



AT&T Mobility Tele: 877 629 9803
Office of the President Fax: 214 761 4600

Response to Notice of Informal Complaint (NOIC)

September 14, 2015

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

Complainant's Name: (b) (6)
Agency File Number: 447464
Response Type: Other
Due Date: September 4, 2015
Company File Number: n/a

AT&T Mobility (AT&T) received complaint and appreciates the opportunity to respond. We have reviewed (b) (6) complaint. We have determined they are currently not a customer of AT&T. Their complaint indicates TracFone Wireless, a reseller of AT&T, as the source of their concern. Resellers of AT&T handle all customer service inquiries from their customers. Due to this AT&T respectfully requests you forward (b) (6) complaint to TracFone Wireless at the address below. (6)

TracFone Wireless, Inc.
9700 NW 112th Avenue
Miami, Florida 33178

AT&T regrets any inconvenience caused by this matter. We trust this letter addresses your concerns regarding this complaint.

Sincerely,
Sherri Baker
AT&T Office of the President



Executive & Regulatory Services
P. O. Box 8077
London, KY 40742

August 18, 2015

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

Re: FCC IC 00-447615-1
Complaint of (b) (6)
Notice of Informal Complaint Dated August 8, 2015

Dear Ms. Bowers:

Sprint is in receipt of the above-referenced complaint of (b) (6). This complaint was served on Sprint on August 5, 2015, with regard to our Boost Mobile product. In his complaint, (b) (6) expressed his concerns regarding suspicious activity involving his ISP and host services, and he suspects identity theft, shadow or parallel computing, and a smear campaign. (b) (6) is requesting assistance in resolving his concerns.

Sprint is committed to protecting our customers' privacy by complying with all laws that apply to the collection, access, use, disclosure, and security of their personal information. We do not disclose any of our customers' personal information unless authorized by the customer or required by law.

During our discussion with (b) (6) on August 8, 2015, we advised him of the above information. (b) (6) indicated that he believes he is a victim of identity that resulted from his general use of the internet and that his concerns were not with Boost Mobile. If (b) (6) believes that his safety is being compromised, we suggest that he contact his local law enforcement.

I apologize for any inconvenience this matter may have caused. If you or (b) (6) has questions regarding these concerns, you or he can contact me directly at (972) 891-7205 or by calling the Sprint Executive & Regulatory Services department toll-free at 1-888-715-4587. I am available Monday through Friday from 8 a.m. to 5 p.m., Central Time.

Sincerely,

Marco M.

Marco M.
Executive Services Analyst

2166296

c: (b) (6)



FCC Appeals Bureau
AT&T
308 S Akard Street, Suite 1110
Dallas, Texas 75202-5315

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/17/2017

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

Complainant's Name: (b) (6)
File No.: 1298726
Response Type: Other
Service Date: 11/2/2016

INVESTIGATION SUMMARY:

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

AT&T previously addressed (b) (6) concerns via his direct contact with AT&T on 08/08/2016 and 10/31/2016. As previously addressed, AT&T has continued to work on the issue that (b) (6) has raised. AT&T has implemented additional systems updates to prevent any further issues. AT&T is committed to working with (b) (6) in the future if there are any other occurrences.

(b) (6) issues have been addressed and AT&T provided contact information should he have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Chris Timmermans at ct4873@att.com or (816) 251-8457.

Sincerely,

Chris Timmermans
Associate Director – Office of the President
AT&T Services Inc.

Cc: (b) (6)

December 20, 2016



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

Re:

(b) (6)

FCC IC File Number: 1328108
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: November 29, 2016

To the Commission:

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

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

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

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

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

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

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

Consistent with reasonable network management practices, Comcast employs a variety of methods – including in-browser notifications that are designed to be non-disruptive and non-intrusive – to notify subscribers of essential information regarding their XFINITY Internet service and equipment, the detection of malware and other critical information.⁴

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

Sincerely,

Customer Security Assurance
(720) 616-7739

cc: (b) (6)

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

⁴ <https://tools.ietf.org/html/rfc6108>

December 19, 2016



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

Re:

(b) (6)

[Redacted]
[Redacted]

FCC IC File Number: 1328486
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: November 29, 2016

To the Commission:

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

Consistent with reasonable network management practices, Comcast employs a variety of methods – including in-browser notifications that are designed to be non-disruptive and non-intrusive – to notify subscribers of essential information regarding their XFINITY Internet service and equipment, the detection of malware and other critical information.¹

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

Sincerely,

Customer Security Assurance
(720) 616-7739

cc:

(b) (6)

¹ <https://tools.ietf.org/html/rfc6108>



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

December 23, 2016

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

Re: FCC IC – 1328502
Complaint of (b) (6)
Notice of Informal Complaint dated November 28, 2016

Dear Ms. Bowers:

Sprint is in receipt of the complaint referenced above, filed by (b) (6) regarding our Boost Mobile product. This complaint was served on Sprint on November 28, 2016. According to the information provided, (b) (6) indicated she is requesting assistance the tracking a hacker, citing she is not able to access her phone even on emergency at times.

