed and AT&T provided contact information should (b) (6) have any (b) (6) other 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 Scott Sims at ss754x@att.com or (877) 404-2417, access code 622, extension 1156.

Sincerely,

Scott Sims

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

cc: (b) (6) (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: 5/22/2017

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

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

File No.: 1601761

Response Type: Internet

Service Date: 5/15/2017

INVESTIGATION SUMMARY:

AT&T received a supplemental notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding AT&T DSL Internet service concerns.

On 05/16/2017, AT&T contacted (b) (6) (b) (6) to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue; however, the phone range w/ (b) (6) no answer or option to leave a message. (b) (6)

AT&T investigated and determined that a dispatch was completed on 05/05/2017 to restore service; however, there was no answer on the follow up call to confirm if there was any further issues. On 05/18/2017, a dispatch was completed to resolve service issues. On 05/22/2017, AT&T spoke with (b) (6) (b) (6) who confirmed the service was restored with no other issues. AT&T advised of a \$75.00 (b) (6) credit due to the recent service issues. The credit will appear on the statement within one to two billing cycles. (b) (6) (b) (6) confirmed satisfaction with this resolution.

(b) (6) (b) (6) m's issues have been addressed and AT&T provided contact information should (b) (6) have any (b) (6) other questions or concerns. AT&T regrets any inconvenience caused by this matter. (b) (6)

Please refer any additional questions, requests, or correspondence specific to this case to Scott Sims at ss754x@att.com or 877 404-2417 access code 622, extension 1156.

Sincerely,

Scott Sims

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

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