

TO: Federal Communication Commission

FROM: Steffani Bowman, Customer Support - Cricket Wireless

DATE: June 28, 2015

SUBJECT: FCC - Serve Ticket #: 336767 (6)

Cricket Account # 647498227

Dear Ms. Benshoff:

As requested, Cricket Wireless herein submits its response to the consumer complaint submitted by (b) (6) (6) (b) (6) (complained about being unable to use the tethering feature of his wireless mobile device, a Samsung Galaxy S4, to connect his laptop or other device to the data connection on his wireless mobile device, a Samsung Galaxy S4.

Please be advised that our monthly unlimited data service is inclusive of data access to the customer's device. The ability to use certain device features is contingent upon whether or not a service is provided or subscribed to, including tethering capabilities. Cricket Wireless does not provide data plans that include tethering or "Hotspot" service or capabilities; therefore, the tethering feature on a device will not function while under a Cricket Wireless service plan. Cricket's service is provided pursuant to Terms and Conditions of service. The Terms and Conditions include a Prohibited Uses section. The relevant prohibited use language regarding tethering is set forth below:

Prohibited Uses and the Misuse and Abuse of Services and Devices

You agree that you will not use Data Services in any manner which: . . . tethers a wireless device to a computing device (such as a computer, Smartphone, eBook or eReader, media player, laptop, or other devices with similar functions) through use of connection kits, applications, devices or accessories (using wired or wireless technology) and you have not subscribed to a



specific data plan designed for this purpose; Cricket's Terms and Conditions are available at https://www.cricketwireless.com/terms.

We thank (b) (6) for his communication and trust that this explanation properly addresses his concern.

Very truly yours,

Steffani Bowman

Cricket Wireless Customer Support

575 Morosgo Dr. NE

Atlanta, GA 30324

Office 404.942.0749

CC:

(b) (6)

Milwaukee, WI 53202



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

Re:

(b) (6)
Woodstock, GA 30189

FCC IC File Number: 336847

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: June 15, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (6) regarding his Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

I contacted (b) (6) to discuss his concern on June 23, 2015. (b) (6) downgraded his services to Blast Internet only at \$41.99 for (12) twelve months from June 23, 2015 with the offer set to expire June 23, 2016. (b) (6) is aware after the (12) month offer expire that the everyday rate will apply. The interment internet service issue was caused due to a defective cable drop.

Comcast records reflect that the drop was replaced on June 16, 2015 correcting the service issues. I apologized for any inconvenience and frustration they may have experienced in order to get this issue resolved.

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

Sincerely,

Byron Palmer Executive Escalations Specialist 770-559-2721



October 23, 2015

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

RE:

Ladson, SC 29456

FCC IC File Number: 336892

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: October 2, 2015

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by Please be advised that (6) (6) complaint does not raise any redressable is (6) concerning his XFINITY Internet service or Comcast's application of its usage-based billing policy.

The FCC has previously recognized that usage-based pricing for Internet service is a legitimate billing practice that may benefit consumers by offering them more choices over a greater range of service options. Comcast and other Internet service providers are trialing usage-based billing approaches in response to evolving consumer data usage patterns and online activities. ¹ Comcast is trialing an innovative usage-based billing approach that relieves lighter end users from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap; Comcast's data usage plan trials are not intended or designed to manage congestion on its network.

The vast majority of XFINITY Internet customers use less than 300 GB of data per month and, in fact, the median monthly data usage by XFINITY Internet customers over the last six months was 40 GB.² Most customers should therefore see no increase in their monthly service fees under Comcast's usage-based billing policy. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers, like (b) (6) who choose to use more, can pay more to do so, and that customers who choose to use less, pay less.

On October 6, 2015, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

¹ Federal Communications Commission. 2015 Open Internet Order, ¶ 153. https://www.fcc.gov/article/fcc-15-24a1

² http://customer.xfinity.com/help-and-support/internet/data-usage-average-network-usage



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

Sincerely,

Byron Darby Process Analyst III 856-348-2007 Comcast Customer Security Assurance





June 26, 2015

James McKnight Director of Legal Affairs

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

Ticket No.:

337094

Customer Name:

Mediacom Account: (b) (6)

Dear Ms. Bowers:

This letter is in response to a complaint filed with your office by In his complaint, b) (6) stated he wished to stop receiving notification of his internet usage via ad banners.

On June 24, 2015, a Mediacom technician removed the option to receive usage notifications via ad banners from the customer's account. On June 26, 2015, a Mediacom representative contacted the customer to advise him that this was done.

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

Sincerely,

James McKnight

JM/lp

cc:

Cedar Rapids, IA 52403



July 15, 2015

Federal Communications Commission Consumer Inquires and Complaints Division c/o Orlando Ardon 1270 Fairfield Road Gettysburg, Pennsylvania 17325-7245

Re: Complaint for (b) (6)
Complaint Number: 337301
U.S. Cellular Account #: (b) (6)

Dear (b) (6)

Thank you for contacting U.S. Cellular regarding the above referenced complaint. indicates that U.S. Cellular charges extra for the option to use his cellular handset for tethering on his current 2 Gigabyte (GB) plan. (b) (6) is disputing the charge associated with the tethering service. As an Executive Appeals Case Manager, I am responding to (b) (6) concerns.

is subscribed to a legacy Family Essential 1000 plan for his five lines of service. Tethering was not an included feature of this plan but was available for an additional charge. (b) (6) has not subscribed to this additional service.

U.S. Cellular has since retired the Family Essential 1000 plan and has introduced new Shared Connect plans which include the ability to use a device as a tethered modem within the monthly cost of the plan itself. These plans offer a variety of data options ranging from 300 Megabytes per month to 75 Gigabytes per month. I encourage (b) (6) to contact U.S. Cellular's Customer Service Department at 888-944-9400 in order to discuss the new plan options and to better determine what plan would best suit his data usage needs.

Although my research did not produce the outcome had hoped for, I appreciate the opportunity to address his concerns.

Sincerely,

Darrin J. Wolf

Corporate Executive Appeals Specialist

Office of the President

USCC-Chicago

darrin.wolf@uscellular.com

Cc:<mark>(b) (6)</mark> File



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

RE:

(b) (6)

Stone Mountain, GA 30083

FCC IC File Number: 438365

Ticket Number: NA0000178472862

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: August 6, 2015

Dear Sir or Madam:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) regarding Comcast's High-Speed Internet Acceptable Use Policy.

Effective December 1, 2013, as permitted under the Comcast Agreement for Residential Services, customers in (b) (6) area realized a data usage plan increase to 300GB per month. Under the Agreement, Customers will be given three courtesy months during which they will not be billed for exceeding their data usage threshold provided that they do not exceed the threshold a fourth time, in which case no further courtesy months will be provided. If the threshold is exceeded a fourth time and any subsequent occurrence afterwards, no further courtesy months will be provided. Additional data blocks of 50GB will be provided at a rate of ten dollars (\$10.00) each. A vast majority of our customers use less than 300GB of data in any given month and should therefore see no increase in their monthly service fees under this policy.

Customers in (b) (6) area were notified of this policy via U.S.P.S. mail and email approximately one month prior to its implementation and a reminder email was sent one week in advance. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

An individualized data usage meter for every XFINITY Internet account is available upon log in.³

¹ The Comcast Agreement for Residential Services is provided to all customers at the time of services installation and is also available at http://www.comcast.com/Corporate/Customers/Policies/SubscriberAgreement.html

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

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

• Automatic notification will be sent to customers who have reached 90 and 100 percent of their data usage allotment.

On August 19, 2015, a Comcast Customer Security Assurance technician ("the technician") contacted to advise her of the aforementioned information and address any other concerns. The technician(6) provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

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

Sincerely,

Byron Darby Process Analyst III 856-348-2007 Comcast Customer Security Assurance





Response to Notice of Informal Complaint (NOIC)

August 6, 2015

Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street Washington, D.C. 20554 Complainant's Name: (b) (6)
Agency File Number: 438558
Response Type: Other

Due Date: September 5, 2015

Company File Number: CM20150806 105416438

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's complaint concerning our network management program for unlimited data plans and appreciates the opportunity to respond.

Like other wireless companies, we are taking steps to manage an increasing demand for mobile data in an environment where spectrum is a scarce resource. One solution is to temporarily reduce the speed of smartphone customers with unlimited data plans when their usage exceeds certain levels.

Here is some key information about AT&T's network management program for unlimited data plan customers:

- Customers on a 3G or 4G smartphone with an unlimited data plan who exceed 3 gigabytes of data in a billing period may experience reduced speeds when using data services at times and in areas that are experiencing network congestion. Customers on a 4G LTE smartphone with an unlimited data plan who exceed 5 gigabytes of data in a billing period may experience reduced speeds when using data services at times and in areas that are experiencing network congestion. Speeds will vary based on network congestion. If a customer is in a high traffic area for the network, the resulting reduction in speed will become increasingly more noticeable as the congestion increases. As soon as the congestion at the cell site abates, or if the customer moves to an uncongested cell site, speeds may not be affected. Because the amount of congestion at a cell site can vary significantly, the performance impact may also vary significantly, but such impact will last only as long as the site is congested.
- Customers will be sent a text message during each billing cycle when they reach 75% of 3GB (on a 3G/4G smartphone) or 5GB (on a 4G LTE smartphone) so they have sufficient time to adjust their usage to avoid network management practices that may result in slower data speeds. This messaging was implemented June 10th, 2015. Customers will receive a text message from us before experiencing any change in speed, but receipt of the message does not mean that the customer necessarily will experience reduced speeds.
- Reduced data speeds last only for the remainder of the customer's current billing cycle. Speeds go back to normal at the beginning of next monthly billing cycle. Data speed is not affected when the customer is using Wi-Fi, and data usage on Wi-Fi does not count against the customer's monthly data usage threshold.
- Even with reduced data speeds, customers normally can still e-mail and surf the web and continue to use an unlimited amount of data each month without incurring overage charges. Customers will likely see the biggest difference when streaming video.