We are committed to protecting the privacy of our customers and complying with all laws that apply to the collection, access, use, disclosure, and security of their personal information. We do not disclose any of our customers' personal information unless authorized by the customer or required by law. In accordance with that commitment, we take measures to verify that callers are authorized to discuss and/or make changes to an account. Specifically, we require that each account has a PIN and that the PIN is verified by the account holder or an individual authorized to have access to the account before we can discuss sensitive account information or make any changes to the account. If the PIN cannot be provided, other specific identifiers may be required to discuss the account information or to implement the changes being requested. For additional information regarding our Privacy Policy, including how we collect, access, use, disclose, and secure personal information, (b) (6) may visit our website, www.boostmobile.com.

During our conversation with (b) (6) on December 20, 2016, we provided the information detailed above. However, we advised that if she believes her usage is being monitored by a third party or if her safety is being compromised, we recommend that he contact her local law enforcement.

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

Sincerely,

Vernica B.

Executive Services Analyst

2231756

c: (b) (6)

January 23, 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)

FCC IC File Number: 1328908
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: January 3, 2017

To the Commission:

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

Comcast takes the security of its subscribers' accounts very seriously. When Comcast's security teams identify a potential security risk to subscriber information, immediate action is taken to address these issues.

Upon receipt of this complaint, Comcast Customer Security Assurance conducted a thorough investigation of (b) (6)' concerns. The results of the investigation do not indicate any unauthorized access or breach of (b) (6)' Comcast account. (6)

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

A Comcast Executive Customer Relations representative made several attempts to contact (b) (6) to address her service concerns. Unfortunately, all attempts were unsuccessful. The representative left a message with his direct contact information should (b) (6) have further questions regarding this matter. I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6).

Sincerely,

Customer Security Assurance
720-616-7739

cc:

(b) (6)



January 20, 2017

(b) (6)
[Redacted]

Re: (b) (6)
FCC File #: 1330751
Response Due Date: January 20, 2017

Dear (b) (6),

This letter is in response to your above referenced complaint.

Cox had the opportunity to speak with you on December 28, 2016 in receipt of this concern. At that time, you described issues with your computer involving Microsoft, Firefox and malware. You explained that you use a wireless mouse on your computer, which at times would begin to move on its own as if someone was remotely accessing and controlling the computer. As Cox does not offer direct support for the issues that you described, you were referred to contact McAfee, Microsoft, Firefox support or the option to work with Cox Tech Solutions; a paid subscription for additional support related to problems and services outside of what the Cox technical support team can provide. As a courtesy, Cox waived the one time diagnostic fee of \$99 for Cox Tech Solutions. You confirmed that you were comfortable performing self checks and contacting the appropriate teams for support in the future.

Cox believes that you are satisfied with our efforts to address and resolve your concern.

Respectfully yours,

RESPONDING ON BEHALF of Cox Communications Kansas, LLC

A handwritten signature in black ink, appearing to read "Doug Garrett", written over a light blue horizontal line.

Douglas Garrett
Executive Director, Regulatory Affairs

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



December 14, 2016

(b) (6)

Re: (b) (6)
FCC File #1331086
Response Due Date: December 31, 2016

Dear (b) (6);

This letter is in response to your above-referenced complaint regarding concerns with unauthorized access to your Cox.net e-mail account.

Upon receipt of this complaint, our Executive Escalations Department was able to speak directly with you on December 2, 2016 to gain a better understanding of your concerns. During this conversation, you mentioned that you noticed changes to a few of the folders in your Cox e-mail account as well as some e-mails that appeared to be missing. In an effort to look into this for you, you provided us with a range of dates where you felt there may have been unauthorized access to your account in addition to screen shots of the folder changes so we could better investigate your concerns.

Following this discussion, we provided your account information, screen shots, and date ranges to our Account Security Department who investigated the sign-in logs for your Cox.net e-mail account. After researching this information, our Account Security Department found there has been no unauthorized activity from any IP address other than the one you may have already used. Additionally, to ensure no other issues may have been impacting the Cox.net account, our Tier II Data Support Department also researched the account and found no indication of unauthorized access or hacking for your account.

