



March 9, 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)
Marlborough, CT 06447

FCC IC File Number:	1477914
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	February 28, 2017

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 March 2, 2017, I spoke with (b) (b) (6) and scheduled a service visit. A visit was completed on March 3, 2017. The visit suggested no Comcast related issue was present with the internet service. The service-related issue was a result of personal equipment. A follow up call was placed to (b) (b) (6) on March 6, 2017 and resulted in a message being left with my contact information. 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,

Maria Riolino
WNE Executive Customer Relations
860-253-7603

cc: (b) (b) (6)



March 30, 2017

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

Re: (b) (6) (b) (6)
Ticket#: 1478000

In response to your letter dated February 28, 2017, to the Executive Customer Care division of Hughes, we have attempted to contact (b) (6) (b) (6) with our sincere interest in resolving the outstanding matter. Unfortunately, we have been unsuccessful in establishing contact with (b) (6) (b) (6) to date. Consequently, we are unable to determine if (b) (6) (b) (6) concerns have been fully addressed.

We would like to request additional methods for us to reach (b) (6) (b) (6). Please provide a different phone number where (b) (6) may be reached and/or email address. After our careful investigation and consideration Hughes has agreed to waive the \$385.00 in HughesNet service and Hughes Voice early termination fees and also applied a \$59.99 one month service credit to (b) (6) (b) (6) account on March 30, 2017 leaving a \$444.99 credit balance on the account. The \$444.99 (6) credit balance remaining on (b) (6) (b) (6) account will be refunded to the credit card on file within ten business days. (6)

Hughes is wholly committed to addressing (b) (6) (b) (6) concerns and expectations relative to (b) (6) account. We look forward to addressing these concerns as soon as possible, and are appreciative (6) of your efforts in facilitating contact with (b) (6) (b) (6) (6)

Sincerely,

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



March 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: 1478085

Dear Ms. Bowers:

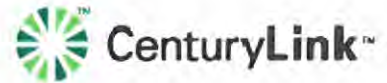
Time Warner Cable ("TWC") hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

Technicians were dispatched to (b) (b) residence to investigate his service concern. The technicians replaced an outside line and moved (b) modem to a more central location in (b) home. After the work was completed, the technicians confirmed that (b) services were operating at the expected level of service. (b) (b) should contact Customer Care at 888-892-2253 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/
Jaime Boggio
Paralegal, Regulatory Compliance

cc: (b) (b) (6) (b)
(b) (b) (b) (b)
Lexington SC 29072



March 27, 2017

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

Re: Schuler, Philip - IC # 1478125
Notice of Informal Complaint, Serve Date 02/28/2017

Ms. Bowers:

CenturyLink has completed a review of the informal complaint filed by Philip Schuler. In the complaint, Mr. Schuler wrote *"I am paying for 10mps service and receiving less than 3mps with inconsistant service. Centurylink replies they are aware of the problem and working to resolve it."*

I apologize for any Internet speed issues Mr. Schuler encountered. CenturyLink appreciates Mr. Schuler's feedback and his comments have been documented. I referred Mr. Schuler's concern to CenturyLink Broadband Escalations for review and I have been provided with the following information:

After investigation, I cannot find any current issues with this customer's circuit. The customer has had one contact with our repair desk within the past two years. This contact was on 1/26/17 for slow speeds and intermittent surf. At that time, there was a bandwidth exhaust issue. The outage was posted 1/18/17 and was resolved 2/1/17. The customer was advised of the outage when he called 1/26/17. The outage was originally posted for resolution by 4/1/17; however, it was resolved 2 months earlier than the expected relief date. Currently, the customers' gateway is trained and connected at the correct speeds.

If Mr. Schuler is still experiencing any trouble with his service, he can contact CenturyLink 24 hour Technical Support and Repair at 800-788-3600 for assistance.

CenturyLink appreciates the opportunity to review this matter.

Sincerely,

Ann Anderson

Ann Anderson
CenturyLink Customer Advocacy

CC: Philip Schuler

930 15th Street
Denver, CO 80202
FAX: 888.634.0013



April 13, 2017

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

Re: Schuler, Philip - IC # 1478125
Notice of Informal Complaint, Rebuttal Serve Date 04/06/2017

Ms. Bowers:

This letter is in response to the rebuttal submitted by Philip Schuler. Mr. Schuler wrote "Please find attached I received the letter from Ann Anderson March 30, 2017 stating that all issues have been resolved as of Feb. , 2017. I have not contacted Centurylink again as my opinion is that it takes too long to talk to someone about the actual problem and falls on deaf ears. I would gladly use another company if there was one available. Due to this I feel the only hope I have to hold Centurylink to their agreement is through the FCC. I have attached several speed tests for a example of the speed and inconsistency. You will see on at 31.75 mbps on Feb 3, 2017 that was from Cox Communications at a friends house. Please reopen this case and help me and my neighbors to recieve what we pay for."

I apologize if Mr. Schuler is experiencing any problems with his CenturyLink Internet service. However, CenturyLink cannot trouble shoot and assist Mr. Schuler unless he contacts CenturyLink Repair and Technical Support at 800-788-3600.

CenturyLink records indicate that Mr. Schuler currently subscribes to 10 Mbps; however, the circuit is actually provisioned at 11.7 Mbps. For an accurate speed test, CenturyLink recommends a direct Ethernet connection to the modem. CenturyLink does not support or guarantee speeds via a wireless connection because there are too many factors that can impact the results of a wireless test.

Sincerely,

Ann Anderson

Ann Anderson
CenturyLink Customer Advocacy

CC: Philip Schuler

930 15th Street
Denver, CO 80202
FAX: 888.634.0013



March 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) (b) (6) (b) (6)
Arlington, Virginia 22204

FCC IC File Number: 1478131
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: February 28, 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 2, 2017, a service call was scheduled but was cancelled by (b) (6) (b) (6) on March 1, 2017. On March 6, 2017, I contacted (b) (6) (b) (6) who verified he cancelled the appointment on March 1, 2017, because the services started working correctly and have been working fine ever since. A credit of \$44.99 was applied to the account on February 28, 2017 for the service issues and will be reflected on the March 1, 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,

Shawn H.
Comcast Cable Communications, LLC
410-931-5246

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

March 30, 2017

VIA Mail

United States Government
Federal Communications Commission
Consumer and Government Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington D.C., 20554

Re: (b) (b) (6) 1478173

We are in receipt of your letter dated 2/27/2017 regarding the above customer of WOW! Internet, Cable and Phone.

Following each issue is the resolution or the attempt, from WOW!, to resolve. According to the complaint received from your department, the customer has the following issues.

Complaint: Paying for over 100 MBS and routinely getting low 20's.

Findings: This customer filed a complaint about an issue with not receiving internet speeds close to 100 mbps that he is signed up for. A service technician visited the customer's home on 3/1/17 to address the internet issue. We have left a message at the phone number provided, and was told they do not recall filing a complaint. We are closing this issue since the issue appears to have been resolved, if not, then we have provided (b) with our contact information if (b) would like to discuss this further.

Sincerely,

Kirbi Spence
Executive Response Team
WOW! Internet, Cable and Phone
866-740-0119
719-388-1038 – FAX

March 1, 2017

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

Re: Complaint Number 1478203

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

(b) (b) (6)

Thank you for this opportunity to respond to (b) (b) (6) complaint.

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

Sincerely,

Jackqueline Stevens
Call Center Director

cc:

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

Missouri City, Texas 77459



March 30, 2017

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

Re: (b) (6) (b) (6)
Ticket#: 1478219

In response to your letter dated February 28, 2017, to the Executive Customer Care division of Hughes, we have contacted (b) (6) (b) (6) the owner of the account, in an attempt to resolve the outstanding matter. It is our understanding that (b) (6) (b) (6) has some concerns regarding the performance of (b) (6) HughesNet service. Ms. Reddish is seeking improved and consistent internet service.

Our Executive Customer Care representative reviewed all pertinent database records prior to establishing contact with (b) (6) (b) (6). Our records indicate that (b) (6) (b) (6) account was activated on April 14, 2011. Ms. Reddish was offered our new Gen5 service from our new ESXIX satellite with a complimentary hardware upgrade as part of a service improvement solution. The Gen5 installation upgrade date is currently set for April 11, 2017.

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) (6) (b) (6) as a longtime customer and we wish to retain (b) (6) business. Hughes issued a one month service credit to (b) (6) (b) (6) account in the amount of \$129.99 on March 29, 2017, and an additional \$20.00 off each (b) (6) month for the next six months of service. Hughes will continue to monitor the performance of (b) (6) (b) (6) service and is committed to working with (b) (6) (b) (6) to reach a resolution. Should (b) (6) (b) (6) remain unsatisfied with the performance of (b) (6) service, Hughes will allow (b) (6) (b) (6) to cancel (b) (6) account without an early termination fee.

We sincerely regret any inconvenience (b) (6) (b) (6) 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
Executive Customer Support
301-428-5500
executivecustomercare@hughes.net



Lauren Predmore
Paralegal

March 22, 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.:	1478230
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) Mr. (b) (6) stated he has been experiencing issues with his Internet access service with Mediacom.

Mediacom Maintenance has been working on the port in the customer's area and will continue to monitor any issues technicians may find with levels. On March 21, 2017, a Mediacom representative reached out to the customer and advised the customer that the customer's complaint regarding issues uploading files to Amazon service would be sent to Tier2 personnel.

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)
Moyock, NC 27958



March 21, 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)
Sweet Valley, PA 18656

Complaint No.: 1478301
Received: February 28, 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 dispatched a technician on March 20, 2017 to resolve the Internet service issue.
- Frontier spoke with (b) (6) (b) (6) on March 21, 2017 and confirmed that service is working. (b) (6) (b) (6) is satisfied with this resolution.

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,

Michelle Wexler
844-320-4445, Ext# 1111279

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

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



March 29, 2017

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

Re: (b) (b) – IC# 1478658
Notice of Complaint filed 03/01/2017

Dear Ms. Bowers:

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

CenturyLink regrets any issues (b) (b) has experienced with (b) CenturyLink internet service. CenturyLink has reviewed and found that (b) (b) subscribes to internet service with download speeds up to 1.5Mbps and is currently provisioned for download speeds up to 1.76Mbps, which is 117% of the full purchase price. (b) (b) subscribes to internet service with upload speeds up to 256kbps and is currently provisioned for upload speeds up to 288kbps, which is 110% of the full purchase price.

CenturyLink does not throttle user connections, however (b) (b)'s internet service is served by internet device PCHNARALH01-ENBG, which is currently in temporary bandwidth exhaust; meaning that 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.

In reviewing billing, CenturyLink has added a \$10 monthly discount which will apply for 12 months on each internet line. Please allow 1 bill cycle for full discounts to appear in billing.

CenturyLink apologizes for any inconvenience or frustration.

Sincerely,

Matthew Vail

Matthew Vail
CenturyLink Customer Advocacy

cc: (b) (b)



March 9, 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)
Elwood, Indiana 46036

FCC IC File Number:	1479180
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 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) (b) (6) regarding XFINITY service.