As indicated above, an additional resource that assists customers manage their data usage is Wi-Fi. Using Wi-Fi does not create wireless network congestion or count towards wireless data usage, and can reduce the likelihood that unlimited data plan customers will have their speeds reduced. Smartphone customers have unlimited access to our entire Wi-Fi network – with nearly 34,000 hotspots nationwide – at no additional cost.

AT&T Mobility Tele:877.629.9803 Office of the President Fax: 214.761.4600



We also offer several tools that can be utilized to monitor how much data customers have used in a billing period:

- (1) To check their data usage in the current billing cycle, customers can dial *DATA# from their smartphone to receive a text message detailing current data usage. This is a free service to customers.
- (2) To see how much data they have used historically, customers can access www.att.com/mywireless and log into their account.
- (3) To calculate how much data usage certain activities typically require, customers can reference the data calculator at www.att.com/datacalculator.

Customers have asked about AT&T's legal right to manage its network in this fashion. Our goal is to manage our wireless network to provide the best possible experience for all of our customers, and we have included provisions in our wireless terms of service to ensure that we are able to do so. Specifically, Section 6.2 of the wireless customer agreement states:

- AT&T may engage in any reasonable network management practice to enhance customer service, to reduce network congestion, to adapt to advances and changes in technology, and/or to respond to the availability of wireless bandwidth and spectrum;
- AT&T may reduce your data throughput speeds at any time or place if your data usage exceeds an applicable, identified usage threshold during any billing cycle.
- Unlimited Data Customers. If you are a grandfathered AT&T unlimited plan data service customer, you agree that "unlimited" means you pay a fixed monthly charge for wireless data service regardless of how much data you use. You further agree that "unlimited" does <u>not</u> mean that you can use AT&T's wireless data service in any way that you choose or for any prohibited activities, and that if you use your unlimited data plan in any manner that is prohibited, AT&T can limit, restrict, suspend or terminate your data service or switch you to a tiered data plan.

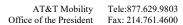
Further, the FCC has specifically identified this practice as a legitimate and reasonable way to manage network resources for the benefit of all customers and reaffirmed the reasonable network management exception in its latest order.

In addition, we gave all current unlimited data plan customers notice of this network management program prior to the time they renewed their current contracts. Disclosures were made through bill statement notifications, letters to heavy data users, text messages, web-based information and the wireless customer agreement. AT&T has also rolled out new data plans and provided options for customers who were affected by the Maximum Bit Rate program to move to alternatives.

We trust this letter addresses your questions regarding this complaint. Please feel free to contact us at 877-629-9803 if you have any additional questions or concerns.

Sincerely,

AT&T Office of the President





Response to Notice of Informal Complaint (NOIC)

December 14, 2015

Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street Washington, D.C. 20554 Complainant's Name: (b) (6)
Agency File Number: 438558
Response Type: Other

Due Date: December 28, 2015

Company File Number: CM20151214 109616134

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's concern and appreciates the opportunity to respond. At the time AT&T received (b) (6) first complaint on August 6, 2015 we responded with our network management practices regarding the Maximum Bit Rate program indicating he may be throttled after 5GB of data, based on network congestion. Since then AT&T made a change to the Maximum Bit Rate program and has raised the data usage threshold to 22GB of data, please find our new policy statement listed below.

Like other wireless companies, we are taking steps to manage an increasing demand for mobile data, so that we can provide the best possible mobile broadband experience for our customers. We are responding on many levels and pursuing several solutions. One solution, of which you are aware, is to reduce the speed of smartphone customers with Unlimited Data Plans when their usage exceeds a certain level and they are in areas experiencing congestion.

As always, Unlimited Data Plan customers will continue to have the comfort of knowing that, no matter how much data they use in a billing cycle, they will pay a single monthly flat rate. That is the essential promise of the Unlimited Data Plan, and we are pleased to continue honoring that promise. Further, as you would expect, our network management practices affecting Unlimited Data Plan customers have evolved over time to benefit our customers and take advantage of the billions we have spent to expand and augment our networks. We recently revised our practices to provide a 22GB data usage threshold as the latest step in this evolution which will allow our Unlimited Data Plan subscribers access to significantly more high speed data prior to the possibility of experiencing reduced speeds.

Here's some information that can help:

- Smartphone customers, who have an Unlimited Data Plan, might experience reduced data speeds after reaching 22GB of data in a billing cycle.
- Speeds will only be reduced when using data services at times and in areas that are experiencing network congestion.
- Customers will be sent a text message during each billing cycle when they reach 75% of 22GB so they
 have sufficient time to adjust their usage to avoid network management practices that may result in slower
 data speeds. If the customer's data speed is affected by one of these policies, the speed reduction will only
 occur when the customer is using his or her device at times and in areas where there is network
 congestion, and only for the duration of the billing cycle in which the customer has exceeded the 22GB
 data usage threshold.

Even when subject to potentially reduced speeds customers will still be able to e-mail and surf the web and continue to use an unlimited amount of data each month without incurring overage charges. You will likely see the biggest difference when streaming video. Speeds in congested areas will return to normal when the congestion clears or the customer moves to an uncongested area. In addition, the customer's data usage threshold returns to 22GB at the start of the next billing cycle.



An additional resource that will assist you is Wi-Fi. Using Wi-Fi does not create wireless network congestion or count towards wireless data usage, and can reduce the likelihood that customers will be impacted again. Smartphone customers have unlimited access to our entire Wi-Fi network at no additional cost.

Finally, we also offer several tools that can be utilized to monitor how much data customers have used in a billing period:

- (1) Access our 'myAT&T' application for smartphones at att.com. The application includes a usage meter showing how many MBs of data have been used during the current billing cycle and how many days are left in the billing cycle.
- (2) Text *DATA# (*3282#) to AT&T. AT&T will return your current billing cycle usage. There is no charge for these text messages.
- (3) Log into your account online and select the "usage and recent activity" link under "My account."

Additionally, customers have asked about AT&T's legal right to take these steps. Our goal is to manage our wireless network to provide the best possible experience for all of our customers, and we have included provisions in our wireless terms of service to ensure that we are able to do so. You can find more details on these provisions by going to www.att.com/wirelessterms, specifically Section 6.2.

We trust this letter addresses your questions regarding this complaint. Please feel free to contact us at 877-629-9803 if you have any additional questions or concerns.

Sincerely,

AT&T Office of the President



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

Re:

Philadelphia, PA 19106

(b) (6)

FCC IC File Number: 438812

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: August 3, 2015

Dear Sir or Madam,

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

All data transmitted over XFINITY Internet service is delivered on a "best efforts" basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (6) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (6) (6) wireless router, and congestion on Comcast's or other networks. Additionally, Comcast's records indicate that (b) (6) Internet service was performing within Comcast's specifications during the times he reported.

On August 11, 2015, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information. (b) (6) informed the technician that he is no longer experiencing connectivity issues. I am providing a copy of this letter to (b) (6) so that he may contact me with any further questions or concerns.

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

Sincerely,

Byron Darby Process Analyst III 856-348-2007

cc:

(b) (6)



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: **(b) (6)** Serve Ticket # 438889

Dear Ms. Bowers:

Time Warner Cable ("TWC") hereby submits its response in the above-referenced matter.

A TWC representative reviewed (b) (6) concerns. The representative contacted the customer on August 6th. Our records indicate that when the representative advised (b) (6) she was following up on his complaint, the customer abruptly ended the call. The representative tried to contact the customer again but did not pick up the call.

TWC cannot proceed further in the investigation without contact from the customer. (b) (6) should contact our representative Gina at (315) 634-6106 in case he still wishes to discuss this matter.

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

Sincerely, /s/ Jamie Boggio Paralegal, Regulatory

cc:





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: **(b) (6)** Serve Ticket # 438895

Dear Ms. Bowers:

Time Warner Cable ("TWC") hereby submits its response in the above-referenced matter.

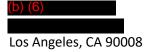
A TWC representative reviewed (b) (6) internet concerns. Our records indicate a previous agent assisted the customer to troubleshoot his internet service. The agent resolved the speed issue and advised the customer that utilizing the WiFi service entails an additional \$4.99 fee per month when using our modem.

The representative reviewing this complaint contacted (b) (6) on August 25th and offered him free WiFi service for six months and advised that him he could purchase his own modem with WiFi to avoid our monthly modem lease fee and WiFi fee.

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

Sincerely,
/s/
Jamie Boggio
Paralegal, Regulatory

cc:





FCC Appeals Bureau AT&T One AT&T Way Suite 412 Bedminster, NJ 07921-0752

Fax: 908-532-1334

Response to Notice of Informal Complaint (NOIC)

Date: 8/17/2015

Federal Communications Commission

Consumer & Governmental Affairs Bureau Complainant's Name: (b) (6)

Consumer Inquiries and Complaints Division File No.: 438904

445 12th Street Response Type: Internet Washington, D.C. 20554 Service Date: 9/5/2015

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of pregarding concerns with Internet speeds. AT&T records indicate that the account holder of the record is (b) (6) and confirmed (b) (6) is authorized on the account information provided.
On 08/11/2015, AT&T left a message for (b) (6) with (b) (6) to acknowledge receipt of the complaint and to confirm any additional details pertaining to the issue. (b) (6) stated her husband would be home later in the day and agreed to have him contact us.
AT&T investigated (b) (6) concerns and made several attempts to contact him. AT&T left multiple messages asking that (b) (6) contact us in order for us to discuss his issues with the Internet speeds but he did not return our calls. AT&T also sent a letter to (b) (6) asking that he contact us.
AT&T provided contact information should (b) (6) have any further questions or concerns.

Sincerely,

Roger Pereira Manager - FCC Appeals Bureau cc.(b) (6)

Date Printed: 8/17/2015

Page: 1 of 1



August 31, 2015



Re:

FCC File#: 438970

Response Due Date: September 2, 2015

Dear (b) (6) :

This letter is in response to your above-referenced complaint regarding Cox High Speed Internet service and associated monthly data usage allowance associated with your plan and our ongoing trial of data Usage Billing in Ohio.