Following the completion of our research, our Executive Escalations Department attempted to contact you on December 12, 2016 to advise you of our findings but we were only able to leave a message with our contact information. While there does not appear to be any indication of hacking or unauthorized access to your account, we do highly suggest running an antivirus and malware scan on your computer to ensure there is no malicious software on your PC which may be impacting your browser. Additionally, we also suggest regularly changing your Cox.net password to ensure the safety of your account.

We hope this information has been helpful and please contact our Executive Escalations department at (844) 233-3044 should you have additional questions or concerns regarding this complaint.

RESPONDING ON BEHALF of Cox Communications Las Vegas, Inc.

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

December 28, 2016



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

Re: (b) (6)
[REDACTED]
[REDACTED]

FCC IC File Number: 1332254
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: November 30, 2016

To the Commission:

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

The privacy of Comcast's customers is of the utmost priority, and Comcast takes customers' privacy and security very seriously. Comcast complies with all applicable regulations regarding the maintenance of such information. Further, and contrary to (b) (6) [REDACTED]'s complaint, Comcast's automated system does not disclose the full address associated with any customer account.

On December 3, 2016, a Comcast Customer Security Assurance technician contacted (b) (6) [REDACTED] to advise her of the aforementioned information and address any other concerns. The technician advised (b) (6) [REDACTED] of the above information. The technician provided his direct contact information so that (b) (6) [REDACTED] can contact him with any further questions or concerns. (6)

I trust this letter provides your office with the information required in this matter.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6) [REDACTED]



May 3, 2017

(b) (6)
[Redacted]

Re: (b) (6)
FCC File #1588118
Response Due Date: May 28, 2017

Dear Mr. Wood,

This letter is in response to your above-referenced complaint dated April 26, 2017 regarding concerns with your Cox Internet service.

A member of our Executive Escalations team was able to speak directly with you on May 1, 2017. During the conversation, you shared that you were concerned with the security of your internet network. Additionally, you mentioned you are working with your cellular carrier T-Mobile regarding similar security concerns. The Specialist offered to have a field Specialist start the investigation at your home in an attempt to identify any equipment or network security concerns. Regretfully, you informed the Specialist you would be out of town for 2 months but would be returning to (b) (6) in July.

We understand that upon your return to your (b) (6) residence you will contact the Executive Escalation Specialist directly so that a service visit can be promptly scheduled. We look forward to investigating your concerns and are pleased that you are satisfied after our detailed conversation.

We hope this information has been helpful and please contact our Executive Escalations department at (844) 233-3044 should you have additional questions or concerns.

RESPONDING ON BEHALF of Cox Communications Arizona, 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



May 18, 2017

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

Re: (b) (6)
[REDACTED]
[REDACTED]

FCC IC File Number:	1593403
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	May 2, 2017

Dear Sir/Madam:

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

Our records reflect that (b) (6) is not an authorized user on the account in question. (b) (6) would need to be added to the account as an authorized user by the account holder before any account information can be discussed and/or released. 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) should there be additional questions or concerns.

Sincerely,

Darlene Pierre
Executive Customer Relations
(410) 931-5213

cc: (b) (6)



158 State Street
Albany, NY 12207

May 08, 2017

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

RE:

(b) (6)

Serve Ticket #: 1594101

Serve Date: May 02, 2017

Dear FCC,

Thank you for referring the complaint of (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) expressed concern about an issue surrounding the deletion of his emails.

According to our records, the case was sent to the Fiber Solutions Center (FSC) for review.

A specialist spoke with the customer (Mrs.) and went through her AOL settings. There were no filters deleting emails. We pulled up the email on the phone and refreshed the Inbox and the emails moved from her AOL Inbox to the Trash. It is therefore possible that her equipment is causing the issue. They disabled the email on the phone and the specialist advised her to just check through AOL.com or the AOL app. The specialist will follow-up with the customer on this to check status of her emails. The specialist spoke with the customer again as planned who advised the emails were still going to her Trash. The specialist arranged to call on Monday 5/8 to verify if the issue is still ongoing.

The customer called back the FSC on 5/8/17 to discuss this issue with the specialist. She advised that her husband had the email address on his phone as well and was deleting the emails which was sending them to the trash. There is no further issues with this case and the customer understands that this was not a Verizon issue.