On March 4, 2017, a service appointment was scheduled during which time the technician diagnosed and corrected the service issue by replacing all connectors and removing an amplifier. The technician also relocated the modem to increase signal strength.

On March 6, 2017, I contacted (b) (6) (b) (6) and verified that services are working correctly. Multiple service appointments were necessary to resolve (b) (6) (b) (6) service concerns. I applied a credit in the amount of \$71.66 to (b) (6) (b) (6) account for service interruptions from February 11, 2017 through March 4, 2017. The credit will reflect on the next billing statement generated April 2, 2017. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Heather M.
Executive Customer Care Specialist
(866) 642-4868 Extension 3693795

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



March 14, 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)
Spring Creek, NV 89815

Complaint No.: 1479328
Received: March 1, 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 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) (6) (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)



March 9, 2017

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

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

Complaint No.: 1479511
Received: March 1, 2017

Dear Ms. Bowers:

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

According to the complaint:

- Ms. Haigwood advises that he has been experiencing intermittent speed and connectivity issues with his 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 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 phone, internet and TV services for your needs.

We are confident that our response has been sufficient to address these issues. If (b) (6) (b) (6) has any additional questions, please contact Frontier Customer Services at (800) 921-8101.

We trust that this information will assist you in closing this complaint. If you have any questions regarding this complaint or Frontier's response, please contact me.

Sincerely,

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

cc: (b) (b) (6)



April 14, 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) (6)
FCC Serve Ticket Number: 1479512

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.

On April 6, 2017, a technician completed a service call at (b) (b) (6) residence. Upon arrival, (b) (b) (6) advised the technician that (b) service had been working properly the entire week. The technician checked (b) signal levels and confirmed that everything looked good in our monitoring tools. (b) (b) (6) was advised that we will continue to watch his signal levels to confirm the issue has been resolved. (b) (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience Mr. Griffin 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) (6) (b) (6)
(b) (b) (6) (b)
Winston-Salem NC 27104

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



March 28, 2017

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

Re: (b) (6) (b) (6) – IC# 1479690
Notice of Complaint filed 03/01/2017

Dear Ms. Bowers:

Please be advised that CenturyLink has reviewed the complaint opened by (b) (6) (b) (6) (b) (6) stating issues with services and billing.

CenturyLink has reviewed billing and advises that CenturyLink does offer promotional pricing which may include monthly discounts for new and existing customers. These promotional discounts are applied monthly for what is generally a 6, 12, or 24 month period. These promotional discounts are provided in exchange for a customer's committing to keep CenturyLink services for a specific duration of time, in most cases, matching the length of monthly discounting. Most promotional offers require that a customer subscribe to CenturyLink Autopay services in order to get the full discounted rates. These promotional discounts are not automatically reapplied. Promotional offers change frequently and the same promotional rate is not guaranteed each year.

In reviewing our records, (b) (6) (b) (6) ordered a promotional internet only package on 8/30/16 which included monthly promotional discounts for 12 months in exchange for keeping the service for 12 months. (b) (6) was quoted a monthly rate before taxes and fees of \$38.93 for the package equipment and recovery surcharge. CenturyLink has found billing to be accurate.

On 2/3/17, (b) (6) (b) (6) called in and stated that (b) (6) wished to cancel services and move to another provider. The request was honored and services disconnected effective 2/3/17. Due to the commitment not being fulfilled, (b) (6) (b) (6) was billed for the early cancellation fee on his final bill dated 2/23/17.

In regards to service issues, CenturyLink has reviewed our technical support logs and has found 2 contacts for assistance. The first on 12/7/16 which was regarding connection of a wireless phone via wifi to the wireless router and the 2nd on 1/2/17 regarding slow speeds on 1 device. A speed test was conducted on this contact where the download was 6.84Mbps on an up to 10Mbps connected line. No further contacts for issues were made to our technical support team.

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



CenturyLink has reviewed and has found billing to be accurate. CenturyLink apologizes to (b) (6) (b) (6) for any inconvenience or frustration.

Sincerely,

Matthew Vail

Matthew Vail
CenturyLink Customer Advocacy

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Lawrenceburg, IN 47025



March 8, 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)
Rockford, IL 61103

FCC IC File Number: 1479747
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: March 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) (b) (6) regarding XFINITY service.

On March 2, 2017, a service call was scheduled during which time the technician went over every piece of cable from the tap to customer premise equipment (CPE) and did not find any issues. A previous technician had updated all cable inside and outside the home on January 4, 2017 and no noise on the line was present during the service call on March 2, 2017. However, we did notice that (b) (6) (b) (6) is using an older model router for the service but we cannot confirm if that is causing any service issues. As a precautionary measure, the technician replaced the inside wiring and splitters during the service call on March 2, 2017.

Additionally, our records confirm that multiples issues contributed to the previous service issue such as defective wiring, drop and ground block resulting in the repeat service calls. On March 5, 2017, I contacted (b) (6) (b) (6) and verified that services are working correctly. A credit in the amount of \$20.00 was applied to the account on March 2, 2017 in honor of our XFINITY Customer Commitment as well as a credit in the amount of \$40.00 on March 5, 2017 for the loss of service. These credits will appear on the March 14, 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,

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

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



March 14, 2017

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

Complaint No.: 1479978
Received: March 1, 2017

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

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 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) 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) (b)



March 9, 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)
Spring Creek, NV 89815

Complaint No.: 1480115
Received: March 1, 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 he has been experiencing intermittent speed and connectivity issues with his 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 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 phone, internet and TV services for your needs.

We are confident that our response has been sufficient to address these issues. If Ms. Canning has any additional questions, please contact Frontier Customer Services at (800) 921-8101.

We trust that this information will assist you in closing this complaint. If you have any questions regarding this complaint or Frontier's response, please contact me.

Sincerely,

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

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



March 16, 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) (b) (6)
Spring Creek, NV 89815

Complaint No.: 1480136
Received: March 1, 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 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 phone, internet and TV services for your needs.

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

We trust that this information will assist you in closing this complaint. If you have any questions regarding this complaint or Frontier's response, please contact me.

Sincerely,

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

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



March 9, 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) (b)
(b) (b) (6)
Elko, NV 89801

Complaint No.: 1480163
Received: March 01, 2017

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) (b) (6) has been experiencing intermittent speed and connectivity issues with (b) (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 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 phone, internet and TV services for your needs.

We are confident that our response has been sufficient to address these issues. If (b) (b) (6) has any additional questions, please contact Frontier Customer Services at (800) 921-8101.

We trust that this information will assist you in closing this complaint. If you have any questions regarding this complaint or Frontier's response, please contact me. Sincerely,

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

cc: (b) (b) (6)



March 9, 2017

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

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

Complaint No.: 1480273
Received: March 1, 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 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) 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) (b)



May 8, 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: 1480335

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.

On April 11, 2017, a representative spoke with (b) (b) (6) to discuss his concerns. He was advised that (b) customer-owned modem is not capable of obtaining speeds greater than 100 Mbps, and (b) would need to either replace (b) modem or lease a modem from us. We are not throttling his service. The representative applied a credit to (b) account for the Extreme Internet upgrade since (b) customer-owned modem is not capable of handling the speeds of that level of service. (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) (6) (b) (6)
Durham NC 27707



March 31, 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)
Monroe, NY 10949

Complaint No.: 1480467
Received: March 1, 2017
(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 with Frontier.

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

- Frontier advises that Internet service speeds are based upon many factors, including a surplus of users and wireless devices, 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 also advises that the available Internet speed depends on the distance from Frontier's closest facilities. (b) (6) (b) (6) location is over 15,000 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 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 has attempted to contact (b) (6) (b) (6) to advise (b) (6) of the above statements without success. 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,

Melinda Moya
844-320-4445, Ext# 1124182

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



March 16, 2017

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

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

Complaint No.: 1480527
Received: March 1, 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 WiFi network interference. Customer 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 phone, internet and TV services for your needs.

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

We trust that this information will assist you in closing this complaint. If you have any questions regarding this complaint or Frontier's response, please contact me.

Sincerely,

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

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



March 9, 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)
Spring Creek, NV 89815

Complaint No.: 1480547
Received: March 1, 2017

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) 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) (b) (6)



March 14, 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) (b) (b) (b) (b) (b)
Denver, CO 80221

FCC IC File Number:	1480599
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 1, 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 6, 2017, I communicated with (b) (b) (6) via e-mail however (b) (b) (6) did not respond to repeated request to schedule a service call to address his reported service issue. Without cooperation from our customer we are unable to provide a solution. Consequently, the request for compensation is unjustified and has been denied. 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,

Cheyenne S
Executive Customer Relations
Comcast |West Division
M-F 8:30AM-5:00PM MST
(888) 966-7794 EXT 3025551

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: 4/13/2017

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

Complainant's Name: (b) (6) (b)
File No.: 1480788
Response Type: Internet
Service Date: 3/1/2017

INVESTIGATION SUMMARY:

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

On 03/02/2017, AT&T contacted (b) (b) via voicemail to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and determined that on 03/06/2017, AT&T dispatched a technician who verified (b) (b) g's ISDN speed is testing within the acceptable range for the services provided. AT&T advised (b) (b) that the bandwidth is not covered by the Service Level Agreement. AT&T found no technical problems with (b) (b) g's old or new router. AT&T offered to cancel (b) (b) g's service due to (b) dissatisfaction. AT&T received no response from (b) (b). The ISDN Internet service is currently still active.

(b) (b) g'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 Mark Carden at MC7293@att.com or (678) 917-1138.

Sincerely,

Mark Carden

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

cc: (b) (b) (6)



March 13, 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) (6) (b)
Knoxville, TN 37920

FCC IC File Number:	1480834
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 2, 2017

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.

A review was performed on (b) (b) (6) account and our records confirm the service call on February 24, 2017 was a chargeable service call. The technician provisioned the customer-owned modem to correct the service issue. Comcast will charge a fee for service calls due to customer education, customer-owned equipment and inside wiring.

I made several attempts to contact (b) (b) (6) using all available contact methods. While my attempts were unsuccessful, our records confirm (b) (b) (6) contacted customer service on March 2, 2017 and accepted a service call visit to be completed on March 5, 2017. The technician arrived to the residence on March 5, 2017 and was unable to complete the service call visit because (b) (b) (6) was not home to allow access to the residence. In order to address any unresolved service related issues, contact with (b) (b) (6) 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) (b) (6) should there be additional questions or concerns.

Sincerely,

Deidra H.
Executive Customer Relations
(256) 922-6512

cc: (b) (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) (b) (6)
(b) (b) (6) (b)
Knoxville, TN 37920

FCC IC File Number:	1480834 Rebuttal
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 2, 2017

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 March 24, 2017 I contacted (b) (b) (6) and a service call to address the service issue was declined and (b) (b) (6) confirmed the services are working correctly. A review was performed on (b) (b) (6) account and a Technical Operations Supervisor confirmed all signal levels are within the required specifications. The Technical Operations Supervisor also confirmed the customer-owned modem (b) (b) (6) is currently utilizing may not be providing the full range of available bandwidth available. (b) (b) (6) can view a list of approved modems certified to work on Comcast's network by visiting <http://mynewmodem.comcast.net>. (b) (b) (6) is currently utilizing a Motorola SB6121 modem and Comcast recommends utilizing the Motorola 16x4 cable modem, model MB7420.