As background, Cox offers a variety of High Speed Internet plans to meet the particular needs of its customers. These plans offer speeds ranging from 5mbps download/1mbps upload to 150 mbps download/20mbps upload service and each plan has a specific monthly data plan. Monthly data usage calculations are based on the amount of the customer's downloads, uploads and other Internet activity within their individual monthly billing cycle.

As Internet usage is currently doubling every two years and customer needs evolve, we continue to strive to provide the optimal broadband experience for all our customers. First and foremost, Cox has focused on educating customers about data usage and choosing the appropriate package that best fits their needs for data and speed. Cox also provides the tools customers need to monitor and manage their data plans. For example, Cox's Data Usage Meter shows customers their monthly data usage at any point in time and the amount of data remaining in the plan for the monthly billing period. This is an easy way to check your household's total monthly usage. Other online tools are also available to help you better understand and estimate your household's monthly Internet usage, so that you can proactively manage your activity. For more information on these tools, data usage and plans, please visit www.cox.com/data usage.

Cox also tailors its data plans for the range of household uses, updating them to keep up with overall customer expectations and market trends in Internet usage. Cox in fact recently increased the usage allowance associated with each of its data plans. With these measures in place, Cox anticipates very few customers (less than 5%) will exceed the amount of data included in their service plan in any given month.

While monthly usage allowances are not new for our Internet service plans, Cox is piloting changes in communities we serve near Ohio to bill for blocks of data used by customers in excess of the amounts allotted under their plans. As mentioned above, Cox offers large amounts of data with each data service plan, even more now with the recent increases, enabling all types of users to choose what plan best fits the needs of their household. We therefore, expect minimal to no impact for the vast majority of our customers.

With respect to your complaint that Cox intercepts and injects our own data in order to display alerts, etc, we note that browser alerts are a method Cox utilizes to bring customers' attention to important information that may affect their Internet experience. We have opted to make use of this convenient method of notification during the Usage Based Billing trial in an effort to educate customers on their Internet usage. The courtesy notification will appear when 85% and 100% of the monthly data plan has been used.

Page Two of Two FCC File #: 438970

Based on a review of the account referenced in your complaint your name appears neither as the account holder nor as an authorized user, therefore we cannot provide details of the data used as it pertains to the Usage Based Billing trial. The primary account holder can obtain this information by calling in or making use of the tools referenced above. In any event, Cox is available and continues to assist customers with researching and selecting the right plan.

We hope this information alleviates your expressed concerns. You are a valued Cox customer and if you have any additional questions concerning data allowances or usage billing, please feel free to contact Cox at (888) 269-0574. Thank you.

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

Douglas Garrett

Executive Director, Regulatory Affairs

cc: Federal Communications Commission via Zendesk



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

Re: (b) (6)
Sammamish, WA 98074

FCC IC File Number: 439071

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: August 7, 2015

Dear Sir or Madam.

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

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

On August 10, 2015, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information. I am providing a copy of this letter to (b) (6) so that he may contact me with any further questions or concerns.

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

Sincerely,

Byron Darby

Process Analyst III 856-348-2007

cc:

(b) (6)



August 24, 2015

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

Re:

Chicago Illinois 60642

(b) (6)

FCC IC File Number: 439249

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: August 3, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (b) (6) regarding his XFINITY by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

attempted to contact (b) (6) several times to discuss his concerns. Unfortunately, my attempts were unsuccessful. However, our records indicate on July 31, 2015, (b) (6) spoke with our Customer Care team in regards to his services being disconnected in error. Our Customer Care team was able to get his services reinstated and working to his satisfaction. In order to address any compensation request or discuss this situation further contact with (b) (6) is necessary.

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

Sincerely,

Sara R. Executive Customer Relations 888-736-6711



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

Re: Suddenlink Communications ("Suddenlink")

Ticket number: 439631

Complainant: (b) (6)

Dear Sir or Madam:

We are in receipt of Ticket Complaint Number 439631 ("Complaint") regarding an Internet service issue for Tim Treadway.

In his Complaint, (b) (6) questions Suddenlink's Data Plan.

Suddenlink's agreements with its customers provide for usage allowances. Paragraph 51 of the Residential Services Agreement ("RSA") provides that "Suddenlink's High Speed Internet Service may include a specific allowance of bandwidth consumption for use during each of your monthly billing cycles at no additional charge." (http://www.suddenlink.com/terms-policy/residential-services-agreement.php).

account has a download speed of 30Mpbs and a monthly allowance of 250 GB. A small percentage of our customers exceed their monthly allowance. Our average cable modem subscriber with the same service uses approximately 105 GB per month, well below the established allowance. The allowances we provide customers permit them to watch multiple hours of Internet video (from services such as Netflix and Roku) every day, plus engage in their other favorite online activities and still be well within their allowance. The residential data we offer should be more than sufficient for the vast majority of our customers. The relatively few customers who desire more may wish to consider upgrading to a faster speed with a larger data plan, where available, or purchasing one or more supplemental data packages. More information on the Suddenlink Data Plan is available at http://www.suddenlink.com/dataplans

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

Sincerely,

Michael J. Zarrilli Vice President

Government Relations & Senior Counsel

Mirhal Soil

ce: (b) (6) , Diboll, TX 75941



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

Re:

(b) (6)

Nashville, TN 37207

FCC IC File Number: 440168

Ticket Number: NA0000178473040

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: August 6, 2015

To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Commission by (b) (6) egarding Comcast's High-Speed Internet Acceptable Use Policy.

Effective August 1, 2012, as permitted under the Comcast Agreement for Residential Services, customers in (b) (6) area realized a data usage plan increase to 300GB per month. Under the Agreement, Customers will be given three courtesy months during which they will not be billed for exceeding their data usage threshold provided that they do not exceed the threshold a fourth time, in which case no further courtesy months will be provided. If the threshold is exceeded a fourth time and any subsequent occurrence afterwards, no further courtesy months will be provided. Additional data blocks of 50GB will be provided at a rate of ten dollars (\$10.00) each. A vast majority of our customers use less than 300GB of data in any given month and should therefore see no increase in their monthly service fees under this policy.

Customers in (b) (6) area were notified of this policy via U.S.P.S. mail and email approximately one month prior to its implementation and a reminder email was sent one week in advance. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

An individualized data usage meter for every XFINITY Internet account is available upon log in.³

¹ The Comcast Agreement for Residential Services is provided to all customers at the time of services installation and is also available at http://www.comcast.com/Corporate/Customers/Policies/SubscriberAgreement.html

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

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

• Automatic notification will be sent to customers who have reached 90 and 100 percent of their data usage allotment.

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

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

Sincerely,

Byron Darby Process Analyst III 856-348-2007 Comcast Customer Security Assurance



August 26, 2015

FILED ELECTRONICALLY

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

Re: (b) (6)
Your File No. 440552
T-Mobile Account No. (b) (6)

Dear Ms. Bowers:

T-Mobile USA, Inc. ("T-Mobile") is in receipt of your correspondence dated August 6, 2015, regarding the above-referenced account.

Our records indicate that prior to August 4, 2015, (b) (6) was on the *Simple Choice Unlimited Talk and Text* family plan, which included three lines of service, mobile numbers ending in 4201, 4221, and 0035 for \$90.00 per month. Furthermore, on August 4, 2015, (b) (6) activated the additional mobile number ending in 6813. At that time, he elected to change his rate plan to the promotional *Simple Choice Unlimited Talk*, *Text*, and 2.5 Gigabytes of Data family plan for \$100.00 per month.

On July 26, 2015, (b) (6) contacted Technical Support to report that he was unable to access data on the mobile number ending in 6813. At that time, a review of our account records confirmed (b) (6) to have been using the designated SIM card for the mobile number in an Apple iPad Mini. (b) (6) was advised that T-Mobile currently offers rate plans which cater separately to the use of voice lines or mobile internet lines. As (b) (6) was utilizing a voice line SIM card in his Apple iPad Mini tablet he was advised that he would be unable to continue to utilize the data services with his tablet as this is not the intended use of the voice line SIM card he selected.

In an effort to resolve this matter amicably, T-Mobile has offered to update rate plan for the mobile number ending in 6813 in order to ensure he is able to utilize his service on his Apple iPad Mini with the appropriate rate plan. Regrettably, upon speaking with (b) (6) on August 7, 2015, he has declined to make any changes, to his current rate plan. As (b) (6) has elected not to change his rate plan for mobile number ending in 6813, it important to note that his service may not function as expected.

Nevertheless, if **(b) (6)** would like to discuss his options to change his current rate plan, he may contact me directly at the number listed below.

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

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 877-290-6323 ext. 341-8060.

Very truly yours,

T-MOBILE USA, INC.

Emilio Shields Executive Response

cc: (b) (6)

Western, FL 33332

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



September 2, 2015



Virginia Beach, Virginia 23455

Re:

0) (6)

FCC File #: 441482

Response Due Date: September 3, 2015

Dear (b) (6) :

This letter is in response to your complaint as referenced above.

In your complaint, you dispute certain charges, because you indicate you cancelled your Cox services on June 4, 2015 when you switched to Verizon FIOS. A member of the Cox Executive Resolution team researched your account and has attempted to contact you to address your concerns, however, to date, we have been unable to reach you.

Cox records show your first bill was \$564.55 which included a balance transfer of \$205.39 from your previous Cox account at (b) (6) Chesapeake, Virginia. Your initial bill also included the first month of service through June 8, 2015 and \$75.00 for installation fees. Our records indicate you cancelled telephone service on May14, 2015, however, we have no record of you cancelling your cable service in May (your cable box was returned to Cox on July 8, 2015).

On August 27, 2015, the Executive Resolution Specialist ("ERS") sent an email to you summarizing the information provided in this letter, and as a goodwill gesture, the ERS offered to credit the remaining balance of \$324.11 if you agree to pay the sum of \$399.61 (representing the balance transfer of \$205.39 and the first month's service \$194.22).