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

Sincerely,

Jacquelyn Brayden
Verizon Executive Relations Team

cc: (b) (6)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370

P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 5/11/2017

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

Complainant's Name: (b) (6)

File No.: 1594297

Response Type: Other

Service Date: 5/2/2017

INVESTIGATION SUMMARY:

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

On 05/02/2017, AT&T contacted (b) (6) via voicemail to acknowledge receipt of his complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that (b) (6)'s was unable to authenticate the account with the PIN that is established when the service is ordered or with additional security questions setup when the service is registered. On 05/10/2017, (b) (6) confirmed his request to disconnect the AT&T Internet account and that he did not know the PIN or the security answers setup on the account; however, AT&T was able to proceed with additional information obtained from the 04/13/2017 statement. AT&T issued a disconnect order for the AT&T Internet account effective on 05/10/2017. (b) (6) confirmed his satisfaction with this resolution.

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

Please refer any additional questions, requests, or correspondence specific to this case to Debra Curry at DC1021@att.com or 877 404-2417 access code 622, extension 1195.

Sincerely,

Debra Curry

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

cc: (b) (6)



May 17, 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)

FCC IC File Number:	1596439
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	May 3, 2017

Dear Sir/Madam:

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

I made several attempts to contact (b) (6) using all available contact methods. While my attempts were unsuccessful, our records indicates (b) (6) subscribes to (b) (6) at the retail rate of \$19.99 per month. In regards to the network's commercial length concern, (b) (6) determines what is advertised during commercials and the duration of the commercial advertisement. 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) should there be additional questions or concerns.

Sincerely,

Kimberly Luke
Comcast Executive Customer Relations
(302) 731-3727

cc: (b) (6)

June 1, 2017



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

Re: (b) (6)
[REDACTED]
[REDACTED]
[REDACTED]

FCC IC File Number: 1598306
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: May 3, 2017

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) [REDACTED] regarding her Comcast Business service account for, StudeoKnedles Jausa. We would also like to clarify that (b) (6) [REDACTED] may add authorized users on her account by contacting Comcast Business service at 1-800-391-3000.

Pursuant to Comcast's Agreement for Commercial Services (Agreement) and Comcast's Acceptable Use Policy, it is the responsibility of the subscriber to secure and manage the Customer-Provided Equipment and any other Service Location(s) equipment or programs not provided by Comcast that connect to the Service from external threats.¹

Comcast takes the security of its customers' personal information very seriously. Our customers can change their privacy preferences at any time. Customers can be placed on Comcast's "do not call," "do not mail," and "do not knock" lists by contacting us at 1-800-XFINITY or visiting <https://pc2.mypreferences.com/Comcast/OptOut/Default.aspx>. Moreover, pursuant with Comcast's Web Services Terms of Service and Privacy Policy, Comcast does not share or sell personally identifiable information to non-Comcast companies.²

Our records indicate that on February 24, 2017, (b) (6) [REDACTED]'s account was suspended for non-payment. On February 28, 2017, (b) (6) [REDACTED] brought the account current and her services were reactivated.

Comcast does not "throttle" or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a "best efforts" basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (6) [REDACTED]'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

¹ <https://business.comcast.com/customer-notifications/acceptable-use-policy>

² <http://customer.xfinity.com/help-and-support/internet/comcast-web-services-terms-of-service-and-privacy-policy/>

quality due to the physical position and range of (b) (6)'s wireless router, and congestion on Comcast's or other networks.

Lastly, the XFINITY WiFi network offers consumers the ability to sign into WiFi access points throughout Comcast's service area to connect to the Internet. XFINITY WiFi service is provided on a "best efforts" basis, and we do not guarantee the speed, availability, or reliability of the service.³

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

On May 3, 2017, a Comcast Commercial Customer Service representative contacted (b) (6) to address her billing and service concerns. The representative provided Ms. Graham with a thorough review of her billing and confirmed that her billing is accurate. A \$90.42 courtesy credit was applied to (b) (6)'s account which will appear on her May 8, 2017 billing statement. The representative provided her direct contact information should (b) (6) have further questions regarding this matter.

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

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://wifilogin.xfinity.com/wifinonmemberterms.php>



158 State Street
Albany, NY 12207

May 25, 2017

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

RE: (b) (6)

Serve Ticket #: 1598810
Serve Date: May 09, 2017

Dear FCC,

Thank you for referring the complaint of (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) expressed concern about hackers accessing his account.

According to our records, a Specialist was able to reach (b) (6) on May 15th to discuss her services. The Specialist apologized to (b) (6) for her service issues and any frustrations it may have caused her.