Additionally, on March 24, 2017 a one-time billing adjustment in the amount of \$60.00 was applied to the account to waive the service call visit fee from February 25, 2017, as a courtesy. The credit will be reflected on the next billing statement, dated April 5, 2017. An apology was extended 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,

Deidra H.
Executive Customer Relations
(256) 922-6512

cc: (b) (b) (6)



March 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) (b) (6) (b) (6)
Chicago, Illinois 60646

FCC IC File Number:	1481497
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 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 16, 2017, I spoke with (b) (6) (b) (6) and scheduled a service call for March 20, 2017. On March 20, 2017, (b) (6) (b) (6) rescheduled the service call for March 23, 2017. During the service call on March 23, 2017, the technician diagnosed and corrected the issue by replacing the defective drop, ground block and splitter. Based on the resolution of the service call, (b) (6) (b) (6) was not charged for the in-home service visit.

I attempted to follow up with (b) (6) (b) (6) after the completed service call. Unfortunately, my follow up attempt was unsuccessful. However, on March 24, 2017, I applied a credit of \$48.18 to the account for the loss of service from March 1, 2017 through March 23, 2017. The credit will appear on the next billing statement, dated April 4, 2017.

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,

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

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



March 21, 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)
Pittsburgh, PA 15238

FCC IC File Number:	1481573
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 7, 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) (b) (6) regarding XFINITY service.

On March 8, 2017, I spoke with (b) (6) (b) (6) and a credit in the amount of \$246.31 was applied to the account on March 8, 2017, for service related issues which were previously resolved. The credit appears on the March 11, 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,

Brandon McFadden
Executive Customer Relations
888-966-7534

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



March 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) (b) (6) (b) (6)
Madison, MS 39110

FCC IC File Number:	1481586
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 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 XFINITY service.

On March 10, 2017, I spoke with (b) (6) (b) (6) and scheduled a service call visit to address the service related issues. On March 11, 2017, a service call was completed by a technical operations supervisor and he diagnosed and corrected the service issue. The technical operations supervisor confirmed the slow internet speed issue was caused by a customer owned-device. The technician deactivated the customer owned-device completed a speed test to confirm the correct internet speed is being provided to (b) (6) (b) (6).

On March 12, 2017, the temporary drop outside (b) (6) (b) (6) residence was replaced and buried. On March 15, 2017, I attempted to follow up with (b) (6) (b) (6) and my contact attempt was unsuccessful. 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,

Deidra H.
Executive Customer Relations
(256) 922-6512

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



March 9, 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) (b) (6) (b) (b)
Spring Creek, NV 89815

Complaint No.: 1481978
Received: March 2, 2017

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) 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)



March 20, 2017

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

Re: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Collierville, TN 38017

FCC IC File Number:	1482220
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 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) (b) (6) regarding XFINITY service.

On March 6, 2017, I spoke with (b) (6) (b) (6) wherein a service call was scheduled for March 16, 2017 to address the service issue. Unfortunately, the service call was unable to be completed no one was at the residence to allow our technician entry. Our technician checked outside and could not identify any issues that would be causing the service issues. Multiple attempts were made to reach (b) (6) (b) (6) and were unsuccessful. I would be happy to reschedule the service call at a date and time when (b) (6) (b) (6) would be available. Unfortunately, without cooperation from our customer we are unable to provide a solution. 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,

James G.
Executive Customer Relations
(256) 922-6535

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



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

March 17, 2017

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

Re: IC 1482221
Complaint of (b) (6) (b)
Notice of Informal Complaint dated March 2, 2017

Dear Ms. Bowers:

Sprint is in receipt of the above-referenced complaint of (b) (b) (6) Ocon. This complaint was served on Sprint on March 2, 2017. According to the information provided in the complaint, (b) (b) expresses (b) dissatisfaction with the data network coverage (b) receives in (b) service area. Based on the information received from (b) (b) (6) he states that (b) had an unfavorable customer experience while attempting to address (b) concern.

According to our review of (b) (b) (6) data network concern, we confirmed that Sprint is in the process of implementing significant upgrades to increase our network efficiency and improve our customers' wireless experience in (b) service area. While the end result of the upgrades is a superior product with unparalleled network service, customers may notice temporary service issues during the transition process. However, our technical teams are continually monitoring the effect those changes may have to our customers.

We discussed the above-referenced matter with (b) (b) on March 17, 2016. As a demonstration of our commitment to excellence, we applied a \$150 account credit to partially offset (b) monthly service charges in regard to (b) data network coverage concern. In an additional attempt to reach an amicable resolution, we also advised (b) that if it is necessary for (b) to cancel (b) account in regard to (b) concern, that with the return of (b) account phones in good, like new condition, we will apply account credits to offset the resulting accelerated cancellation charges for (b) account's two Installment Billing Agreements (IBA). We advised (b) that the offer is valid 30 days. (b) indicated that (b) concern is resolved.

We appreciate (b) (b) for taking the time to provide us with the details of (b) customer service experience. We are continually striving to improve the quality of service provided to our customers. Please be assured that we value customer feedback and will utilize this input to improve our training and processes.

If (b) (b) needs further assistance with this matter, I can be contacted in the Executive & Regulatory Services Department at 1-855-848-3280, ext. 4132. I am available Monday through Friday between 7:30 a.m. and 3:30 p.m., Central Time.

Sincerely,

Patricia S.
Executive Services Analyst

2246685

c: (b) (b) (6) (b)
(b) (b) (6) (b) (6) (b) (b)
Los Angeles, CA 90038-2127)



March 20, 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)
College Station, TX 77840

Complaint No.: 1482552
Received: March 2, 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 (b) (6) has had a negative experience with Frontier Communications.

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

- Frontier advises that there is not enough information in the complaint to determine what (b) (6) (b) (6) issues are. A Frontier representative has attempted to contact (b) (6) (b) (6) but remains unsuccessful in reaching (b) (6) to discuss (b) (6) complaint.

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,

Gabriela Cobb
877-433-3806, Ext# 2611

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



March 30, 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 1482580
NOIC
Serve Date: 3/2/17

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. Fortunately, Connect America funding will help upgrade the network in (b) (b) (6) serving area. There is no information at this time about the project timeline. Due to excessive demand especially during the peak hours of usage, there may be slower than normal speeds. We are limiting our sales to our lowest tier plan until the network upgrade project is completed. (b) (b) (6) may reduce (b) 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)



May 10, 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 1482580 – Rebuttal/Follow Up
NOIC
Serve Date: 4/26/17

Dear Ms. Bowers,

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

I apologize that we cannot meet (b) (b) (6) expectation for service at this time. An early estimate for completion of the project is in 2018. In the meantime, Mr. Smith may reduce (b) service plan or cancel DSL without penalty. Customers may sign up for updates about the broadband projects at www.tdstelecom.com/networkupgrades.

Sincerely,

Pam Trickel
TDS Telecom

cc: (b) (b) (6)



April 6, 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)
Miami, FL 33177

FCC IC File Number:	1482644
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 7, 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 11, 2017, a maintenance call was scheduled during which time the technician diagnosed and corrected the service issue by reconnecting the main cable drop. On March 28, 2017, I contacted (b) (6) and verified that services are working correctly. In addition, a maintenance call was completed on March 28, 2017 and RF signal levels were adjusted. Subsequent to the maintenance call, I made several attempts to contact (b) (6) (b) (6). Unfortunately, my attempts were unsuccessful. A credit in the amount of \$130.08 was applied on March 28, 2017 for (b) (6) (b) (6) service issues, and will be reflected in the statement dated April 21, 2017. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Vashty M.
Executive Customer Relations
(954) 534-7237

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



March 29, 2017

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

Re: (b) (6)
Notice of Informal Complaint Service Date 3/2/2017

Dear Ms. Bowers:

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

CenturyLink records indicate that it previously received and investigated this dispute in response to a complaint filed with the Better Business Bureau. A file copy of CenturyLink's response to (b) (6) complaint on March 28, 2017 is included for your convenience. CenturyLink reviewed both complaints and our previous response. Since (b) (6) offers no additional information, CenturyLink stands by its original response.

Sincerely,

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

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

Response to Customer/BBB:

COPY

 Respond to Complaint

From:  Dawn Burns
To:  BBB Serving Denver/Boulder
Subject: Respond to Complaint

Sent: 3/28/2017 2:27:1

03/28/2017

CenturyLink has received a copy of the Better Business Bureau complaint filed by (b) (6). Below are our findings:

Upon receipt of (b) (6) Better Business Bureau complaint, I requested information from CenturyLink's repair escalations and was advised that the area at high capacity. The training rate on the port for is perfect at 11776 and DSLX is showing stable so there does not appear to be any line trouble however the speed will drop during peak hours.

CenturyLink has an estimated project date of 10/01/2017 to uplink and add new nodes that will alleviate the reduction in speed during peak hours.

CenturyLink strives to provide quality products and services and appreciates the opportunity to address (b) (6) issue. We regret he feels he may not have received such service and apologize for any inconvenience he may have experienced related to this situation. CenturyLink has closed this complaint.