Finally, the only lines that have been disconnected by Cox are the lines in Cox's box. Cox does not have access to Verizon's locked boxes. Please contact our ERS at 877-846-1986, extension, 1202 to discuss this matter further. We appreciate you allowing Cox the opportunity to respond to your concerns.

RESPONDING ON BEHALF of Cox Virginia Telcom, L.L.C and CoxCom, L.L.C.

Douglas Garrett

Executive Director, Regulatory Affairs

cc: Federal Communications Commission - via electronic transmittal



August 31, 2015

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

Re:

(b) (6) Cape Coral, FL 33991

FCC IC File Number: 441917

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: August 10, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (b) (6) regarding their Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

Upon receiving this complaint, I contacted (b) (6) on August 18, 2015 to discuss their concern. I explained how to unsubscribe from the Comcast email and confirmed that it can take up to 10 day to be effective. I advised (b) (6) that Comcast is not able to unsubscribe them from other companies spam email. I apologized for any inconvenience they may have experienced attempting to get a resolution.

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

Sincerely,

Desirey M Executive Customer Relations 561-881-3225



October 12, 2015

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

Re:

(b) (6)

Volo, IL 60073

FCC IC File Number: 540376

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: September 22, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (6) regarding his Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

I attempted to contact (b) (6) several times to discuss their concerns. Unfortunately, my attempts were unsuccessful. Our records do not indicate that he had difficulty getting new equipment or that he had internet issues. In order to resolve this matter, contact with (b) (6) is necessary.

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

Sincerely,

Tiauna W. Service Recovery Specialist (888) 736-6711 Ext: 51788





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

Re:

(b) (6)

Opa Locka, FL 33054

FCC IC File Number: 540448

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: September 24, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (6) regarding their Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

Upon receipt of this complaint, a service call was scheduled on October 01, 2015, the technician diagnosed and corrected the service issue by adjusting the signal levels.

I contacted on October 07, 2015 after the technician's visit. (b) (6) verified that their services are working correctly. A credit of \$85.64 was placed on their account due to intermittent loss of service from July 12, 2015 – October 01, 2015 and will be reflected on the November 21, 2015 billing statement. I apologized for any inconvenience and frustration they may have experienced in attempting to resolve this issue

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

Sincerely,

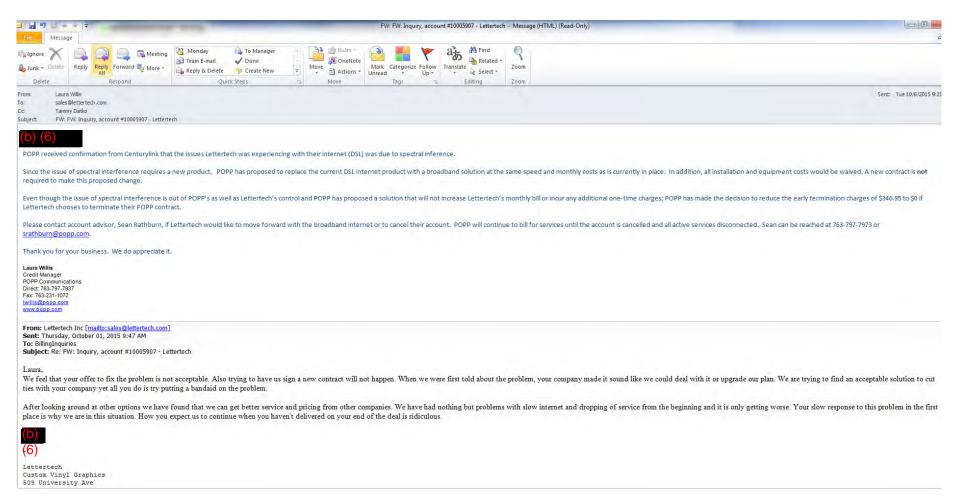
Crystal H Executive Customer Relations 954-534-7231



January 14, 2016 FCC Complaint - Ticket # 547442

Dear Sir/Madam,

On October 6, 2015 Popp Communications sent an email to Lettertech stating that Popp would reduce the early termination charges from \$346.95 to zero. Lettertech has never been charged the \$346.95 early termination charge and their account with Popp is closed. The email sent is included below and is also attached.





Sincerely,

Karrie Willis

VP of Finance



November 30, 2015

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

Re:

(b) (6)

Key West, FL 33040

FCC IC File Number: 625142

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 2, 2015

Dear Sir or Madam:

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

Effective October 1, 2015, pursuant to Section 4 of the Customer Agreement for Residential Services, Comcast implemented a data usage plan that established a usage threshold of 300 GB per month for all of its residential XFINITY Internet customers in (b) (6) area. Under the data usage plan, customers are given three courtesy months during which they will not be billed for exceeding their data usage threshold. If the threshold is exceeded a fourth time, and on any subsequent occurrence, the customer will be charged \$10.00 for each additional 50 GB block of data provided.

For an additional monthly rate of \$30.00, XFINITY Internet customers in (b) (6) area can enroll in an Unlimited Data Option plan, enabling them to exceed their data usage threshold without being charged for additional data blocks; customers whose regular monthly use exceeds 450 GB can therefore realize significant cost-savings through this optional plan. The Unlimited Data Option plan will take effect on the first day of the month following the date of enrollment, and customers can opt out at any time and return to their previous 300 GB monthly usage plan.

Customers in [65] (6) area were notified of the change to the XFINITY High-Speed Internet service plan via email approximately one month prior to its implementation, and customers whose monthly use exceeded 240 GB in June, July, or August received an additional notification by U.S. mail. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. Frequently asked questions and answers about the plan are available online. 1

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

Comcast also provides customers:

- An individualized data usage meter to track monthly usage for their XFINITY Internet account, which is available upon log in, and its accuracy is authenticated by a third party auditor.²
- Automatic email notifications when they reach 90, 100, 110, and 125 percent of their data usage allotment.

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

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

Sincerely,

Comcast Customer Security Assurance 856-348-2007

² https://customer.comcast.com/secure/usagemeterdetail.aspx



December 2, 2015

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

Re: Suddenlink Communications ("Suddenlink")

Ticket number: 625161

Complainant: (b) (6)

Dear Sir or Madam:

We are in receipt of Ticket Complaint Number 625161("Complaint") regarding an Internet service issue for (b) (6)

In his Complaint, (b) (6) questions Suddenlink's usage monitor that tracks data usage pursuant to his data plan.

Suddenlink's agreements with its customers provide for usage allowances. Paragraph 51 of the Residential Services Agreement ("RSA") provides that "Suddenlink's High Speed Internet Service may include a specific allowance of bandwidth consumption for use during each of your monthly billing cycles at no additional charge." (http://www.suddenlink.com/terms-policy/residential-services-agreement.php). More information on the Suddenlink allowance plan is available at http://www.suddenlink.com/dataplan/

Data plans are one step among several that help us continue delivering a quality Internet experience for our customers. Other steps include the sizable investments we've made and continue making to provide greater downstream and upstream system capacity and more bandwidth per home. Even with those investments, a relatively few customers use a disproportionate amount of data, which can negatively affect the Internet experience of those who use far less. That's why, as a complement to our network investments, we've established data plans. In short, we want to help make sure the vast majority of our customers continue to have a great Internet experience — and that the relatively few who consistently use much more data than normal have a choice: either use a little less or pay a little more. We believe that's a fair and reasonable approach. More information on the Suddenlink allowance plan is available at http://www.suddenlink.com/dataplan/.

Our current data measurement technology employs advanced, state-of-the-art hardware and software and has been reviewed by NetForecast, an independent, expert third party. NetForecast found that our current technology accurately reports usage within plus or minus 1% of actual usage. We are confident that our data measurement tool is accurate. Customers can

Federal Communications Commission Complainant – (b) (6) 12-2-2015

find more information about the data measurement tool located at http://www.suddenlink.com/dataplans (#9).

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

Michael South

Sincerely,

Michael J. Zarrilli Vice President

Government Relations & Senior Counsel





Lauren Predmore
Paralegal

November 17, 2015

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

Ticket No.: 625339
Customer Name: (b) (6)
Mediacom Account: (b) (6)

Dear Ms. Bowers:

This letter is in response to a complaint filed with your office by (b) (6)

states he disagrees with Mediacom's use of usage allowance plans. (6)

Mediacom offers a variety of plans with different speeds and usage allowances. This gives customers the option to pay less or more for a service that fits the customer's needs. Customers are advised of the data cap upon subscribing to Mediacom Internet access service and are given a copy of the Residential Customer and User Agreement upon installation of services.

(b) (6) also stated he believes that Mediacom has a monopoly in his area which he also believes is unfair. Mediacom operates its cable systems through a *non-exclusive* franchise agreement whereby it is granted permission to occupy the municipal rights-of-way to deliver its cable service; Internet service is provided through the same cable linesⁱ.

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

Sincerely,

Lauren Predmore

Lauren Predmore

cc: (b) (6) , Urbandale, IA 50322

ⁱ The Federal Communications Commission does not require a franchise agreement to deliver internet service.



November 11, 2015

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

Re:

Linden, NJ. 07036-1794

FCC IC File Number: 625341

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 3, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (6) regarding his Xfinity by Comcast account. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to so that they may contact me directly to discuss any questions or concerns.

Sincerely,

Elaine Singleton

Comcast Executive Customer Relations (302) 731-3715



November 30, 2015

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

Re:

(6) (6) Salem MA 01970

FCC IC File Number: 625373

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 4, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (b) (6) regarding Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

I attempted to contact (b) (6) several times, using all resources provided, to discuss the above referenced concerns. Unfortunately, my attempts were unsuccessful. We would need to speak with (b) (6) to arrange a service call to investigate the Internet service issues.