The Specialist informed (b) (6) that our Fraud and Technical Support teams found no evidence to support claims of hackers disabling the account. The interruption in her services were due to suspensions due to non-payment. (b) (6) stated that was not true and has evidence of activity being done on the account that was not authorized, such as adding international programming. The Specialist explained and reviewed all bills with (b) (6) and advised her that they were never charged for international programming. (b) (6) mentioned wanting to get a new account number because hackers have access to their personal information. The Specialist advised the only way to change the account number would be by disconnecting service and installing new service. The Specialist stated even if this was done whoever she feels has her personal information would still have that personal information (i.e.: Social security number). (b) (6) was also upset we have been sending emails about the account to (b) (6). She stated that email was hacked and information should only be sent to (b) (6). The Specialist checked past customer contacts in our email on demand system and the email sent to (b) (6) was on April 14, 2017 advising the bill was available for view online. The email address showing on file since install is (b) (6). Ms. Huggins said since Verizon is not willing to admit their mistake there was nothing else to discuss.

According to our records, a Fraud Specialist didn't find any fraud alerts, cases or contacts. She stated there is no password or pin on the (b) (6) account which they could have for extra security. She saw no indication of any fraud patterns or account hacks. She did see non-pay issues and a lot of 800 calls they make. On May 10th the Specialist left a message at the can be reached number for the (b) (6) to call her at 636/793-6055 for any questions. The (b) (6) have not called her back to date.

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

Sincerely,

Sandra Koutrouba
Verizon Executive Relations Team

cc: (b) (6)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 5/9/2017

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

Complainant's Name: (b) (6)
File No.: 1599017
Response Type: Billing
Service Date: 5/2/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding AT&T (U-verse) Internet billing concerns due to service issues.

On 05/03/2017, AT&T contacted (b) (6) via voicemail to acknowledge receipt of his complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that (b) (6)'s service concerns were addressed; however, he was not satisfied with the credit given. AT&T spoke with (b) (6) on 05/09/2017, he confirmed his AT&T (U-verse) Internet is working and stated that he wanted to cancel AT&T Phone (VoIP). AT&T placed an order to remove the AT&T Phone (VoIP) and issued a credit of \$54.89 to bring (b) (6)'s account to a zero balance.

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

Please refer any additional questions, requests, or correspondence specific to this case to Jesse Encinas at je9397@att.com or (210) 841-6646.

Sincerely,

Jesse Encinas

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

cc: (b) (6)



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

May 10, 2017

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

Re: FCC IC 1599241
Complaint of (b) (6)
Notice of Informal Complaint Dated May 4, 2017
Assurance Wireless Complaint

Dear Ms. Bowers:

Sprint is in receipt of the above-referenced complaint of (b) (6) regarding our Assurance Wireless product. This complaint was served on Sprint on May 4, 2017. In the information provided, (b) (6) expressed her concern that someone is listening to her phone conversation including hacking her phone. She further stated that someone is jamming her signal to her cell phone, tracking her phone, stalking her and showing up to her doctor's appointments.

We are committed to protecting the privacy of our customers and complying with all laws that apply to the collection, access, use, disclosure, and security of their personal information. We do not disclose any of our customers' personal information unless authorized by the customer or required by law. In accordance with that commitment, we take measures to verify that callers are authorized to discuss and/or make changes to an account. Specifically, we require that each account has a PIN and that the PIN is verified by the account holder or an individual authorized to have access to the account before we can discuss sensitive account information or make any changes to the account. If the PIN cannot be provided, other specific identifiers may be required to discuss the account information or to implement the changes being requested. For additional information regarding our Privacy Policy, including how we collect, access, use, disclose, and secure personal information, (b) (6) may visit our website, www.VirginMobileUSA.com/privacy.

During our conversation with (b) (6) on from May 10, 2017, we explained the information outlined above. If she believes that her calls or personal information are being monitored by a third party or that her safety is compromised, we recommend that she contact her local law enforcement. As a resolution, we offered to change her mobile telephone number and update her account security PIN (personal identification number) and security answer; however, she declined to do so. We are confident that we have fully addressed the concerns outlined in her inquiry.

On behalf of Sprint, I apologize for any inconvenience this matter may have caused (b) (6). If she has questions regarding these matters, she can contact me directly by calling the Sprint Executive & Regulatory Services department toll-free at 1-855-848-3280, ext. 3455. I am available Monday through Friday from 8:30 a.m. to 4:30 p.m., Central Time.

Sincerely,

Marco M
Executive Services Analyst

2256278

c: (b) (6)



May 16, 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)

FCC IC File Number:	1599700
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	May 2, 2017

Dear Sir/Madam:

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

I attempted to contact (b) (6) several times to discuss all concerns. Unfortunately, my attempts were unsuccessful. In order to resolve this matter contact with (b) (6) is necessary to troubleshoot his website login concerns. 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) should there be additional questions or concerns.

Sincerely,

Matthew F.
Executive Customer Relations
(888) 966-7534

cc: (b) (6)