Sincerely,

Dawn M. Burns
CenturyLink Customer Advocacy
Consumer /Small Business Sales and Care



March 27, 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)
McNary, AZ 85930

Complaint No.: 1482716
Received: March 2, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) (b) (6) filing on behalf of (b) (6) (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 has received this complaint from (b) (6) (b) (6) who is not authorized on (b) (6) (b) (6) Frontier account.
- Frontier made multiple attempts to reach (b) (6) (b) (6) or (b) (6) (b) (6) leaving messages with a contact number and did not received a call back. 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) or (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,

Robin Toso-Condon
robin.j.toso-condon@ftr.com

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

April 21st, 2017


PO Box 23120
Santa Fe, NM 87505
505-986-1669

FCC Consumer Complaints

Re: (b) (6) - 1482719

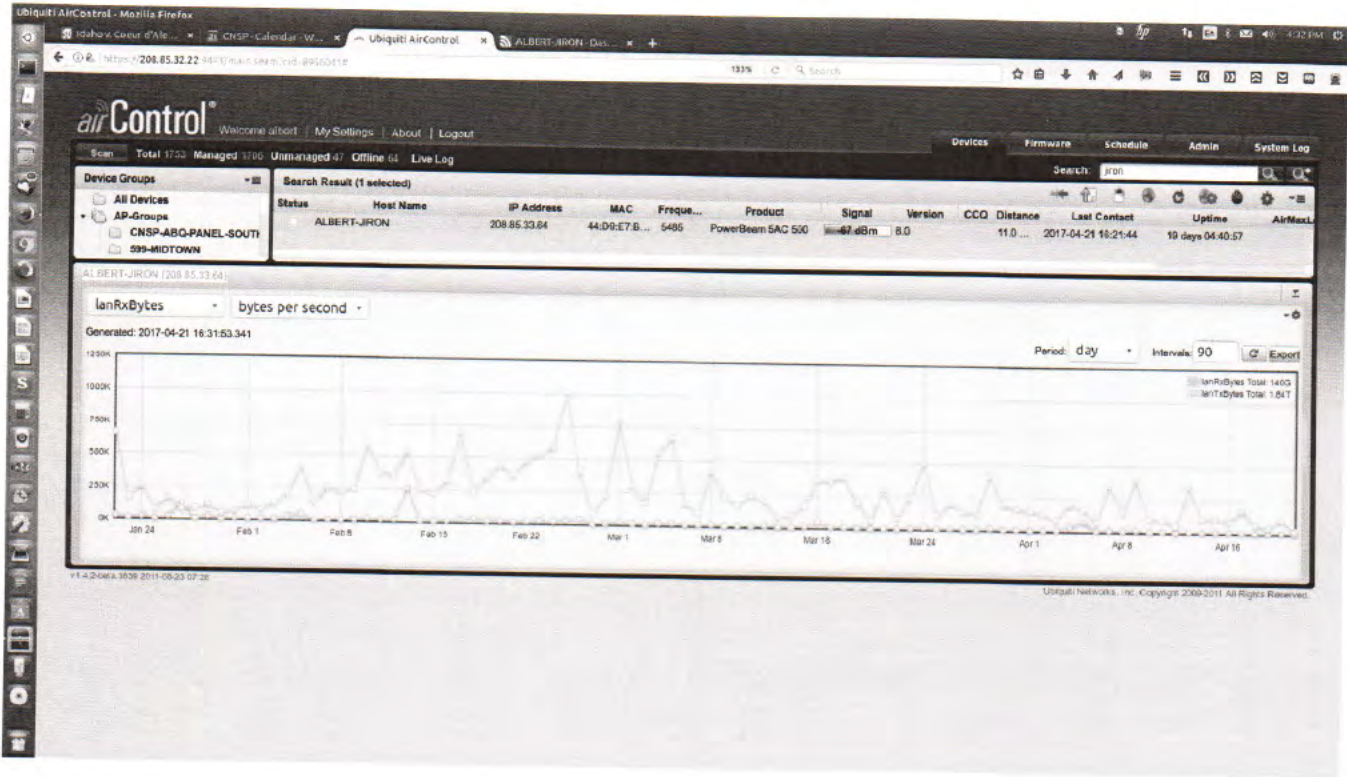
Per the referenced complaint regarding (b) (6) We are not showing any issues where speeds are a problem. (b) (6) is signed up to our service via Fixed Wireless Broadband on an up to 25Mbps speed. After running various tests, (b) (6) is getting the up-to subscribed speed tests. (b) (6) in the past has utilized a P2P system which was affecting his speeds. This was indicated to him at the time that this could be a reason to slow down his overall internal network. Unfortunately at this time, we do not troubleshoot internal network problems that could be affecting (b) (6) Please see statistics relating to (b) (6) connection below.

Sincerely,


Albert Catanach
CNSP, Inc., dba NMSURF
505.986.1669

Statistics of (b) (6)

(b) (6) has downloaded 1.84 Terabytes and uploaded 140 Gigabytes in the last 90 days.





March 31, 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)
Springerville, AZ 85938

Complaint No.: 1482740
Received: March 2, 2017

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) (b) (6) has been experiencing intermittent speed and connectivity issues with (b) (b) (6) Internet service from Frontier. (b) (b) (6) advises that the upgrade did not improve her service.

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 (b) (b) (6) account and advises that account number (b) (b) (6) is a residential account, not a business account.
- Frontier made numerous attempts to contact (b) (b) (6) to resolve (b) (b) (6) issues and was unable to speak with (b) (b) (6). If (b) (b) (6) continues to experience service issues, (b) (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) (b) (6) has any additional questions, please contact the undersigned.

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

Sincerely,

Brian McNaughton
425-297-2025

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: 3/9/2017

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.: 1482743

Response Type: Internet

Service Date: 3/2/2017

INVESTIGATION SUMMARY:

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

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

AT&T investigated and determined that (b) (b) (6) currently subscribes to AT&T Internet 24, via the U-verse platform and the last Technician (b) dispatch was in 06/2016. On 03/06/2017 and 03/07/2017, AT&T contacted (b) (b) (6) to assist with his Internet concerns. AT&T left voicemail messages requesting (b) (b) (6) call back in order to have (b) concerns addressed. On 03/09/2017, AT&T sent (b) (b) (6) a letter via US Mail requesting (b) contact AT&T when (b) is available.

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

Please refer any additional questions, requests, or correspondence specific to this case to Janet Harvey at jh3220@att.com or (214) 464-6507.

Sincerely,

Janet Harvey

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

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



March 29, 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)
Eager, AZ 85925

Complaint No.: 1482791
Received: March 2, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (6) (b) (6) states (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 advises that (b) (6) (b) (6) pays \$34.99 per month for his standalone internet which is the lowest rate available.
- Frontier has no record of any trouble reports for (b) (6) (b) (6) regarding Internet issues (b) (6) has experienced.
- Frontier's technical support has attempted to reach out to (b) (6) (b) (6) on multiple occasions to troubleshoot (b) (6) Internet concerns but has been unsuccessful in contacting (b) (6).

If Mr. Smale has any additional questions, please contact the undersigned.

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

Sincerely,

Rachel Lockhart
425-297-2041

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



March 30, 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) (6) (b) (6)
FCC Serve Number 1482821
NOIC
Serve Date: 3/2/17

Dear Ms. Bowers,

This letter is in response to the informal complaint case cited above where (b) (6) (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) (6) (b) (6) area at this time. We have limited our sales to our lowest tier internet plan as a result of network capacity constraints in this area. We have future upgrade plans for the broadband network in (b) (6) (b) (6) serving area. There is no information at this time about the project timeline. (b) (6) (b) (6) may reduce her 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) (6) (b) (6)



March 17, 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)
Snowflake, AZ 85937

Complaint No.: 1483122
Received: March 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) was disappointed with (b) (6) Internet service and changed companies.

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

- Frontier investigated and found no recent active record of an account in the name of (b) (6) (b) (6). Frontier contacted (b) (6) (b) (6) on March 17, 2017 to inquire further. (b) (6) (b) (6) provided an account number that was disconnected in 2015 and stated that (b) (6) currently (b) (6) Internet service with another provider. (b) (6) (b) (6) indicated that (b) (6) filed the FCC complaint to provide a record of the Internet service is in (b) (6) area. Frontier advised (b) (6) (b) (6) that this information would be referred to the local area manager.

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,

Barbara Saunders
877-433-3806, Ext# 4194

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



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) (b) (6) (b) (6)
(b) (b) (6) (b)
Sulphur Springs, TX 75482

Complaint No.: 1483246
Received: March 3, 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 has investigated (b) (b) (6) account and has determined that (b) (b) (6) business is in an area where high Internet usage during peak periods could be affecting Internet speeds.
- Frontier tested the access lines and found that the internet speeds were within an acceptable range. As stated in Frontier's terms and conditions, actual Internet speeds may vary, and any speed advertised is not a guarantee. Frontier's promotional materials also clearly state that "Actual speeds may vary and are not guaranteed. Service subject to availability."
- 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) (b) (6) area at this time.
- On April 7, 2017, a representative from Frontier's Technical Support department relayed the above information to (b) (b) (6). The representative offered to send a technician to the premises for further testing; however, (b) (b) (6) declined.

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

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

Sincerely,

Stacey McGuire
844-320-4445, Ext# 1113142

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

March 30, 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) (b) (6) - IC# 1483255
Notice of Informal Complaint Service Date 3/3/2017

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the informal complaint filed by (b) (6) (b) (6) (b) (6). In the complaint, (b) (6) (b) (6) (b) (6) state that (b) (6) been attempting to work with CenturyLink to increase (b) (6) Internet speed, and have been told that because of where (b) (6) live, basically (b) (6) don't count. (b) (6) contacted Comcast, and were told it would cost (b) (6) approximately \$45,000 to install service to (b) (6) home.

CenturyLink technical support records show that (b) (6) (b) (6) (b) (6) connectivity is from 98-112% of their provisioned speed of 6mbps, with a stable connection.

Due to the distance they are located from our nearest facilities; a faster speed is not available to the (b) (6).

At this time, CenturyLink has no plans to upgrade this area.

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

Sincerely,

Joni Duran

Joni Duran

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

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

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

WINDSTREAM COMMUNICATIONS
1720 Galleria Blvd
Charlotte, NC 28270



April 27, 2017

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

Re: (b) (b) / Serve Ticket#: 1484722

Dear FCC,

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

From the filings, we understand (b) (b) is inquiring about (b) Windstream high-speed internet performance associated with (b) Windstream telephone number (b) (b) (b)

With respect to Windstream's response, I reviewed (b) (b) (6) account and per (b) account record, (b) contacted our broadband technical support department on February 27, 2017 because of slow speeds. The technician tried troubleshooting via telephone, but was unsuccessful. A ticket was created for a technician dispatch to (b) (b) (6) home for March 1, 2017.

Because of technical issues with our system, our technician never received the repair ticket for a dispatch on March 1, 2017. I requested to have the ticket released and the new due date is April 27, 2017.

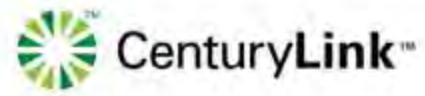
A credit of \$28.00 was applied to (b) (b) (6) account because of (b) concerns with the high-speed internet service.

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

Thank you,

Margie Hubbard Pratt
Windstream Communications
Executive Customer Relations
1-800-326-6314

cc: (b) (b)
(b) (6) (b) (6) (b)
Plattsmouth, NE 68048



March 23, 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 1484805
Notice of Informal Complaint Service Date 3/3/17

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the informal complaint filed by (b) (6) (b) (6). In the complaint, (b) (6) (b) (6) states that (b) (6) CenturyLink service has been terrible, and that (b) (6) constantly have connection issues.

CenturyLink records show that (b) (6) (b) (6) connectivity is currently at 99-117% of (b) (6) provisioned speed of 10mbps.

If (b) (6) (b) (6) is experiencing connectivity issues, (b) (6) needs to contact our technical support group at 877 663-7658.

The DSL facilities in (b) (6) (b) (6) area are currently at capacity. CenturyLink has a relief project in this area that is scheduled to be completed within approximately the next 30 days.

CenturyLink regrets any service issues that (b) (6) (b) (6) has experienced, and also (b) (6) inconvenience while resolving this matter.

Sincerely,

Joni Duran

Joni Duran

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

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



March 31, 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)
Snowflake, AZ 85937

Complaint No.: 1484921
Received: March 6, 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 tested the access line and found that Internet speeds were within an acceptable range for the package of services which (b) (6) (b) (6) is subscribed to.
- 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.
- We have requested Frontier's Internet Help Desk reach out to (b) (6) (b) (6) to verify (b) (6) Internet speed and troubleshoot (b) (6) service issues.

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,

Brian McNaughton
Frontier Executive Customer Relations
(425) 297-2025

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



March 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) (b) (6) (b) (6)
Greeley, CO 80634

FCC IC File Number:	1484951
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	March 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 15, 2017, I spoke with (b) (6) (b) (6) and advised our investigation has proven the service-related issues were a result of personal equipment. 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,

Marc D.
Comcast | Executive Customer Relations
(888) 966-7794 Ext. 3025525

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

April 3, 2017

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

Re: (b) (b)
#1484975

Dear FCC,

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

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

With respect to Windstream's response, our records do indicate that (b) (b) subscribes to an up to 25Mg connection. Additionally, we do not show any reports of trouble in the last 120 days. I did set up for our highest level of technical support to reach out to (b) (b) to trouble shoot. They did set up for a technician to be dispatched to check (b) (b) (6) line. On March 30, 2017 the technician did repair trouble on one of the cable pairs that services the customer. He did test to make sure the line was working properly before closing the ticket. (b) (b) (6) service has been up for over 3 days with no drops in service recorded. Our highest level of technical support has attempted to follow up with (b) (b) after the dispatch, but has not been able to speak with (b) directly. If (b) (b) (6) trouble is continuing we would need (b) to reach back out to our technical support.

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

Sincerely,

Tiffany Morris
Windstream Communications
Executive Customer Relations
800-326-6314

CC: (b) (b)
(b) (b) (b)
Jefferson, PA 15344



March 20, 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) (b) (6)
(b) (b)
Ridgecrest, CA 93555

Complaint No.: 1484999
Received: March 7, 2017

Dear Ms. Bowers:

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

According to the complaint:

- (b) (b) advises (b) is experiencing internet service concerns.

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 tested the access line and found that Internet speeds were within an acceptable range.
- Frontier technical support advises (b) (b) is provisioned for 3 mbps/0.768 mbps.
- Frontier has attempted to reach (b) (b) to address (b) concerns but was unsuccessful. Voice mail messages were left with direct contact information, however there have been no return calls.

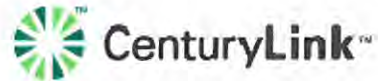
If (b) (b) has any additional questions, please contact the undersigned.

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

Sincerely,

Sandra Powell
844-320-4445, Ext 1113140

cc: Sandra Powell



March 29, 2017

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

Re: Delorme, James - IC # 1485350
Notice of Informal Complaint, Serve Date 03/06/2017

Ms. Bowers:

CenturyLink has completed a review of the informal complaint filed by James Delorme. In the complaint, Mr. Delorme wrote *"I tryed century link internet service last year. They told me they would provide the service with a specific speed. They were never able to get to half of what they claimed th speed would be. after many service call by centuryLink, and at least 3 missed appointments by them I closed my account and sent them their equipment back. Now they are trying to bill me for service that they never provided and I never signed a contract for."*

CenturyLink Internet account 520-818-2391-154 was established July 16, 2015. Mr. Delorme ordered 20 Mbps service at a monthly base rate of \$64.00 and he received a monthly discount of \$34.05 for a twelve month term commitment. The records show Mr. Delorme signed up for AutoPay and Paperless billing.

The July, August, September, and October bills were each paid in full. There is no indication that Mr. Delorme called to report problems with the service or speed issues.

Annotations on the account show Mr. Delorme called November 3, 2015 and advised that he was selling the home and he did not want to transfer service. The representative issued an order to disconnect effective November 9, 2015.

The Final Bill was \$169.76. The bill included a \$200.00 Early Termination Fee for not fulfilling the one year term and also had a credit of \$30.00 for service previously billed from November 9 to November 22.

The records show the leased modem was not returned within thirty days of disconnection and the account was debited \$106.69 for unreturned equipment. The equipment debit created a new balance due of \$276.45.

930 15th Street
Denver, CO 80202
FAX: 888.634.0013

Because Mr. Delorme indicated that he had sent back the equipment, I searched the modem tracking tool and it shows the equipment was eventually received in January 2016. For this reason, a credit of \$106.69 has been issued. After the credit is applied, the new balance due will be \$169.76. This amount is valid and sustained.

CenturyLink appreciates the opportunity to review this matter.

Sincerely,

Ann Anderson

Ann Anderson
CenturyLink Customer Advocacy

CC: James Delorme



May 4, 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)
Waleska, GA 30183

Complaint No.: 1594708
Received: May 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) (6) (b) (6) is requesting the speed that is advertised in (b) (6) area, but (b) (6) has been informed that he cannot receive those speeds because of his location. (b) (6) (b) (6) indicates that this is false advertising.

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

- As stated in Frontier's terms and conditions, actual Internet speeds may vary, and any speed advertised is not a guarantee. Frontier's promotional materials also clearly state that "Actual speeds may vary and are not guaranteed. Service subject to availability."
- Frontier also advises that the available Internet speed depends on the distance from Frontier's closest facilities. (b) (6) (b) (6) location is over 17,900 from the nearest Frontier facilities. Frontier is providing the fastest Internet speed that it can provide to this location at this time.
- Frontier spoke with (b) (6) (b) (6) on May 3, 2017 and (b) (6) has accepted a discounted rate for (b) (6) internet service with Frontier.

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,

Enrique "Henry" Aldape
Executive Customer Relations
844-320-4445 ext. 111-1018
Enrique.s.aldape@ftr.com

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



RISE Broadband
619 14th ST SW
Loveland, Co 80537

(b) (b) (b) (b)
(b) (b) (b) (b)
(b) (b) (b) (b)
Lubbock, Texas 79423

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

Date: 5/16/2017

Account Number: (b) (b)

Address: (b) (b) (b) (b) Lubbock, Texas 79423
(b) (b) (b) (b)

Issue Summary: Always slow. Pay for 50 mb internet lucky to get 20 to 30. Then half the time no internet. They keep telling me they need to upgrade the tower but never happens. This is the only internet provider available for my location.

Response:

Dear (b) (b)

Thank you for taking the time to contact us through the FCC. We sincerely appreciate the opportunity to address these concerns.

After reviewing the account and looking at the equipment that provides internet services at the residence, we have determined that there is work slated to be completed by June 1, 2017. Our LTE service uses a different technology to deliver internet and requires more extensive maintenance. There may be a short interruption in the service while this maintenance is performed. We estimate that aforementioned maintenance will occur during the week of May 22, 2017, and we are confident that upon completion of the repairs, the internet will be restored to its full operating capabilities.

In light of the slow speeds that have been experienced lately, we have placed a credit on the account in the amount of \$62.95, which is equivalent of one month's charge for internet service.

We sincerely apologize for any service interruptions that may have been experienced and look forward to resolving this issue fully within the next several weeks.

Thank you for being a valued Rise Broadband customer and thank you for your patience while we work to upgrade our network.

Chris, Executive Services

844-411-7473

vipsupport@risebroadband.com

CC: (b) (6)

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



May 19, 2017

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

Re: (b) (b) – IC# 1596021
Notice of Complaint filed 05/01/2017

Dear Ms. Wright:

CenturyLink submits the following information for the complaint filed by (b) (b) regarding inconsistent speed of internet service.

CenturyLink has researched the information provided and found no account or attempted account by (b) (b) name or the address provided. CenturyLink has determined the address is an apartment building. (b) (b) did not provide an apartment number. While CenturyLink does provide service in the area, CenturyLink cannot provide service to the apartment complex as it is exclusive to Time Warner.

I have made attempts to contact (b) (b) to verify the service address provided leaving voicemails with no response.

Sincerely,

Dawn Burns

Dawn Burns
CenturyLink Customer Advocacy

cc: (b) (b)
(b) (b) (b) (b)
Fayetteville, NC, 28303



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) (b) (6)
(b) (b) (b) (b) (b) (6)
Santa Fe, NM 87501

FCC IC File Number:	1596247
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	May 1, 2017

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 May 16, 2017, a service call was scheduled during which time the technician diagnosed the service-related issues. The technician found the speed issue to be a result of (b) personal router, at which time resetting the router seemed to fix (b) slow internet. On May 16, 2017, I had a conversation with (b) (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) (b) (6) should there be additional questions or concerns.

Sincerely,

Melissa P.
Comcast | Executive Customer Relations
(844) 389-4765 Extension 3025524

cc: (b) (b) (6)



May 17, 2017

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

Re: (b) (6)
Notice of Informal Complaint, Serve Date 05/01/2017

Ms. Wright:

CenturyLink has completed a review of the informal complaint filed by (b) (6). In the complaint, (b) (6) wrote "Hello! I would like to file a complaint about centurylink. I see that there are thousands of complaints about this company, but unfortunately nothing is getting better with them. 1. Centurylink gets you sign up for service by offering good prices for internet. You have no idea that you are actually signing a contract with them! and there is a fee if you break it. 2. The internet speed is much slower than what was advertised, but they won't fix it unless you pay more. 3. Once you signed up for the service, they keep adding all kinds of service, maintenance etc fees and no one can explain what they are for. The only answer I was able to get is that they are for me to have internet service. 3. When I asked centurylink why they doubled my price without any notice and explanation, I was told that I should be happy I am only paying \$56, because the customer service rep herself was paying \$74!!!! 4. Customer service is not willing to help and I always have to call them at least 4 times in order to get some answers. Most of the time I am hung up on. Centurylink and Comcast are the only internet providers in Colorado, so they are aware that due to this monopoly, customers have no other options. Consequently, I can only speak about Centurylink, they adopt unethical and illegal practices to get as much much money of out customers as they want. I would really appreciate if anything happens based on all of the complaints that were filed. We, as customers, have no one to help us with this. thank you."

(b) (6) did not provide her CenturyLink account number in her complaint. However, CenturyLink records show (b) (6) previously had Internet service with account (b) (6). The service was established March 18, 2016 and disconnected March 20, 2017. (b) (6) subscribed to 12 Mbps speed at a base rate of \$54.00 per month with a monthly term commitment discount of \$24.05, which reduced the price to \$29.95 plus \$3.99 for the Internet Cost Recovery Fee. CenturyLink representatives are required to disclose the terms of the contract, including the early termination fee, at the point of sale. (b) (6) fulfilled the one year term commitment and an early termination fee was not billed.

I apologize if (b) (6) experienced slow speeds while she had the Internet service. CenturyLink cannot trouble shoot any problems she may have been having because the service is disconnected.

930 15th Street
Denver, CO 80202
FAX: 888.634.0013

(b) (6) indicated that CenturyLink and Comcast are the “only internet providers in Colorado” and that as a result of this “monopoly,” customers have no other options. While it is true that Englewood, Colorado is largely served by CenturyLink and Comcast, dishNet also covers some smaller areas of Englewood with its wired residential service. In addition, five companies offer fixed wireless service in Englewood.

CenturyLink appreciates the opportunity to review this matter and I apologize for any poor experiences (b) (6) had with CenturyLink Customer Service.

Sincerely,

Ann Anderson

Ann Anderson
CenturyLink Customer Advocacy

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) (b) (6) (b) (6) (b) (6)
Carmichael, CA 95608

FCC IC File Number:	1596350
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	May 1, 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) an authorized party on (b) (6) (b) (6) account regarding XFINITY service.

On May 4, 2017, a service call was scheduled during which time the technician was able to identify the old RG59 outlet to their apartment is defective and needs to be replaced. (b) (6) (b) (6) and (b) (6) (b) (6) were advised by the technician, the process would take 3-6 weeks for the contractor to replace the defective outlet to their living room. (b) (6) (b) (6) and (b) (6) (b) (6) have the technician's direct contact information. I will follow up with (b) (6) (b) (6) after I receive confirmation from the field the work has been completed. In addition, as a courtesy, on May 15, 2017, a credit in the amount of \$100.00 was applied to the account and will appear on the bill statement dated May 21, 2017. Lastly, on May 15, 2017, as a courtesy, I added the rate code of \$0.00 for the modem rental fee onto the account. This will be effective until May 14, 2018, at which time standard rates will apply. 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,

Julie H.
Executive Customer Relations
Comcast | West Division
Office: (844) 389 476, Extension 3025552
M-F: 8:00am –4:30pm (MST)

cc: (b) (6) (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) (b) (6) (b) (6) (b) (6)
Pingree Grove, IL 60140

FCC IC File Number:	1596443
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	May 1, 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 May 8, 2017, I contacted (b) (6) (b) (6) and verified that services were already working correctly. Records show on May 3, 2017 a maintenance call was scheduled during which time the technician diagnosed and corrected area noise issue by installing two noise traps on the line at the node.

On May 9, 2017, a six-month discount of \$4.96 off the increased Blast! service was added to the account to compensate for the loss of service. The discount will expire on November 9, 2017. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

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

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



May 31, 2017

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

Re: (b) (6) (b) (6)
Complaint # 1596450

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) Windstream internet service performance associated with phone number (b) (b) (b)

Windstream acknowledges that some "Paden" 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) (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. We are hopeful that those reforms will enable Windstream, to improve service in difficult-to-serve areas like Paden; and deploy broadband to many consumers that do not currently have broadband available to them at all. Until upgrades are completed (b) (b) (6) services are unlikely to improve.

If (b) (b) (6) finds this unacceptable, (b) 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 him and bundled with (b) Windstream billing account. (b) may call us for more information regarding this product.

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

Jilliann Roach
Windstream Communications
Executive Customer Relations
800-326-6314

CC: (b) (6) (b) (6)
(b) (b) (b)
Paden, OK, 74860



May 12, 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)
Jacksonville, FL 32257

FCC IC File Number:	1596490
Response Type:	NOIC-Notice of Informal Complaint
Date of Notice:	May 1, 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.

I made several attempts to contact (b) (6) (b) (6) using all available contact methods. While my attempts were unsuccessful, our records indicate that a service call is necessary in order to address the service concerns. Contact with (b) (6) (b) (6) is necessary in order to schedule a service call at (b) (6) convenience. 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) (6) should there be additional questions or concerns.

Sincerely,

Diane D.
Executive Customer Relations
(954) 534-7222

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



P.O. Box 105378
Atlanta, GA 30348

May 03, 2017

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

Re: Name and address:

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

Batesville IN 47006

Serve ticket#: 1596492

Serve date: 05/01/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. (b) (b) (6) stated that (b) was not made informed that (b) speeds on (b) home internet devices would be slowed down after 10GB. (b) also stated that our website misleads people to get them to sign up for the plan. (b) requested that we allow (b) home internet devices to use normal speeds up to the 22GB data allowance before it is susceptible to slower speeds.

I spoke with (b) (b) (6) and apologized if a representative did not provide all of the details for (b) calling plan. The information that Mr. Linkel attached to (b) complaint shows our website and how it addresses the slower speeds. The screenshot and website says "Mobile hotspot/tethering reduced to 3G speeds after 10GB/month..." I explained that our home internet devices that he has (4G router and Cantenna) devices are considered mobile hotspot devices. I also explained that the devices have their own charge because they are separate devices.

Mobile hotspot features built into (b) (b) (6) smartphone are not charged an additional \$20 because it is a feature of the phone. (b) request to remove the \$20 line charge from each of (b) home internet devices can not be done as long as they are active on (b) account. The option to maintain the normal speeds beyond 10GB of usage for a mobile hotspot or tethered device is not available.

To maintain the normal data speeds, I offered to place (b) (b) (6) back on (b) original 16GB plan with 14GB (2GB of bonus data per smartphone) of bonus data. (b) said that the data allowance would not work with (b) usage. We also discussed the 24GB New Verizon plan (same cost as current unlimited plan) with 14GB of bonus data but it was also declined. No changes were made to (b) account.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (b) (6) have any questions or concerns, I may be reached at 800-779-2067 ext. 2143720 between 8:00 AM - 4:30 PM XT, Monday - Friday.-

Sincerely,

Quenton R.
Executive Relations

cc: (b) (b) (6)

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



May 22, 2017

Federal Communications Commission
Consumer Inquiries and Complaints Division
Washington, DC 20554

Re: (b) (6) (b) (6) - IC# 1596547
Notice of Complaint filed 05/01/2017

FCC CICD:

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

CenturyLink regrets any issues that (b) (6) (b) (6) has experience with (b) (6) CenturyLink services. CenturyLink does not throttle user connections, however the device that provides (b) (6) (b) (6) DSL connection is currently in a bandwidth exhaust situation; meaning that customers served by this device may experience slow speeds, packet loss and latency during peak hours, including nights and weekends.

CenturyLink engineers are aware of the exhaust and network congestion and are working towards a solution. While reviewing billing, I have added a \$30 monthly adjustment to billing which will apply for the next 6 months. Please allow one bill cycle for full discount to appear on the billing statement.

CenturyLink apologizes for any frustration or inconvenience.

Sincerely,

Matthew Vail

Matthew Vail
CenturyLink Customer Advocacy

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) (b)
Russellville, AR 72802



May 15, 2017

(b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (6) (b) (6)
(6) (6)
Henderson, NV 89074

Re: (b) (6) (b) (6)
FCC File: #1596608
Response: May, 31, 2017

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

This letter is in response to your above-referenced complaint regarding the Internet service issues in your home.

Upon receipt of this complaint, a member of our Executive Escalations Team attempted to reach out and speak with you twice at the phone number you provided in your complaint. Our Agent left voicemails for you on each call, May 2 and May 4, 2017. In order to diagnose and correct any issues with your service it is necessary that we speak with you.

If you would like to discuss your complaint further, please reach out to our Escalations Team at 844-233-3044.

RESPONDING ON BEHALF of Cox Communications Las Vegas, Inc.

A handwritten signature in black ink, appearing to read "Doug Garrett", with a long, sweeping horizontal line extending to the right.

Douglas Garrett

Executive Director, Regulatory Affairs

cc: Federal Communications Commission via Zendesk

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



May 10, 2017

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

Re: (b) (6) (b) (6) – IC# 1596689
Notice of Complaint filed 05/01/2017

Dear Ms. Wright:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6) (b) (6) (b) (6). (b) (6) states that (b) (6) is paying for 1.5 Mbps but (b) (6) phone app speed test results significantly lower.

CenturyLink has reviewed and found that (b) (6) (b) (6) subscribes to internet service with download speeds up to 1.5Mbps and is currently provisioned for download speeds up to 1759Mbps, which is 117% of the full purchase price. (b) (6) (b) (6) subscribes to internet service with upload speeds up to 256kbps and is currently provisioned for upload speeds up to 287kbps, which is 112% of the full purchase price.

(b) (6) (b) (6) 's internet service is served by internet device JNBGM0XWH01-HWYB, which is currently in permanent bandwidth exhaust; meaning that 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.

At this time CenturyLink does not have any upgrade or expansion plans to share; however, CenturyLink Engineers continue to evaluate areas to determine the best locations for expansion of the service.

CenturyLink regrets any issues (b) (6) (b) (6) is experiencing with (b) (6) internet. 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.

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



CenturyLink apologizes for any inconvenience or frustration.

Sincerely,

Dawn Burns

Dawn Burns
CenturyLink Customer Advocacy

cc: (b) (6) (b) (6)
(b) (6) (b) (6)
Warrenton, MO, 63383



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: 5/2/2017

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

Complainant's Name: (b) (b)
File No.: 1596736
Response Type: Internet
Service Date: 5/1/2017

INVESTIGATION SUMMARY:

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

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

AT&T investigated and determined that on 03/19/2017, AT&T upgraded Internet service from 3.0 Mbps to 6.0 Mbps and added a \$5.00 promotional discount, reducing rate to \$54.00, before taxes and surcharges for 12 months. On 03/21/2017, a technician was dispatched to resolve service concern. AT&T advised (b) (b) that there is no faster speed available due to loop length restrictions. On 05/02/2017, AT&T spoke to (b) (b) and educated (b) on the upgrade and promotional discount issued on 03/19/2017. (b) (b) stated (b) was told the Internet speed was 50 Mbps. AT&T found no records or notations to reflect (b) (b) was advised of this information. AT&T offered technical support and billing assistance; however, (b) (b) advised (b) did not want technicians at (b) home and (b) declined to speak with billing. (b) stated (b) only wanted a faster speed. AT&T explained that due to bandwidth restrictions there is no faster speed available. (b) (b) declined all assistance and disagrees with all information provided.

(b) (b)'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 Donna Daywalt-Green at DD3168@att.com or (317) 968-8018.

Sincerely,

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

cc: (b) (6) (b)

Date Printed: 5/2/2017

Page: 1 of 1



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

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

Response to Notice of Informal Complaint (NOIC)

Date: 5/4/2017

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

Complainant's Name: (b) (b)
File No.: 1596736
Response Type: Internet
Service Date: 5/3/2017

INVESTIGATION SUMMARY:

AT&T received a supplemental notice from the Federal Communications Commission (FCC) on behalf of (b) (b) regarding AT&T Internet (formerly U-verse Internet) speed concerns.

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

AT&T previously addressed (b) (b) r issues concerns under FCC case 1596736 on 05/02/2017. AT&T has verified that on 03/19/2017, AT&T upgraded Internet service from 3.0 Mbps to 6.0 Mbps and added a \$5.00 promotional discount with monthly pricing of \$54.00 excluding taxes and surcharges for 12 months. On 03/21/2017, a technician was dispatched to resolve service concern. AT&T advised (b) (b) that there is no faster speed available due to loop length restrictions. On 05/02/2017, AT&T spoke to (b) (b) and educated (b) on the upgrade and promotional discount issued on 03/19/2017. (b) (b) stated (b) was told the Internet speed was 50 Mbps. AT&T found no records or notations to reflect (b) (b) was advised of this information. AT&T offered technical support and billing assistance; however, (b) (b) advised he did not want technicians at (b) home and (b) declined to speak with billing. (b) stated (b) only wanted a faster speed. AT&T explained that due to bandwidth restrictions there is no faster speed available. (b) (b) declined all assistance and disagreed with all information provided.

On 05/04/2017, AT&T attempted unsuccessfully to speak with (b) (b) (6) AT&T left a detailed voicemail message restating the previous resolution reached.

(b) (b) r 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 Donna Daywalt-Green at DD3168@att.com or 877-677-3215, access code 622, extension 8018.

Sincerely,

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

cc: (b) (6) (b)

Date Printed: 5/4/2017

Page: 1 of 1



May 10, 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)
Marion, IL 62959

Complaint No.: 1596737
Received: May 1, 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 Wi-Fi network interference. Customer speeds may vary over time.
- Frontier performed repairs at (b) (6) (b) (6) home on May 9, 2017.
- Frontier spoke with (b) (6) (b) (6) on May 10, 2017, and confirmed that service is working. (b) (6) (b) (6) is satisfied with this resolution.

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,

Michelle Wexler
844-320-4445, Ext# 1111279

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



P.O. Box 3190
Chandler, AZ 85244

May 25, 2017

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

Re: Name and address:

(b) (b) (6)
(b) (b) (6) (b)
Eaton Rapids MI 48827
Serve ticket#: 1596739
Serve date: 05/01/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In his complaint, (b) (b) (6) mentions experiencing slower data speeds on (b) iPhone or Jetpack device and believes it is because (b) is on Verizon's Unlimited Data plan.

Peter Grivins's Jetpack device, with mobile number (b) (b) (b) (6) is subscribed to Verizon's Unlimited Data plan. In order to ensure a quality experience for all customers, once lines subscribed to that plan with these devices reach 10 GB of usage, data use is reduced to 3G speeds for the remainder of that billing cycle.

We believe that this network management practice, which is closely aligned to market standards, is a fair way of allocating shared and finite network resources to ensure a great wireless experience for all of our customers. While we disclosed in our advertising and other marketing materials for the plan that "mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line," we did not have the systematic capability to do so until early April 2017.

After speaking with (b) (b) (6) we discussed the above information, and offered to share (b) feedback with upper management. (b) (b) (6) resides in an area in which other providers' service is unreliable and not easily accessible. (b) and (b) family rely solely on Verizon Wireless' high speed wireless internet service. (b) indicated that 3G speeds are not conducive for internet use.

We apologize for any inconvenience this may have caused (b) (b) (6). Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (b) (6) have any questions or concerns, I may be reached at (949)286-784, between 8:00 AM – 4:30 PM PT, Monday – Friday or he may contact our Customer Service Department at 1(800)922-0204 at his convenience.

Sincerely,

Martha H.
Executive Relations

cc: (b) (b) (6)



May 5, 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)
Los Alamitos, CA 90720

Complaint No.: 1596930
Received: May 1, 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) advises (b) (6) is having trouble reaching Frontier to report technical issues.

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

- Frontier was unable to investigate (b) (6) complaint as no account number was provided.
- Frontier attempted to reach (b) (6) to advise of the above but was unsuccessful. Frontier left a message for (b) (6) that included direct contact information

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

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

Sincerely,

Michelle Wexler
844-320-4445 ext. 1111279

cc: (b) (6)



May 30, 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 1597143
NOIC
Serve Date: 5/1/17

Dear Ms. Bowers,

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

There are no network capacity issues or problems with the network that serves (b) (b) (6) home. On 2/15/17 and 4/21/17 TDS Repair provided support for the customer with changing the channel with his wireless router. On 4/24/17 (b) (b) (6) reported trouble with slow speeds with (b) wireless connection. When our Repair advisor was providing an explanation about wireless signals, (b) (b) (6) stated (b) was going to cancel service and then transferred to Customer Service who offered a discount of \$12.00 off for a year. (b) (b) (6) decided to keep service and indicated (b) would call Repair for support with (b) wireless connection. Repair provided troubleshooting and sent a replacement modem.

On 5/24/17 TDS Repair followed up with (b) (b) (6) who indicated that (b) would call in when the problem was occurring so we could provide further trouble-shooting support. At this time, there has been no further trouble report.

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 Trickle
TDS Telecom

cc: (b) (b) (6)



P.O. Box 105378
Atlanta, GA 30348

May 19, 2017

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

Re: Name and address:

(b) (b)

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

Covington TN 38019

Serve ticket#: 1597200

Serve date: 05/15/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In (b) complaint, (b) (b) mentions experiencing slower data speeds on (b) LTE Internet Installed device and believes it is because (b) is on Verizon's Unlimited Data plan.

(b) (b) (6) LTE Internet Installed device mobile number (b) (b) (b) is subscribed to Verizon's Unlimited Data plan. In order to ensure a quality experience for all customers, once lines subscribed to that plan with these devices reach 10 GB of usage, data use is reduced to 3G speeds for the remainder of that billing cycle.

We believe that this network management practice, which is closely aligned to market standards, is a fair way of allocating shared and finite network resources to ensure a great wireless experience for all of our customers. While we disclosed in our advertising and other marketing materials for the plan that "mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line," we did not have the systematic capability to do so until early April 2017.

After speaking with (b) (b) and (b) (b) (6) we explained the above and offered to return (b) to (b) previous plan. (b) (b) was not satisfied with this and declined to change (b) price plan. We also offered to disconnect the service with no termination fees but this offer was also declined.

We apologize for any inconvenience this may have caused (b) (b) (6). Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Janet Garner have any questions or concerns, I may be reached at 7819321228 ext. between 8:00am – 4:30pm EST, Monday – Friday or she can contact our 24-hour customer service at 800 922 0204.

Sincerely,

Alexis E.

Executive Relations

cc: (b) (b)



May 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:

1597382

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.

On May 5, 2017, a representative contacted (b) (b) to discuss (b) concerns. The representative confirmed that we could not locate a tracking number to confirm the equipment was mailed to (b). On May 6, 2017, a service call was completed to address the inconsistent internet speed issues. (b) services were operating at the expected level of service after the service call was completed. (b) (b) should contact Customer Care at 888-892-2253 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/

Patrick Powers

Paralegal, Regulatory Compliance

cc:

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

(b) (b) (b)

Pikeville, NC 27863



June 1, 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) (6)

FCC Serve Ticket Number:

1597899

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.

On May 2, 2017, a technician was deployed to (b) (b) (6) address and conducted maintenance and repair work on an outside line. Another technician visited (b) (b) (6) house and reset (b) wireless network, changed the frequencies on the equipment, relocated the modem away from a heat source in the house, and hard wired a printer. The technician tested the service and verified the speeds and signal were working at the expected level of service. (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) (6) (b) (6)

(b) (b) (b)

Utica, NY 13501



P.O. Box 3190
Chandler, AZ 85244

May 22, 2017

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

Re: Name and address:

(b) (6)
(b) (6)
Red Rock TX 78662
Serve ticket#: 1598146
Serve date: 05/02/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In (b) (6) complaint, (b) (6) states (b) (6) specifically asked if Home Fusion is being treated like a mobile hot spot/tethering device which reduces to 3G after 10GB data usage, and the representative said no guaranteeing 4G LTE speeds up to 22GB.

(b) (6) LTE Internet Installed device, mobile number (b) (6) is subscribed to Verizon's Unlimited Data plan. In order to ensure a quality experience for all customers, once lines subscribed to that plan with these devices reach 10 GB of usage, data use is reduced to 3G speeds for the remainder of that billing cycle.

We believe that this network management practice, which is closely aligned to market standards, is a fair way of allocating shared and finite network resources to ensure a great wireless experience for all of our customers. While we disclosed in our advertising and other marketing materials for the plan that "mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line," we did not have the systematic capability to do so until early April 2017.

Upon receipt of this complaint, I spoke with (b) (6) to address (b) (6) concerns and discuss the above findings. During our conversation, (b) (6) provided feedback regarding the 4G Cantenna being categorized as a mobile hotspot. I advised (b) (6) internal coaching feedback would be provided regarding for the misinformation and we would also review the verbiage on our website. (b) (6) expressed an understanding in our position and had no further questions at this time.

We apologize for any inconvenience this may have caused (b) (6). Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Kelly Walker have any questions or concerns, I may be reached at 8007792067 ext. 2221066 between 8:00 AM - 5:00 PM PST, Monday - Friday.

Sincerely,

Latique G.
Executive Relations

cc: (b) (6)



P.O. Box 3190
Chandler, AZ 85244

May 09, 2017

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

Re: Name and address:

(b) (b) (6)
(b) (b) (b)
Shepherdsville IN 47880
Serve ticket#: 1598196
Serve date: 05/02/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. (b) (b) (6) expressed concern about the New Verizon Unlimited Plan and (b) 4G LTE Installed home service.

(b) (b) (6) advised that (b) was not informed of the 10GB threshold for 4G LTE Internet devices on the New Verizon Plan. Upon review of the account, (b) (b) (6) spoke with Customer Service on February 28, 2017, and (b) calling plan was changed to the New Verizon Unlimited Plan effective February 17, 2017.

The New Verizon Unlimited plan provides customers with unlimited data on their Smartphones, which may be prioritized after 22GB of data is used on the device. This will only occur during times of network congestion. This is different than using the mobile hotspot feature on the phone or an internet only device. When 10GB of data is utilized on the mobile hotspot feature on the phone or 10GB on an internet only device, customers will be reduced to 3G speeds with a maximum of 600kbps for the remainder of the billing cycle. More information can be found at <http://www.verizon.com/about/news/network-management-verizon-unlimited-explained>.

I spoke with (b) (b) (6) and discussed (b) concern. I apologized for any misinformation that may have been provided regarding the New Verizon Unlimited plan. I advised (b) that appropriate coaching and feedback will be provided. I offered to change (b) back to the 20GB MORE Everything Plan at special loyalty pricing, which (b) declined. I thanked Mr. McLaren for (b) feedback and (b) had no additional concerns.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (b) (6) have any questions or concerns, I may be reached at 800-779-2067 ext. 2220207 between 10:00 AM - 7:00 PM PDT, Monday - Friday.

Sincerely,

Jason R.
Executive Relations

cc: (b) (b) (6)



May 30, 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 1598418
NOIC
Serve Date: 5/2/17

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 Telecom is aware of customer discomfort in select market areas that have not yet been upgraded beyond DSL. We have thousands of customers on future-proof fiber optic networks and have deployed bonded-copper solutions to deliver high speed internet in markets across the U.S. TDS was assisted in this effort by funding from the American Recovery and Reinvestment Act (ARRA), in which we received \$136 million. With TDS investments of more than \$31 million TDS was able to complete all 44 projects within the allotted timeframe and today more than 20,000 households enjoy high speed internet as a result.

Due to high expense in rural areas, we have not fully completed upgrades to every market we serve, however; a major initiative is now in progress to reach our remaining markets using our own funds in addition to those received from FCC –ACAM and state grants, which we've worked diligently to apply for and receive. TDS Telecom has elected to receive funding to expand and improve our internet service in 25 states, including Georgia. Upgrades in the Nelson-Ball Ground and Blue Ridge area are expected to be completed by the end of 2017, with some projects completing in early 2018.

Until the upgrades take place, some customers may continue to see periodic slowdowns. The speed issue some customers may be experiencing could be caused by many different factors, such as heavy internet use in the area. This may be caused by video streaming, the extent of which was not anticipated when the network in the customer's area was constructed. We are aware of the issue and taking steps to upgrade much of our network for as many customers as we can.

TDS advertises that High-Speed Internet availability varies and speeds shown may not be available at all service addresses. Actual speeds experienced by customers vary and are not guaranteed. Speed ranges are expressed as 'up to' to represent network capabilities between customer location and the TDS network. Speeds vary due to many factors, including: distance from switching locations and external/internal network conditions.

Information about some of the work being done is available at tdstelecom.com/networkupgrades. Customers can enter their address for an update as well as sign up to receive quarterly updates via email. Customers also have the option of choosing another package from TDS or to disconnect their services without a termination fee to move to an alternative technology such as wireless or satellite.

Sincerely,

Pam Trickel
TDS Telecom

cc: (b) (b) (6)

May 31, 2017

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

Re: (b) (b) (6)
Serve Ticket #1599146

Dear FCC,

This letter acknowledges our receipt of the notice of the complaint #1599146 filed by (b) (b) (6)

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

With respect to Windstream's response, Windstream acknowledges some Morris OK 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) (b) (6) service address will likely not benefit from any of our scheduled upgrades in 2017.

(b) (b) (6) contacted Windstream on 5/3/2017 and requested to have (b) Windstream services disconnected. An order was placed and his services were disconnected 5/4/2017.

If (b) (b) (6) finds this unacceptable, (b) 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) (b) may call us for more information regarding this product.

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

Sincerely,

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

CC: (b) (b) (6)
(b) (6) (b) (6) (b)
Henryetta OK 74437



June 1, 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: 1599455

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) (6) regarding his concerns. The representative explained to (b) (b) (6) that his twelve-month promotional plan had expired, which caused the increase to (b) monthly billing rate. The representative offered to upgrade (b) (b) (6) internet service to improve (b) internet speeds, and (b) (b) (6) accepted the offer. Please note this is a twelve-month promotional plan, and standard rates will apply at the end of this period. (b) (b) (6) may contact Customer Care at 888-289-8988 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/
Michael B. Masters

cc: (b) (b) (b) (6)
(b) (6) (b) (b) (6) (b) (b) (6)
Clermont, FL 34711



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

May 09, 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)
Charles City VA 23030
Telephone: (b) (6) (b) (6) (b) (6)
Serve Ticket #: 1599952
Serve Date: May 02, 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 (b) (6) internet always dropping and (b) (6) is having to reset my modem)

According to our records, on 5/03/17, Verizon's technical support reviewed the HSI service with the customer. The representative explained the area is closed to sales and the maximum speed available is 1.1 to 3mbps. The representative also confirmed the customer is receiving 1.6 and on some days 3 mbps but has had some intermittent times where (b) (6) has had to reboot the router. The customer has advised that (b) (6) is connected to a remote catena and the representative has explained that this would be best efforts with the equipment. Verizon's records show the customer is provisioned to HSI 1.1 to 3mbps. The customer had no other questions.

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,

Monica Belmar
Verizon Executive Relations Team

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



P.O. Box 3190
Chandler, AZ 85244

May 22, 2017

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

Re: Name and address:

(b) (b)
(b) (b) (6) (b)
Mc Ewen TN 37101
Serve ticket#: 1600142
Serve date: 05/03/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In his complaint, (b) (b) expressed concerns regarding misinformation (b) received related to (b) 4G Broadband router.

Will Gunn's LTE Internet Installed device, mobile number (b) (b) (b) (6) is subscribed to Verizon's Unlimited Data plan. In order to ensure a quality experience for all customers, once lines subscribed to that plan with these devices reach 10 GB of usage, data use is reduced to 3G speeds for the remainder of that billing cycle.

We believe that this network management practice, which is closely aligned to market standards, is a fair way of allocating shared and finite network resources to ensure a great wireless experience for all of our customers. While we disclosed in our advertising and other marketing materials for the plan that "mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line," we did not have the systematic capability to do so until early April 2017.

Upon receipt of this complaint, I spoke with (b) (b) to address (b) concerns and discuss the above findings. I expressed regret for the frustration this matter has caused and assured (b) (b) internal coaching would be provided for the incorrect information (b) was provided. I thanked (b) (b) for (b) feedback and advised I would share his concerns; however, the 10GB 4G LTE threshold for internet devices will remain. (b) (b) expressed dissatisfaction in our position and advised (b) is exploring other carrier options.

We apologize for any inconvenience this may have caused (b) (b) (6). Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (b) have any questions or concerns, I may be reached at 8007792067 ext. 2221066 between 8:00 AM - 5:00 PM PST, Monday - Friday.

Sincerely,

Latique G.
Executive Relations

cc: (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: 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) (b) (6)

File No.: 1600451

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 AT&T Internet speed concerns.

On 05/04/2017, 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. (6)

AT&T investigated and determined that (b) (6) (b) (6) n's service was installed on 02/08/2017 and was tested after installation to confirm the speed was (6) what (b) (6) purchased package offered. On 05/04/2017, AT&T spoke with (b) (6) (b) (6) and arranged a dispatch (6) for 05/08/2017 to address (b) (6) complaint of slow speeds. On 05/08/2017, AT&T was at the premise and tested the speed with a direct (6) connection to the gateway as well as on the Wi-Fi network. Each connection test confirmed the correct speed for what (b) (6) package offers. (b) (6) (b) (6) advised AT&T that (b) (6) was having the speed issue with only one device which (b) (6) did not have (6) available for testing while the technician was at the premise. AT&T setup another dispatch for 05/11/2017 and again the technician confirmed the speeds tested on the AT&T Internet service were the correct speed for (b) (6) service package. On 05/11/2017, AT&T called (b) (6) (b) (6) and left a voice message advising that no issues were identified during the repair visits and confirmed that (b) (6) (b) (6) was receiving the speeds (b) (6) AT&T Internet service package offers. (6)

(b) (6) (b) (6) n'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 Lenora Carr at lc4876@att.com or 877 404-2417 access code 622, extension 1134.

Sincerely,

Lenora Carr

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

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

Date Printed: 5/11/2017

Page: 1 of 1



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) (b) (6)
Weetover, WV 26501

FCC IC File Number:	1601220
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) (b) (6) regarding XFINITY service.

On May 11, 2017, a service call was scheduled during which time the technician diagnosed and corrected the service issue with replacing a degraded interior line. On May 13, 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,

Christina D.
Executive Customer Relations
(888) 966-7534

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



June 13, 2017

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

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

Ticket# 1601857

To whom it may concern:

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

Our Executive Customer Support representative reviewed all pertinent database records. Our records indicate that (b) (b) (6) service was activated on January 5, 2017.

At the time (b) (b) (6) ordered (b) service, (b) had to agree to the terms and conditions of our subscriber agreement to begin (b) service with (b) 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. Hughes now has plans that include bonus bytes with up to 50GB. Hughes can't guarantee speeds based on a variety of factors but does have a parameter of acceptable speeds. Please be advised a sales agent can only offer an opinion as to whether or not they feel the data allowance and speed is enough for the customer's needs based on the information provided by the customer or that the service will work for them based on the information they receive.

Hughes is excited to announce that there has been a new satellite launched with more bandwidth capacity and room for growth as the company expands technology. In addition the plans that come with the new satellite offer more up to speeds than the previous satellite. Please be advised that for all customers whether it's a new install or upgrading to Hughes' newest satellite it does require a new the 24 month commitment period and a cost to upgrade if applicable because it is a brand new service with new equipment. Regarding (b) (b) (6) concerns of not being informed of Hughes' newest satellite when (b) was installed please be (b) advised that it wasn't available to upgrade to until April of 2017. Please be (b) advised that sales agents weren't trained or properly informed about the new satellite until months after the launch.

We sincerely regret any inconvenience that (b) (b) (6) may have experienced and are hopeful that our actions will serve as a demonstration of our 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



May 25, 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)
1860 Elizabeth Avenue
Whiting, NJ 08759

FCC IC File Number:	1602518
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) (b) (6) who is the authorized user on behalf of (b) (6) (b) (6) account, regarding XFINITY service.

On May 4, 2017, a service call was scheduled during which time our technician referred the service call to maintenance. Our maintenance team was dispatched on May 4, 2017 and they completed the service call by replacing a defective amp and balanced the node.

(b) (6) (b) (6) reported further service issues and an appointment was scheduled for May 17, 2017. Our records indicate the appointment for May 17, 2017 was cancelled by (b) (6) (b) (6). I contacted (b) (6) (b) (6) on May 17, 2017 and was unable to reschedule due to (b) (6) availability. At this time, a service call is necessary to resolve and further concerns. 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,

Patricia Carroll
Comcast Executive Customer Relations
(302) 731-6334

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



P.O. Box 105378
Atlanta, GA 30348

May 24, 2017

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

Re: Name and address:

(b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Ohatchee AL 36271
Serve ticket#: 1602843
Serve date: 05/04/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. (b) (6) (b) (6) mentions experiencing slower data speeds on (b) (6) LTE Internet Installed device and believes it is because (b) (6) is on Verizon's Unlimited Data plan. (b) (6) maintains that based on reviews and (b) (6) understanding, the LTE Internet device is not considered a mobile hotspot and therefore the 10GB's data cap would not apply. According to (b) (6) (b) (6) (b) (6) used the service without any reduction of speed for two months then during the third month, the data speed substantially decreased. (b) (6) (b) (6) wants the data cap removed and informs of (b) (6) efforts to have the matter resolved but to no avail.

(b) (6) (b) (6)'s LTE Internet Installed device, mobile number (b) (6) (b) (6) (b) (6) is subscribed to Verizon's Unlimited Data plan. In order to ensure a quality experience for all customers, once lines subscribed to that plan with these devices reach 10 GB of usage, data use is reduced to 3G speeds for the remainder of that billing cycle.

We believe that this network management practice, which is closely aligned to market standards, is a fair way of allocating shared and finite network resources to ensure a great wireless experience for all of our customers. While we disclosed in our advertising and other marketing materials for the plan that "mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line," we did not have the systematic capability to do so until early April 2017.

After speaking with (b) (6) (b) (6) (b) (6) informed that (b) (6) recently completed speed tests on his LTE device, which showed to be significantly slower than the maximum speed of 600kbps. This matter was reviewed by our Technical Support team under trouble ticket # NRB00008878381, which concluded the speeds of (b) (6) internet device after the 10GB cap is standard. We offered to return (b) (6) (b) (6) back to (b) (6) previous plan or cancel without fees. (b) (6) was not interested in either option and further attempts to discuss this matter with (b) (6) were unsuccessful.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should (b) (6) (b) (6) have any questions or concerns, I may be reached at 800-779-2067 ext. 2143755 between 8:30 AM - 5:30 PM EST, Monday - Friday.

Sincerely,

Bernadette T.

Executive Relations

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