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

Sincerely,

Vanessa Fisher Executive Office 888-309-2583 extension 61498



December 9, 2015

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

Re:

(b) (6)

Royal Oak, Michigan 48073

FCC IC File Number: 625783

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 13, 2015

Dear Sir or Madam,

I am writing in response to the above referenced inquiry submitted to the Commission by regarding Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

Upon receipt of this complaint, a Comcast representative spoke with (b) (6) on November 27, 2015 to discuss their concerns. A service appointment was scheduled for November 30, 2015. Our records reflect the service appointment was completed on November 30, 2015, where the technician replaced the aerial cable from the pole to the residence.

A follow up call was placed on December 1, 2015, where (b) (6) has confirmed the service appointment has resolved his service concerns. A credit in the amount of \$70.00 was applied to the account on December 7, 2015 for a service appointment fee received in addition to a credit in the amount of \$23.68 to resolve the service concerns. The credits will reflect on the next billing statement dated December 28, 2015. An apology was provided for any inconvenience experienced in attempting to have this matter resolved.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (6) (6) so that he may contact Terri at (734) 254-1704 with any further questions or concerns.

Sincerely,

Brad L.

Executive Customer Care Specialist



November 12, 2015

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

Re:

Essex Junction, VT 05452

FCC IC File Number: 625851

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 2, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (b) (6) Chihabi regarding his Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

Upon receipt of this complaint, we researched the media access control (MAC) address provided however, Comcast is unable to associate it with a subscriber's account. At this time there is insufficient information provided by the customer to move forward. I communicated with on November 11, 2015 and provided this information.

I trust that this letter provides your office with the information required in this matter. Should you have any questions or need additional information, please contact me at 860-253-7699.

Sincerely,

Roger Falis Executive Customer Relations Western New England

Cc:(b) (6)



November 24, 2015

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

Re:

(6) (6) Savannah, GA 31405

FCC IC File Number: 626047

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 2, 2015

To the Commission:

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

Please be advised that this complaint does not raise any redressable issues concerning
XFINITY Internet service or Comcast's application of its usage-based billing policy.

The FCC has previously recognized that usage-based pricing for Internet service is a legitimate billing practice that may benefit consumers by offering them more choices over a greater range of service options. Comcast and other Internet service providers are trialing usage-based billing approaches in response to evolving consumer data usage patterns and online activities. Comcast is trialing an innovative usage-based billing approach that relieves lighter end users from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap; Comcast's data usage plan trials are not intended or designed to manage congestion on its network.

The vast majority of XFINITY Internet customers use less than 300 GB of data per month and, in fact, the median monthly data usage by XFINITY Internet customers over the last six months was 40 GB.² Most customers should therefore see no increase in their monthly service fees under Comcast's usage-based

¹ Federal Communications Commission. 2015 Open Internet Order, ¶ 153. https://www.fcc.gov/article/fcc-15-24a1

² http://customer.xfinity.com/help-and-support/internet/data-usage-average-network-usage

billing policy. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more, can pay more to do so, and that customers who choose to use less, pay less.

A Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns.

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

Sincerely,

Customer Security Assurance 856-348-2007



January 6, 2016

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

Re:

Castle Rock, CO 80109

FCC IC File Number: 732105

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: December 31, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (6) regarding his Comcast Business Services. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

Upon receipt of this complaint, a review was made of (b) (6) account. On December 31, 2015 we contacted (b) (6) to address his concerns.

It was confirmed that an unauthorized personnel for (b) (6) inadvertently processed the disconnect request on November 13, 2015 and December 19, 2015. However, the service was restored on November

On December 31, 2015, (b) (6) confirmed that his services are working, and does not wish to perform and further troubleshooting. We proceeded to explained to (b) (6) our billing process, and apologized for any disagreement that may be assessed. (b) (6) denied any credit offers for the service issues, and does not wish to speak with us any further. We apologized for any inconvenience and frustration he may have experienced in attempting to resolve this issue.

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

Sincerely,

September M. Executive Customer Relations 303-391-3504

13, 2015 and December 22, 2015.



January 25, 2016

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

Re:

(b) (6)

Mount Vernon, WA 98274

FCC IC File Number: 732319

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: December 31, 2015

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (6) regarding her Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate you bringing this matter to our attention.

From January 4, 2016, through January 15, 2016, I communicated with (b) (6) via e mail to address her concern. A service call was scheduled on January 14, 2016. The technician diagnosed and corrected the service issue by adjusting the signal level and verifying that her service levels were within specification. On January 15, 2016, (b) (6) confirmed that her services are in satisfactory working order. In addition, (b) (6) has been provided with instructions on how to eliminate pop-ups and advertising within her internet browsers. I apologized to (b) (6) for any inconvenience she may have experienced while attempting to resolve this matter.

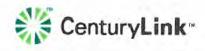
I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so that they may contact me directly to discuss any questions or concerns.

Sincerely,

Lindsay H.

Comcast – Mountain West Division

Executive Customer Relations
(720) 268-8043



January 20, 2016

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

Re: (b) (6) - IC# 724923

Notice of Complaint filed 12/29/2015

Dear Ms. Bowers:

This is in response to (b) (6) complaint. (b) (6) states US West (Qwest) have been hacking into her computer and changing her password since May 2015. She says she has called the FTC, BBB and FBI to report this situation and that she has the IP location of the people doing this. She believes that US West employees are hacking into her system and the Norton 360 product provided to consumers is corrupted. The company is refusing to do anything to help her or investigate this situation. She alleges that her two computers have been affected.

CenturyLink has reviewed all of (b) (6) records and finds no evidence of any hacking by CenturyLink, Norton or anyone else. There is no indication that anyone at CenturyLink (FKA Qwest and US West) changed her password, although (b) (6) did report a suspicious call requesting password information in April. She has also reported multiple issues with various websites and products, including Norton. CenturyLink is unable to assist (b) (6) with her issues with websites and other products; she would need to contact them directly. There is no evidence to support (b) (6)

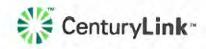
Please let me know if you have any questions.

Sincerely,

Brenda Spence

Cc: (b) (6)

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



February 25, 2016

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

Dear Ms. Bowers:

CenturyLink has completed a review of the rebuttal filed by N(b) (6) In the rebuttal, (b) (6) continues to claim that her computer was hacked and includes attachments she claims are proof that her computer is being hacked by CenturyLink/Qwest/US West.

CenturyLink reviewed all of the attachments and found none to be proof of hacking as I b) (6) alleges. The documents are screenshots of various items. The screenshot showing Resource Manager can be found under Task Manager which shows processes and applications running on the computer at the time. It simply shows normal computer activity. (b) (6) IP belongs to CenturyLink because she has CenturyLink as her internet provider. The IP addresses may show as CenturyLink, Qwest or US West. Please note that although (b) (6) wrote US West Hacker on one screenshot, it shows no company identifiers. The attachment showing Java indicates that she has Java on her computer and was using it at the time. The Trend Micro attachment is an email confirmation of a ticket entered into their system. Finally, the last attachment appears to be something N(b) (6) copied and pasted from the Microsoft Paint application.

The Abuse@CenturyLink.net is not valid; the correct email to send suspicious emails is Abuse@CenturyLink.com. [6] (6) account has been reviewed by technical Support, Security and the Executive Offices as well as numerous representatives. There is no evidence of hacking by anyone in the company or affiliated with the company.

Sincerely,

Brenda Spence

 $Cc: \mathbf{I}^{(b)}(\mathbf{b})$

(1) attachment

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



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

RE:

(b) (6)

Meridianville, AL 35759

FCC IC File Number: 732573

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: January 5, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by regarding his Comcast services and connectivity concerns.

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

On January 11, 2016, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. (b) (6) informed the technician that he is no longer experiencing connectivity issues. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

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

Sincerely,

Comcast Customer Security Assurance 856-348-2007

¹ https://tools.ietf.org/html/rfc6108



February 2, 2016

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

Re:

Punta Gorda, FL 33955

FCC IC File Number: 732608

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: January 4, 2016

Dear Sir/Madam:

I am writing in response to the above-referenced inquiry submitted to the Commission by (b) (6) regarding her Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to our attention.

I contacted (b) (6) on January 7, 2016 and confirmed that her services were successfully installed after the failed Self-Installation, by a technician on January 4, 2016. I apologized to (b) (6) for any inconvenience she may have experienced while addressing this matter.

I reviewed the package pricing with (b) (6) and explained her rate increased because her promotional discount for the HD Preferred Triple Play expired, increasing from \$119.99 to \$189.99 as of December 24, 2015. During our communication, (b) (6) still had a \$20.00 discount for six (6) months, which I explained would expire on January 20, 2016. I reviewed different package options, however, no changes have been made and (b) (6) is aware she does not qualify for any additional promotional discounts.

A credit of \$39.95 was applied to her account as a courtesy on January 18, 2016 for the service visit, which will appear on her billing statement dated February 14, 2016.

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

Sincerely,

Desirey M. Comcast Corporate Liaison 561-881-3225



January 13, 2016

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

Re:

(b) (6) Pitman, NJ 08071

FCC IC File Number: 733117

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: January 5, 2016

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (6) regarding their Xfinity by Comcast service. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention.

Upon receipt of this complaint, I contacted (b) (6) on January 5, 2016 in regards to the service concern. verified that all of his services are working correctly, however one of his computers is experiencing a malware issue with a search engine that he did not install. I was able to identify the issue was with software on (b) (6) personal computer and was not Comcast related. I assisted (b) (6) with options to remove the program from his settings and how to change the search engine preference, however, these options were not successful. I educated (b) (6) on the Xfinity Constant Guard Protection Suite, a feature of his internet service, and how to install it in an attempt to remove the malware and prevent it from occurring again. I emailed the directions, and (b) (6) advised he will install it on the computer. I apologized for any inconvenience and frustration (b) (6) may have experienced in attempting to resolve this issue.

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

Sincerely,

Kimberly Luke Executive Customer Relations (302) 731-3727



January 11, 2016

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

Re:

Roanoke, Indiana 46783

FCC IC File Number: 733736

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: January 5, 2016

Dear Sir/Madam:

I am writing in response to the above referenced inquiry submitted to the Commission by (b) (6) who is not authorized on the account referenced, on behalf (b) (6) of regarding his Xfinity by Comcast services.

Upon receipt of this complaint, a service visit was discovered during a review the account, which was completed on January 2, 2016. The technician found the service had been disconnected in error and corrected the service issue.

A Comcast representative contacted (b) (6) the concerns, the account holder, on January 7, 2016 and discussed his concerns. (b) (6) confirmed that his services were working as expected after a service appointment was completed on January 2, 2016. An apology was extended for any inconvenience and frustration he may have experienced while attempting to resolve this issue.

On January 1, 2016 a credit in the amount of \$20.00 was applied to (b) (6) Comcast account for the missed service appointment. On January 7, 2016, an additional credit in the amount of \$8.66 was applied to (b) Comcast account for the service interruptions from December 30, 2015 through January 2, 2016. (3) he credits appeared on his next billing statement dated January 7, 2016.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to the account holder, (b) (6) so that he may contact Terri M. at (734) 254-1704 with any further questions or concerns.

Sincerely,

Brad Laird Executive Customer Care Specialist



December 1, 2016

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

Re:

Modesto, CA 95355

(b) (6)

FCC IC File Number: 1303492

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 8, 2016

Dear Sir/Madam:

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

On November 17, 2016, I contacted (b) (6)—, to discuss her concerns. Our records indicate that the account was disconnected August 24, 2016, due to ongoing service related issues. The issues were caused by a defective drop, and to replace the drop it would require City Permits. A permit is required to do a road bore and to replace the defective drop. (b) (6)— had been advised multiple times that it should be replaced, and while waiting for this to be completed she continued to make her monthly payments even though the service was sporadic.

Per my investigation (b) (6) paid \$819.34 from the date of install on March 7, 2015 through date of disconnect on August 24, 2016. As a courtesy we have decided to issue a one-time credit of \$819.34 to the account for the ongoing service related issues. This credit was applied to the account on November 28, 2016, and as a result of the credit the account will be issued a refund check. (b) (6) was informed of the refund process and can expect the refund check in three weeks from date of process. In speaking with (b) (6) she informed me that she is satisfied with the resolution, and would like to come back to Comcast once the line has been replaced. I advised that I will forward her feedback to the tech ops management. We extend our apologies to (b) (6) for the overall experience while attempting to resolve this matter.

I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter to (b) (6) should there be additional questions or concerns, contact me at (503) 617-1197.

Sincerely,

Cindy Cook Executive Customer Relations Supervisor



November 11, 2016

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

Complainant Name: (b) (6)
Ticket Serve #: 1303675

In the complaint forwarded to RCN Telecom Services, LLC. (hereinafter "RCN" or "Company") by the FCC Consumer and Governmental Affairs Bureau, (b) (6) stated the service went out while he was home, no one knocked or checked outside, and he was left without service. (b) (6) stated RCN refused to come out the next day unless he was home. The technician came, but lied and said the problem was inside and said he tightened a connection. However, (b) (6) claimed he found line piece lying in a rain gutter. (b) (6) stated, as the technician claimed the problem was inside the home, he could be charged a technician fee. A Supervisor said he would remove the technician fee, but (b) was not satisfied that the technician lied.

There was a loose connection inside (b) (6) home that caused an outage in the area. When the outage occurred, a technician was sent out, but could not reach the customer. To resolve the outage, the technician disconnected (b) (6) service from the outside. Access to the home was necessary to restore (b) (6) service. A trouble call was scheduled for when (b) (6) would be present and the technician fixed the inside issue and reconnected him from the outside.

Melissa McCaffrey, RCN Executive Resolution, explained the above to (b) (6) on 11/9/16. A credit for \$84.99, equivalent to one month of service was applied to the account for inconvenience. (b) (6) was not charged a technician fee for the service call.

Sincerely,

Marie M. Lew Sr. Analyst, Regulatory Compliance

c.c. (b) (6)



November 30, 2016

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

Complainant Name: (b) (6) - Rebuttal Ticket Serve #: 1303675

In the complaint forwarded to RCN Telecom Services, LLC. (hereinafter "RCN" or "Company") by the FCC Consumer and Governmental Affairs Bureau, (b) (6) refuted RCN's response alleging RCN did not attempt to reach him before shutting off his service and that the problem was outside and not inside his house.

An RCN technician was dispatched on 11/3/16 due to an outage and found service was the cause of the outage which affected other RCN customers. The technician knocked, but received no answer and left a door tag on the door as notification to the customer. The technician disconnected the service from the outside to resolve the outage.

called later on 11/3/16 because his modem was out. The RCN agent attempted to have a technician out that day, but (b) (6) was did not want to schedule the trouble call. Access was necessary to restore (b) (6) service. A trouble call was scheduled for when (b) (6) would be present and the technician fixed the fitting issue at the modem which caused feedback problems and reconnected the service from the outside.

Melissa McCaffrey, RCN Executive Resolution, spoke to (b) (6) on 11/28/16 regarding the above, and (b) (6) agreed that his door was tagged on 11/3/16. A credit of \$84.99 was applied previously for inconvenience and (b) (6) was not charged a technician fee for the service call.

Sincerely,

Marie M. Lew Sr. Analyst, Regulatory Compliance

c.c. (b) (6)



290 W Mt Pleasant Ave. 01 Floor Room 1 Livingston, NJ USA 07039

November 10, 2016

Complaint

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

RE: (b) (6)

Salem PA 16125 Telephone: (b) (6) ICNumber: 1303720

Received: November 07, 2016

Dear Ms. Wright,

Thank you for referring the complaint of (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) expressed concern about intermittent outages related to their Verizon internet services.

Upon receipt of this complaint, Verizon referred this matter to our Technical Support and Customer Service departments. According to our records, Technical Support scheduled a dispatch on November 09, 2016 to repair (b) (6) internet services. Verizon communicated with (b) (6) on November 10, 2016 and was advised that her services were working satisfactorily. Verizon also referred this matter to our Customer Service department who applied a credit in the amount of \$66.02. This adjustment is related to her history of 10 trouble tickets and will be applied no later than the December 2016 billing statement. Furthermore, I have left my personal work number with (b) (6) should she have any additional questions or concerns.

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

Sincerely,

Olan Olude Verizon Executive Relations Team



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

Response to Notice of Informal Complaint (NOIC)

Date: 11/23/2016

Federal Communications Commission Consumer & Government Affairs Bureau Consumer Complaints Division 445 12th Street Washington, D.C. 20554 Complainant's Name: (b) (6)

File No.: 1303995 Response Type: Internet Service Date: 11/9/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) regarding Wi-Fi signal loss. AT&T records confirmed (b) (6) was authorized on the account information provided.

On 11/10/2016, AT&T contacted (b) (6) to acknowledge receipt of her complaint and to confirm any additional details pertaining to her issue.

AT&T investigated and determined that a Service Technician replaced Internet equipment on 11/11/2016. AT&T found service tested clean with no errors and contacted her to confirm her satisfaction. AT&T left voicemail messages for (b) (6) on 11/11/2016, 11/13/2016 and 11/16/2016 requesting she call back if \$he continues to experience service issue. AT&T sent (b) (6) a letter via US Mail and provided contact information should she have any further questions or concerns.

AT&T regrets any inconvenience caused by this matter.

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

Sincerely,

Chevon Howard

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

cc: (b) (6)

Date Printed: 11/23/2016

Page: 1 of 1



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

Re:

(b) (6) Naugatuck, CT, 06770

FCC IC File Number: 1304244

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 7, 2016

To the Commission:

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

Please be advised that Comcast has not implemented the XFINITY Terabyte Internet Data
Usage Plan in (b) (6)

area. A list of locations that have this plan is available on our website.¹

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

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.² If the threshold is exceeded a third time, no further courtesy months will be provided.

When the data usage plan was implemented, affected customers were notified of the change via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.³ Comcast also provides customers with the following methods of data tracking and notification:

¹ https://dataplan.xfinity.com/faq/

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

³ http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.⁴
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides you	r office with the	information rec	quired in this m	atter. I am prov	iding a copy
of this letter to(b) (6)	so we can be co	ntacted with an	y further quest	ions or concern	S.

Sincerely,

Customer Security Assurance 720-616-7739

⁴ <u>https://customer.comcast.com/secure/usagemeterdetail.aspx</u>



December 8, 2016

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

Re:

(b) (6)

Atlanta, GA 30316

FCC IC File Number: 1304554

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 8, 2016

Dear Sir/Madam:

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

On November 8, 2016 a service call was completed and the technician replaced the cut drop and corrected the service issues. On November 14, 2016, I spoke with (5) (6) and she verified the services are working correctly. A billing adjustment in the amount of \$19.32 was applied to the account on November 21, 2016 to compensate for time without services and the credit will be reflected on the next billing statement, dated December 5, 2016. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Jason Z. Executive Customer Relations (256) 922-6531

cc: (b) (6)

AL: 001484, 001504 Alarm company operators are licensed and regulated by the Alabama Electronic Security Board of Licensure, 7956 Vaughn Road, PMB 392 Montgomery, AL 36116, Phone (334) 264-9388, Fax (334) 264-9332; AR: 12-030; AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118 licensed and regulated by the Bureau of Security and Investigative Services, Department of Consumer Affairs, Sacramento, CA, 95814; CT: 1040196, ELC 0189754-C5; DE: FAL-0299, FAC-0293, SSPS 11-123; FL: EF0000921, EF20001002, EF0001095; GA: LVU406303, LVU406264, LVU406190; LVU406354; IL: PACA 127-001503; LA: F1691; MA: SS-001968; MD: 107-1776, Baltimore County: RK9552, Howard County: ER00990, Washington County: EL-R-0218, Harford County: 00005321, Calvert County: L0188, Prince George's County: 13958-2014-0; ME: LM50017039; MI: 3601206217; MN: TS674412; MS: 15018010; NC: 2335-CSA; NJ: 34BF00047700; NM: 373379; NY: licensed by the N.Y.S. Department of State 12000305421, Putnam County: L00812; OH: 53-89-1732; OR: CCB 192945 All electrical work is performed by a licensed subcontractor; SC: SCBA-13497, SCFA-13440; TN: ACL 1597, ACL 1604; TX: B-16922,-02571, ACR-1672104,-1818 We are licensed by the Texas Department of Public Safety Private Security Board whose address is: P.O. Box 4087, Austin, TX 78773, (512) 424-7710; UT: 8226921-6501; WA: COMCABS892DS; VT: ES-02366; VA:

2705145289, DCJS 11-7361; WASHINGTON, DC: ECS 902687, BBL 602512000005; WV: WV049211. Valid 5/18/16. See www.xfinity.com/homesecurity for current list.



December 6, 2016

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

Re:

Philadelphia, PA 19116

(b) (6)

FCC IC File Number: 1305443

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: November 8, 2016

Dear Sir/Madam:

On November 12, 2016, a service call was scheduled during which time the technician diagnosed the service issue as an electrical transformer being damaged, which damaged the power lines and external cable lines. The technician referred the necessary repairs for the external cable line to the construction technical team to resolve the service issue. On November 22, 2016, the defective external cable line was replaced. Additionally on November 25, 2016, a special request service call was scheduled during which time the technician corrected the service issue by connecting the new external cable line and replacing defective internal wiring. On November 25, 2016, I contacted (b) (6) and verified that services are working correctly. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

The Comcast Service Protection Plan (SPP) policy was explained to (b) (6). The SPP is \$5.95 per month and covers service calls in which a technician comes to the customer's home for troubleshooting and on-site education about XFINITY Television, Internet and Voice service. I explained that the SPP is not required and can be cancelled at any time. On November 25, 2016, the SPP was removed from (b) (6). account effective November 4, 2016, as requested. A prorate credit in the amount of \$5.95 applied to the account on November 25, 2016 from the removal of the SPP. Also, a credit in the amount of \$300.00 was applied to the account on November 25, 2016 for the service issue. The credits will appear on the next billing statement, which will be issued on December 23, 2016.

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 (6) (6) should there be additional questions or concerns.

Sincerely,

Kimberly Luke Executive Customer Relations (302) 731-3727

cc:

(b) (6)



Response to Notice of Informal Complaint (NOIC)

November 11, 2016

Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street Washington, D.C. 20554 Complainant's Name (b) (6)
Agency's File Number: 1306224

Response Type: Other

Due Date: December 10, 2016

Company's File Number: CM20161110 119722619

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's complaint and appreciates the opportunity to respond. (b) (6) states after a number change was performed, the insurance that had been added was removed and now an equipment replacement is needed and there is no coverage.

In response to the complaint, I completed a review of the account in question. I determined **(b)** (6) equipment was added to a new number when the equipment was 23-months old and not eligible for insurance. Insurance must be added with in the first 30-days of the device purchase. When the number was cancelled due to a number change on April 5, 2016, the insurance also cancelled.

On November 11, 2016, I spoke with (b) (6) and provided my findings, I also provided financial consideration to replace her equipment and added the insurance feature. I informed her that the customer service concerns would be addressed internally. (b) (6) confirmed that she was satisfied with the resolution.

Respectfully,

Antroinette Reed Manager Executive Response AT&T

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) (6) - IC# 1487934

Notice of Complaint filed 03/06/2017

Dear Ms. Bowers:

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

CenturyLink regrets any issues (b) (6) has experienced with her CenturyLink internet service. CenturyLink strives to provide excellent service, unfortunately, due to network demands, we can't guarantee a 100% service level at all times. In reviewing her account, we do show that an escalation manager has reached out to (b) (6) and out of service credits have been issued to the account.

Due to the negative experience, CenturyLink has also added a \$10 monthly discount to (6) (6) account which will apply for the next 12 months. Please allow 1 bill cycle for full discounts to appear in billing.

CenturyLink apologizes for any inconvenience or frustration.

Sincerely,

Matthew Vail CenturyLink Customer Advocacy

cc:

Nathalie, VA 24577



April 3, 2017

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

Re: (b) (6) - IC# 1492075 Notice of Complaint filed 03/10/2017

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by the states that he was reviewing a site about James Bond movies when he received a message that his computer had been infected with a virus and his hard drive would be wiped out if he left the page. He says he was referred to a site that was supposedly a Microsoft support center. He indicates that his computer was locked up and he disconnected power to clear the system. He would appreciate any information available regarding this activity.

CenturyLink regrets any inconvenience the customer has experienced in this matter. Unfortunately, CenturyLink is unable to assist with the handling of this complaint. It is recommended that customers keep all software and applications current and install updates as necessary to reduce the susceptibility to viruses. Additionally, private and sensitive information should never be provided to unknown parties. Please let me know if you have any questions.

Sincerely,

Brenda Spence

Brenda Spence

Cc: (b) (6)

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



April 7, 2017

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

Re: Suddenlink Communications ("Suddenlink")

Ticket number: 1493154

Complainant: (b) (6)

Dear Sir or Madam:

We are in receipt of Ticket Complaint Number 1493154 ("Complaint") regarding a billing issue for (b) (6)

states in the Complaint that she hasn't received her credit for the service outages that she has experienced with her Suddenlink services.

Suddenlink has given (b) (6) two credits for the outages she has experienced with her services. A representative attempted to contact (b) (6) regarding her Complaint, but was unsuccessful in reaching her by phone due to the phone numbers provided on the Complaint and account are no longer in service or not accepting phone calls from unlisted numbers. A letter was mailed to (b) with contact information in case she has any further questions.

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

Sincerely,

Michael J. Zarrilli Vice President

Government Relations & Senior Counsel

rul Sail

cc: (b) (6) , Charleston, WV 25312



Lauren Predmore
Paralegal

April 27, 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.: 1576263

Customer Name: (b) (6

Mediacom Account: (b)

Dear Ms. Chambers:

This letter is in response to a complaint filed with your office by (b) (6) stated he is an employee of Amazon.com and is having difficulty staying logged onto Mediacom Internet access service.

On April 21, 2017, Mediacom technicians replaced the drop and Mediacom Maintenance technicians checked outside speeds and for packet loss. A total of \$115.44 in credit has been applied to the customer's account as reflected on the customer's May 2017 statement.

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

Sincerely,

Lauren Predmore

Lauren Predmore

Moultrie, GA 31788



To: (b) (6)

From: Daniel E Jones

Complainant: (b) (6)

FCC Serve Ticket #: 1576795

Date: 5/11/2017

Dear (b) (6)

This is an update to the above referenced FCC complaint received by Atlantic Broadband.

Our technical team contacted (b) (6) , in order to understand her issue. This customer filed a complaint in regards to an issue they had with outgoing calls. This was also happening to her Mother. During our conversation she stated that while on the phone with someone the call will suddenly drop mid-conversation. Her phone modem and her mothers were placed on our software that runs a continuous query to her phone modem 24 x 7 for 10 days. We did notice a slight signal issue what was corrected during a tech visit to her home. We also conducted phone testing with another phone modem connected directly to the port on the tap that her service comes into her home. During these calls our phone engineers placed a trace to monitor call quality. No dropped calls occurred, when speaking to her she did say that the calls seem to be better.

The next day she called back stating she experienced a dropped call, our engineers looked over the calls; however they did not find anything that would cause her issue. We have been in continuous contact with (b) (6) , we have credited her 3 months of phone service totaling \$88.00. Today we are going call her, we believe there might be an issue how she is closing the call, meaning we now show hook flash meaning she might be hitting the * on the her phone. We are going to keep this open until we have a resolution, as her for mother we are dispatching a tech on Saturday the 13th to signal adjustments.

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

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



May 1, 2017

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

Decadent Creations
Attn: (b) (6)
173 NE 3rd Ave
Hillsboro, OR 97124

Complaint No.: 1577199 Received: April 24, 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) filing on behalf of Decadent Creations, advises that Frontier is billing him for services before the account was activated.

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

- Frontier advises that our records show that the install order complete on April 5, 2017.
- Frontier advises that there was a \$100.00 one-time service performance guarantee credit issued on the account.
- Frontier advises that after several attempts, we were unable to contact (b) (6)

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

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

Sincerely,

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



May 15, 2017

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

Re:

(b) (6)

Hyattsville, MD 20782

FCC IC File Number: 1578969

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: April 25, 2017

Dear Sir/Madam:

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

On May 12, 2017, an agent spoke with (b) (6) wherein a service call to address the service issue was refused. Without cooperation from our customer we are unable to provide a solution. Consequently, the request for compensation is unjustified and has been respectfully denied.

Additionally, I reconfirmed that on February 21, 2017 our collections team and Equifax confirmed a request to have a credit inquiry removed has been received. The inquiry has been flipped from a hard check to a soft check and bares no negative effect on (b) (6) credit report. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Darlene Pierre Executive Customer Relation (410) 931-5213



May 25, 2017

SUBMITTED VIA FCC WEB PORTAL

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

RE: Notice of Informal Complaint

Complainant:

FCC Serve Ticket Number: 1580128

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.

Our records indicate that a technician was deployed to (b) (6) service area and discovered a neighboring customer had mounted an off-air antenna. This antenna was back-feeding impulse noise on the plant. A technician replaced a tap plate and corrected damaged drops in the area.

We also discovered that (b) (6) network was using a large amount of bandwidth, which was also slowing down his internet speed. A representative reached out to (b) (6) to explain both the technical issues with his neighbor's air antenna and his bandwidth usage. He understood this explanation. (b) (6) may contact Customer Care at 855-222-0102 with any further concerns.

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

Respectfully submitted, /s/ Constance DeKeyser Specialist CCED

cc:

Daytona Beach, FL 32118



April 25, 2017

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



Complaint No.: 1580178 Received: April 25, 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 that he has been experiencing intermittent connectivity issues with his Internet service from Frontier for several months.

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

• On April 25, 2017, working with (b) (6) , Frontier was able to restore his Internet service. Frontier applied a credit to (b) (6) account for the service-related issues.

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,

Richard Vizcaino 844-320-4445, Ext# 1111276



June 1, 2017

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



Complaint No.: 1580178 Received: May 12, 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 his internet goes on and off multiple times a day.

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

- Frontier spoke to (b) (6), on June 1, 2017 and Frontier's Internet Help Desk got the internet working.
- Frontier created a trouble ticket and dispatched a technician who checked jumpers and port connectivity issues. Frontier advises that technician reported the service was working correctly.
- If (b) (6) experienced any internet issues, he may contact the Internet Help Desk at 1-800-219-6877 or Frontier Repair at 1-877-600-1512. (b) (6) was provided direct contact information should he have any additional concerns.

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,

Richard Vizcaino 844-320-4445, Ext. 1111276



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

Re:

(b) (6)

Sewickley, PA 15143

FCC IC File Number: 1581239

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: May 2, 2017

To the Commission:

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

The New Device Sign-In Notifications is a feature added as an additional layer of security to mitigate unauthorized sign-ins using XFINITY usernames. If an XFINITY account is signed into My Account or an XFINITY application using a device or web browser that hasn't been used before, an email will be sent to the preferred email address on file. The notification(s) will provide the details of the sign-in, where and when the sign-in occurred.¹

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

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

Sincerely,

Customer Security Assurance 720-616-7739

cc:

o) (6)

¹ If you are browsing in incognito mode or clearing cookies, you will receive additional notifications regarding a new sign-in.



Lauren Predmore
Paralegal

April 27, 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.: 1581475

Customer Name: (b) (6)

Mediacom Account: (b)

Dear Ms. Chambers:

This letter is in response to a complaint filed with your office by (b) (6) stated she had billing concerns she wished Mediacom to address.

Late fees are assessed to a customer's account once the account is 30 days past due. On December 10, 2016 statement, the payment due was by January 7, 2017. The late charge was assessed to the account on January 10, 2017. The charged was credited to the account on January 19, 2017.

As stated in my January 26, 2017, letter it was explained that the customer was notified of the increase to her modem back in August 2016.

"Effective with your September bill, your maximum provisioned download speed will increase from 15 Mbps to 50 Mbps, your maximum upload speed will increase from 1Mbps to 5 Mbps, your monthly data usage allowance will increase from 250GB to 350GB, your EMTA/modem rental fee will be reduced by \$2.50 and your internet service fee will increase by \$2.50 a month."

On the customer's August 2016, billing statement, the customer was paying the following charges for modem rental fees:

EMTA- \$5.00 HSD Modem- \$5.00

With the new change, the EMTA/HSD modem rental fees would be combined into one fee but would be reduced by \$2.50 from \$10 to \$7.50. The customer opted out of increasing her Internet access service speed (so (b) (6) Internet access service rate did not increase \$2.50), however, the opt out option did not include the modem rental fee increase. If the customer would like to purchase her own modem, once the Mediacom modem is returned, Mediacom would be happy to remove the modem rental fee from her account.

The customer stated she was charged for a service call out fee. This fee is assessed to customers' accounts when a technician visits a customer's residence and the reason for the issue is not a Mediacom related issue. This fee was credited to the customer's account on April 24, 2017.

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

Sincerely,

Lauren Predmore
Lauren Predmore

cc: (b) (6)

Jacksonville, IL 62650



May 17, 2017

(b) (6) Mesa, AZ 85204

Re:

(b) (6)

FCC File # 1581485

Response Due Date: May 22 2017

Dear (b) (6) :

This letter is in response to the above referenced complaint that you filed on April 22, 2017. In light of your complaint, we contacted and spoke to you by phone on May 4, 2017. We advised you that due to the service concerns that you raised, we needed to schedule a service call to your home and verify the signal inside of the house. You advised us to work directly with your wife, (b) (6) to ensure a time that would be convenient to her. We spoke to the same day and a service call was arranged for Friday, May 5, 2017, between 3-5pm. Our Field Leadership advised us that while we confirmed the signal at the home was good, and service was working as expected, we would also verify the service levels to your area with our Network Operations Team as well.

We will continue to work with our Field and Network leaders so we can assure you we are delivering your Internet service at the levels according to your plan. In the interim, should you have questions or concerns regarding this complaint, please contact our Executive Escalations department at (844) 233-3044.

RESPONDING ON BEHALF of Cox Communications Arizona LLC.

Douglas Garrett

Executive Director, Regulatory Affairs

cc: Federal Communications Commission via Zendesk



June 9, 2017



Re:

(b) (6)

FCC File # 1581485

Response Due Date: June 12, 2017

Dear (b) (6)

This letter is in response to the above referenced rebuttal complaint that we received on May 31, 2017.

In your original complaint to the FCC, you stated that you have been receiving substandard service from our company for over two years. You also stated in your complaint that you are getting dial up speeds, and you said that you believe the poor service that you are receiving is intentional by our company since you do not subscribe to TV services with us. You also stated in your FCC communication that we have been allowed many opportunities to fix the problem, but have been unable to resolve your Internet connectivity and speed issues.

A Supervisor from our Executive Offices contacted you on June 8, 2017 and advised you that we will continue to work with our Field and Network Teams in gaining answers to your questions regarding the level of service that you are receiving from our company.

We hope this information has been helpful and please contact our Executive Escalations supervisor Yousef, at (623) 328-4982 should you have additional questions or concerns.

RESPONDING ON BEHALF of Cox Communications Arizona LLC.

Douglas Garrett

Executive Director, Regulatory Affairs

cc: Federal Communications Commission via Zendesk



May 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)

Tucson, AZ 85742

FCC IC File Number: 1581718

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: April 24, 2017

Dear Sir/Madam:

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

Our research has determined this not a Comcast issue. The service issue referenced by (b) (6) in regards to Comcast survey pop- ups while surfing the web, is associated with Kewsurvey. We found that the pop-ups were occurring while solely on Facebook and the URL address for the pop-up was for the above mentioned third party website named Kewsurvey. Please refer this complaint to the correct service provider. I spoke to (b) (6) on May 9, 2017 and explained the aforementioned 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) (6) should there be additional questions or concerns.

Sincerely,

Tina R.

Executive Customer Relations Comcast | West Division

Office: (888) 966-7794 Extension 3025517

M-F: 9:00am - 6:00pm (MST)

cc:



May 23, 2017

(b) (6)

Consumer Inquiries and Complaints Division Consumer & Governmental Affairs Bureau Federal Communications Commission

Consumer Name: (b) (6)
Ticket Number: 1582967

Dear (b) (6) :

We have received the informal complaint filed with the Commission by in which she states that she has experienced difficulty accessing Internet content and apps via her iPhone.

Because Google does not prevent devices from accessing secure Internet connections, webpages, and apps, there is nothing actionable that Google can do to address iPhone issues. (b) (6) may need to verify that her iPhone is running the latest iOS software in addition to the latest version of any apps installed on her device. She also may need to contact her wireless provider.

Based on the foregoing, we respectfully request that this informal complaint against Google be closed. This response is being filed via https://fcctest.zendesk.com/agent as a courtesy to the Commission and the complainant.

Respectfully submitted,

Google Inc.

CC:





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

P: 1-800-288-2020

F: 281-664-5370

Response to Notice of Informal Complaint (NOIC)

Date: 4/28/2017

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

Complainant's Name:

File No.: 1587191 Response Type: Other Service Date: 4/27/2017

INVESTIGATION SUMMARY:

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

On 04/27/2017, AT&T contacted (b) (6) to acknowledge receipt of her complaint and to confirm any additional details pertaining to her issue.

AT&T investigated and determined that the AT&T U-verse services had been out for four days. A technician was dispatched on 04/27/2017 and restored the U-verse service. On 04/28/2017, AT&T provided a courtesy credit of \$100.00 that will appear on the 05/16/2017 statement.

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

Please refer any additional questions, requests, or correspondence specific to this case to Patricia Swain at PS2731@att.com or (254) 424-7425.

Sincerely,

Patricia Swain

Manager - Office of the President

AT&T Services Inc.

cc: (b) (6)

Date Printed: 4/28/2017

Page: 1 of 1



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

P: 1-800-288-2020

F: 281-664-5370

Response to Notice of Informal Complaint (NOIC)

Date: 6/1/2017

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

Response Type: Other Service Date: 5/2/2017

File No.: 1587276

Complainant's Name: (b) (6)

Washington, D.C. 20554

INVESTIGATION SUMMARY:

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

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

AT&T investigated and determined that (b) (6) currently subscribes to AT&T Internet, AT&T Phone and Wireless services on a combined AT&T statement. On 05/31/2017, AT&T dispatched a Service Technician to assist (b) (6) with her service issues. AT&T repaired a defective cable and (b) confirmed her service is now working properly. The AT&T Mobility team verified that no (6) verage charges have been assessed on (b) (6) as account and agreed to follow up to ensure no overage charges are billed. AT&T issued a courtesy adjustment of \$88.00 due to (b) (6) service trouble and apologized for her inconvenience.

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

Please refer any additional questions, requests, or correspondence specific to this case to Tamara Jacobs at tj3537@att.com or (877) 404-2417, access code 622, extension 0085.

Sincerely,

Tamara Jacobs

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

cc: (b) (6)

Date Printed: 6/1/2017

Page: 1 of 1



May 1, 2017

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

Re:

(b) (6) Minneapolis, MN 55410

FCC IC File Number: 1587564

Response Type: NOIC-Notice of Informal Complaint

Date of Notice: April 26, 2017

Dear Sir/Madam:

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

Our research has determined this is not a Comcast issue. The service issue referenced by (6) associated with the United States Postal Service (USPS) website. As the customer did not register their Comcast email address with the USPS website, an error message was displayed. After basic troubleshooting and researching the account, no issues with (b) (6) Comcast email address have been detected. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

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

Sincerely,

Tina R.

Executive Customer Relations Comcast | West Division Office: (888) 966-7794 Ext. 3025517

M-F: 9:00am - 6:00pm (MST)

cc: