Ticket: # 1328114 - Comcast Rate Changes coupled with bandwidth limits

Date: 11/25/2016 5:08:36 PM

City/State/Zip: Yulee, Florida 32097 Company Complaining About: Comcast

Description

I've previously filed several complains against Comcast but today is a whole new issue! I got my bill today and noticed on the very last page was a notification of future increasing in the price of plans, but these changes in rates are specifically made to reduce the price between their higher speed plans so you might as well get 110mbit internet even though if you use more than 3mbit constantly over the month you'll be facing additional charges. AND to top it off, their bandwidth tracker on their website so you can see if you need to calm down your internet usage for the month to avoid charges has been down since the day they rolled out these new bandwidth caps. This would just be capitalism if there were competition, but Comcast has already negotiated out territories so there will be no competition in my county! they are THE ONLY broadband internet provider available at my address, even AT&T doesn't offer broadband at my particular address.

Ticket: # 1328234 - Comcast Data Caps

Date: 11/25/2016 6:57:18 PM

City/State/Zip: Palo Alto, California 94301 Company Complaining About: Comcast

Description

Comcast has again introduced data caps to our region, which violates network neutrality. They are effectively charging an additional 80% to have the same speeds as I currently have (forcing an "unlimited tier").

Additionally, any purchases made from the xfinity video-on-demand system is exempt from this bandwidth usage. This is a ploy for Comcast to neuter other online streaming services while allowing their platform to remain unencumbered. This violates the principles of net neutrality, and should be immediately struck down.

Ticket: # 1328282 - Comcast home internet data caps

Date: 11/25/2016 7:57:27 PM

City/State/Zip: Milwaukie, Oregon 97222 Company Complaining About: Comcast

Description

There is no guarantee of accuracy or transparency:

Internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1328325 - Cable One Data Cap - Won't allow us to upgrade to Business

service

Date: 11/25/2016 9:00:52 PM

City/State/Zip: Meridian, Idaho 83642 Company Complaining About: Cable One

Description

FCC, Cable One is engaging in a ridiculous practice with their Business Class service. We tried to upgrade our Residential Service to Business Class service as my wife recently started her home business. I called Cable One on her behalf to upgrade our residential service to their business service but was denied because according to their agent, we had gone over their data cap of a measly 300GB in the last 12 months 2 times, therefore we were not eligible for their business service.

This is ridiculous on so many measures that I don't know what to do. The only option we have is to upgrade to their next tier of residential service which bumps the cap to 400GB. We specifically would like to avoid that as we will be requiring a larger download limit due to the business needs. 400GB is nowhere near enough as already exhibited with the recent overages.

Cable One's business internet has no data caps which is why we want to sign up for it. The only other ISP in our neighborhood is Century Link, but the fastest speed they offer is 3mbps!! Please help us if you can. Thank you.

Ticket: # 1328385 - Comcast Data Caps

Date: 11/25/2016 10:32:04 PM

City/State/Zip: Fort Myers, Florida 33908 Company Complaining About: Comcast

Description

I'm urging FCC Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

Ticket: # 1328447 - Comcast/Xfinity Capping Internet usage

Date: 11/26/2016 12:19:50 AM

City/State/Zip: Littleton, Colorado 80120 Company Complaining About: Comcast

Description

Comcast put in effect a data cap of 1 terabyte on our home internet without any proper notice. With this cap any usage over 1 terabyte of data will be a charge of 10\$ per 50 gigabytes of data with the option of paying 50\$ extra to have unlimited data. This principle of an unnecessary increase of cost of quantity without increasing quality is not only unfounded but also unjust. There is no valid reason for this data cap and we did not receive any proper notification of this new data cap until the notification that we had used up over 90% of the data already. Comcast argues that this new restriction is based on a principle of fairness, per the picture provided, but by doing this they are flouting the principle by which they claim to operate on. A family that pays extra for faster speeds will have the same cap as someone that pays less, which is just ridiculous claptrap. The FCC needs to interfere and stop Comcast from limiting data with no justifiable reason.

Ticket: # 1328491 - Comcast Data Limits

Date: 11/26/2016 3:10:29 AM

City/State/Zip: Centennial, Colorado 80015 Company Complaining About: Comcast

Description

I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" on my account. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

Ticket: # 1328516 - Comcast introduced data caps after the contract was in place

Date: 11/26/2016 4:16:44 AM

City/State/Zip: San Jose, California 95118 Company Complaining About: Comcast

Description

I subscribed to the Comcast 1 year service in April 2016. At the time the service did not have any data caps. In October 2016 Comcast announced the data caps for the service effectively changing the contract.

Ticket: # 1328518 - Comcast data usage caps

Date: 11/26/2016 4:38:25 AM

City/State/Zip: San Jose, California 95133 **Company Complaining About: Comcast**

Description

Comcast has chose to offer a 1 Terrabyte data cap to customers in certain regions. This usage based internet model is extremely monopolistic and this data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1328529 - Comcast's 1TB Cap on data usage

Date: 11/26/2016 6:32:37 AM

City/State/Zip: Battle Creek, Michigan 49015 Company Complaining About: Comcast

Description

The data cap is way too low for a major part of the community that uses their services. They also lie when telling the averages, they stated my average for the last 3 months was 960 in a letter they sent to me when they started the cap. My last three months I have used 1060gb, 1000gb, and 1188gb which averages out to about 1082. That would bring me over their cap and forcing me to pay for something I never had to pay for before.

Ticket: # 1328633 - Data Caps on Internet

Date: 11/26/2016 11:42:10 AM

City/State/Zip: New Baltimore, Michigan 48047

Company Complaining About: Comcast

Description

I object to this new policy of forcing customers to pay more for exceeding pre-established data caps by this greedy corporation. The caps will be exceeded even by moderate users of the internet due to forced video ads on pretty much every single web page that one loads into a browser. Not to mention Windows 10 pretty much forces you to update and tehre is no real way to disable it and it constantly talks to microsoft. This is not right. These cable companies are already charging us too much for internet service. Now Comcast wants to charge us a \$50 extra month fee to prevent them from charging us even more fees. This is a rip off. The government needs to do something to stop this practice of capping. If they are going to meter our internet usage like an electric power company then we should be charged only for data that we use LIKE AN ELECTRIC COMPANY. This means a ban on all forced internet advertising. PLEASE do something. We have no one to protect us and this is just plain price gouging and abuse to we the consumer. What about net neutrality? This is a blatant attempt to shut cheaper (better in my opinion) services like netflix, hulu, etc to try and FORCE us to use their TV services. There lies about bandwidth being a issue is a LIE as it was proven in the leaked memo from this company. I am gamer, I like to watch youtube, and stream and so does my family. But I should not have to be rich to enjoy something as simple as the internet which is

EXTREMELY prominent in today's society as it is almost an requirement nowadays as I also use it sometimes for my work to work from home.

PLEASE LISTEN TO US AND FORCE THESE COMPANIES FROM STOP PRICE GOUGING US CONSUMERS AND HAVE THEM REMOVE DATACAPS WHEN CLEARLY THERE IS NO "limited bandwidth" ISSUE or EVEN A REASON FOR IT!. I even read in a few places that customers are getting punished with throttled internet when they complain to the you the FCC. If that is true that is completely against the law to me. PLEASE KEEP THE INTERNET FREE LIKE IT IS SUPPOSED TO BE! Thank you for reading.

Ticket: #1328691 - Comcast Data Cap Response RE: 1238938

Date: 11/26/2016 12:55:30 PM

City/State/Zip: Grand Rapids, Michigan 49507 Company Complaining About: Comcast

Description

Comcast's response to the above mention issue is not at all realistic or satisfactory. In their response letter, they claim to have implemented a "usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users ... and those customers who choose to use less, pay less." Directly contradicting this claim, users who use less data than the arbitrary 1TB cap do not receive any kind of "relief" or pay less depending on their usage.

Further, there is no technical reason for usage-based pricing on cabled network such as this. It does not reduce congestion and only serves to enrich Comcast at the expense of customers.

Further, the data cap is inherently anti-competitive, as it punishes users who choose to utilize alternatives to Comcast's cable service, such as Netflix, Hulu, Amazon, etc., especially should users choose to stream at 4k resolution. Comcast is clearly utilizing data caps as a means of discouraging people from using competitors' services for fear of going over their monthly data allotment.

Further, as digital distribution grows for games, movies, music, and other media, these caps will continue to be problematic and again demonstrate their anti-competitive nature as a means to discourage consumption from anything that is not a Comcast/Xfinity service.

In fact, in internal memos, Comcast has explicitly stated these caps are NOT about congestion management, and thus have demonstrated how arbitrary they are and how they are in violation of the spirit of net neutrality. Further demonstrating this, as you can see in the attached documents, the data cap implementation varied wildly between regions.

Additionally, my service tier is 75Mbps. This means that, by implementing this data cap program, Comcast has arbitrarily reduced the amount of data it is possible to consume to a mere 4% of what I am paying them to deliver each month (75Mbps multiplied by the amount of seconds in a month roughly equals 21.63TB of bandwidth) without a requisite decrease in pricing. Put another way, they were charging me \$2.31/TB prior to implementing this plan, and are now charging me \$50/TB. This represents an over 2000% increase in their bandwidth pricing scheme.

I encourage the FCC to investigate these anti-competitive practices and implement stronger consumer protections, such as requiring greater competition and banning the use of tools such as data caps, which do nothing to help or protect the consumer in any way, but only serve to enrich the ISPs and hinder competition. The internet has evolved into a critical public utility and it is far beyond time that it be regulated as such.

Ticket: # 1328883 - Open Internet/Net Neutrality

Date: 11/26/2016 4:54:03 PM

City/State/Zip: Houston, Texas 77070 Company Complaining About: Comcast

Description

Comcast implemented data caps that has adversely effected my internet service to the point where they do not work.

Ticket: # 1328962 - No Caps!

Date: 11/26/2016 6:43:03 PM

City/State/Zip: Rohnert Park, California 94928
Company Complaining About: Comcast

Description

Please for christsakes, do not allow Xfinity or AT&T to do bandwidth caps. So counterproductive for our GDP, in the end. Or anyone, for that matter!

Ticket: # 1329023 - Data cap implemented without my consent

Date: 11/26/2016 8:11:04 PM

City/State/Zip: Springfield, Oregon 97478 Company Complaining About: Comcast

Description

I just received a notice that I am subject to a one terabyte data cap and that they will be assessing charges against me of \$10 for every 50 gigabytes I go "over". I have, through my taxes, helped provide Comcast with billions of dollars in tax subsidies to build up their network. There is no technical reason to charge fees for my use of this carrier beyond my existing subscription and Comcast's monopolistic practices nationally at interfering with other high speed ISPs means that they're operating with implicit ministerial authority.

I believe this is a violation of network neutrality rules and demand this practice of data caps be stopped immediately.

Ticket: # 1329071 - Comcast data cap

Date: 11/26/2016 9:08:51 PM

City/State/Zip: Beaverton, Oregon 97008
Company Complaining About: Comcast

Description

Comcast has added a data cap to my region (Oregon), limiting internet usage with no compensation for current subscribers. My price is the same, but now I will be billed up to \$200 if I go over the cap, or I have to pay an extra \$50 for the exact same service I had before.

Ticket: # 1329075 - Comcast Data Caps

Date: 11/26/2016 9:10:57 PM

City/State/Zip: San Jose, California 95110 Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1329080 - Open internet neutrality

Date: 11/26/2016 9:21:49 PM

City/State/Zip: Madera, California 93637 Company Complaining About: Comcast

Description

I am a current Comcast customer and am now on the verge of going over my data cap allowance this month. I can't believe they are going to cap people when I pay for it every month. My limit is 1024gb per month and with the ever more intensive internet based everything it will only get harder to stay in their limits. I have a home with 3 boys and they game online and we watch movies online as the parents. More and more of the game industry is going digital also which most games are at least 70gb each, not to mention friends can share the games they have bought with each other so you don't even have to buy all of them. I think Comcast saw this coming and saw an opportunity. I would drop them

In a heartbeat but in my area(Madera California) my options are limited. They have a monopoly on my area. Please stop this

Ticket: # 1329121 - Xfinity Data Caps and their usage counting

Date: 11/26/2016 10:15:27 PM

City/State/Zip: Oak Park, Michigan 48237 Company Complaining About: Comcast

Description

My router has a different count than Xfinity's counting and while trying to access this website they provided me an error the first time. I believe that their accounting purposes and the access limitations need to be taken into account towards Net Neutrality concerns.

Ticket: # 1329123 - ComCast Data Caps

Date: 11/26/2016 10:18:36 PM

City/State/Zip: Visalia, California 93291 Company Complaining About: Comcast

Description

Comcast has started threatening me for data usage and charging me grossly. Saying I am unfair in my usage, how dare they talk to me about fairness. I do not use Comcast for TV I prefer Netflix, I prefer choice and competition. The biggest concern I have is that I get my news off the internet and the events of Standing Rock and my concern of the people there and events have pushed me over the limit in just communication and awareness of this issue. Comcast is controlling not just my data, now I use it but how I communicate with the world in context to my beliefs and concerns. This is more than wrongm this is an insult to all Americans by a company that is run by greed yet dares to tell us what is and isn't to much.

We the people need our government to enforce an open and fair internet, not turn our communications infrastructure into a cash cow as we are forced to go dark because we can't the price of awareness and being politically involved. Is that the goal, is this punishment for the merger not happening? Net neutrality is not data meters (Comcast refuses to accept my router reading yet forces me on theirs... at least utilities have a watched standard, Comcast has a busy signals hold times and snarky attitude), and forced profits, nor forcing me back to Comcast cable for the news. I don't trust Comcast and they are all we have in this area that was once near considered affordable. They take my mistrust and my using other services as a reason to make me pay more, saying this is fairness.

Net neutrality was a promise from the FCC to the people. What happened?

Ticket: # 1329128 - Comcast Monopoly / Data Caps

Date: 11/26/2016 10:26:24 PM

City/State/Zip: Renton, Washington 98055 Company Complaining About: Comcast

Description

I'm complaining about the monopoly comcast has as in internet service provider in my area. There is no other company that can compete with comcast as an ISP so comcast can do whatever they want to their costumers with no concern for their sales. The recently implemented data caps on November 1, 2016 are incredibly anti-consumer and show that comcast is directly opposed to net neutrality and open internet. Comcast has so much power that Google Fiber was denied permission to set up services in the area showing how much they don't want competition.

Overall Comcast displays anti-competitive and anti-consumer practices with their monopoly and data caps.

Ticket: # 1329165 - Comcast Data Caps

Date: 11/27/2016 12:04:29 AM

City/State/Zip: Crystal Lake, Illinois 60014 Company Complaining About: Comcast

Description

Description

Somehow I'm part of the 1% that is using 1TB of data. Since August I've used close to 1tb every month and as of today I'm 80gb from hitting my 1tb cap. I call to ask about historical information about my data usage, more specifically I believe when I had 5 adults living in my house, streaming on 3 tvs, and using 3 computers, I used around 300gb a month but I cannot access this information anymore and when I called the data usage team number they told me could provide me this information. They said they could not give me any information for more than this month and three months prior. I do not see how a household of 3 adults with 1 TV in use with some use with the computer uses almost 1TB of data a month. I will more than likely be switching internet providers but then again, it is no secret that Comcast is about one step away from being a full blown monopoly.

Ticket: # 1329178 - Comcast Data Cap

Date: 11/27/2016 12:55:02 AM

City/State/Zip: Salt Lake City, Utah 84088 Company Complaining About: Comcast

Description

Description

Comcast DBA Xfinity has offered me a metered 100Mbps residential internet plan and during the term of this has materially changed the terms without providing any written notice to me regarding the new terms. They now claim that I have a limited usage of the service I have subscribed to, a limit that they wish to impose on me and charge extra for using the service within the terms I originally subscribed. Further, comcast is modifying and molesting data crossing their network to inject their own data and messaged into my web content.

Ticket: # 1329186 - Comcast 1tb Data Limit

Date: 11/27/2016 1:18:00 AM

City/State/Zip: Detroit, Michigan 48228 Company Complaining About: Comcast

Description

Comcast has start a data limit. Internet companies should never limit how much data we send and receive when we are paying for the service.

Ticket: # 1329197 - comcast unfairly restricting data usage

Date: 11/27/2016 2:29:41 AM

City/State/Zip: Kenmore, Washington 98028 Company Complaining About: Comcast

Description

I would like to formally lodge a complaint against Xfinity/Comcast. Comcast has recently began applying data caps to customer internet usage. As a single parent, there are times when I am requires to work from home to take care of my children. With a modern streaming lifestyle, it doesn't take long to run up against these arbitrary data limits that are being imposed. With mandated franchise monopolies Many tax paying citizens have little to no other option for home internet access in the area.

Ticket: # 1329199 - Comcast Terabyte Data Cap

Date: 11/27/2016 2:48:54 AM

City/State/Zip: Kirtland, New Mexico 87417 Company Complaining About: Comcast

Description

I am a customer unfortunate enough to not only live in a location where Comcast monopolizes the internet service market, but is also effected by their Terabyte usage cap. Comcast is hindering the growth of telecommunications, by implementing a superfluous bottle neck of information transfer. It is an unnecessary attempt to squeeze cash from the progress of on demand information and entertainment.

Ticket: # 1329200 - Data Plans

Date: 11/27/2016 3:03:07 AM

City/State/Zip: Garden City, Idaho 83714 Company Complaining About: Cable One

Description

It is 2016 and data plans are not acceptable. If usage was such an issue, businesses should have data plans too, but they do not and residential customers are not allowed to go to the business plans. It is a sorry way to discourage people from using services such as Netflix and Sling TV. This practice should be illegal operators with data plans are not operating in the public interest and in many cases operators don't have viable competitors.

Ticket: # 1329201 - Comcast monthly limit

Date: 11/27/2016 3:11:24 AM

City/State/Zip: Minneapolis, Minnesota 55419
Company Complaining About: Comcast

Description

I am a gamer. As a gamer I download games thru steam that can be upwards of 50+ gigabytes, and I also play many games online. Its very easy for me to go over the limit of 1024 gigabytes per month on my own not to mention the two other people who live with me. This has never been an issue in the past but now if I don't pay up \$50 more per month they will charge me \$10 per 50 gigabytes over the set limit of 1024 gigabytes. This limit is extremely consumer unfriendly. On top of all that comcast is the only major provider of internet in my area, the only other choice i have is to get extremely slow internet which is not an option for me.

Ticket: # 1329209 - PLEASE protect us consumers against data caps

Date: 11/27/2016 4:10:00 AM

City/State/Zip: Brooklyn, New York 11209 Company Complaining About: AT&T

Description

Will anybody actually read this thing? Here goes.

I subscribed to AT&T internet recently after moving to the midwest. Nowhere in their advertising was a data cap mentioned. After installation, I found out I have a 1 TB cap. For a family of 6, this is not very much. Netflix at HD streams at 3 gigabytes per hour. If each member of the family was to just stream TWO hours of HD video per day, that data cap would be met. This isn't just entertainment but educational programming like TED talks and online lectures that I rely on. What is the point of paying for 45 Mbps if it's capped anyway?

This is just a way for cable companies to bully us into getting rid of Netflix and cutting back on Youtube. Paying 30 dollars a month extra or getting AT&T's cable TV is just an anti-consumer shakedown. It's fucking bullshit.

I would vote with my wallet and switch but, unfortunately, my only other option is Comcast, which is also capped.

I sincerely hope the FCC will treat this issue seriously. Because gone unchecked, this is the largest threat to net neutrality in my lifetime. And big cable companies will bully internet TV providers into paying them money. They will stifle technological innovation, such as 4K TV. This must be stopped at all costs.

Ticket: # 1329216 - Comcast Data Caps

Date: 11/27/2016 4:52:31 AM

City/State/Zip: Vancouver, Washington 98660 Company Complaining About: Comcast

Description

The new comcast data cap is very monopolistic, in my area i have no choice in companies so im forced to use comcast. Data is not something that can just "Run out" there isnt a limited supply out there. Forcing customers to pay them outrageous fees for using the service we pay for should be illegal.

Ticket: # 1329221 - comcast data cap

Date: 11/27/2016 5:48:05 AM

City/State/Zip: San Pablo, California 94806 Company Complaining About: Comcast

Description

there was no verbage written or spoken when I signed up for 2 years about a data cap!

Ticket: # 1329288 - Comcast paid prioritization

Date: 11/27/2016 10:37:42 AM

City/State/Zip: Chicago, Illinois 60647 Company Complaining About: Comcast

Description

Filing a complaint against comcast. They started their datacap of 1TB but it doesnt count towards their own services only services outside of the comcast network. I feel this is unfair and creating paid prioritization for comcast. The cap itself is unfair as my bill is now 200 dollars extra for just being a heavy user.

Ticket: # 1329350 - Data Cap Date: 11/27/2016 1:01:40 PM

City/State/Zip: Jackson, California 95642-9448

Company Complaining About: Comcast

Description

I've just experienced the first month (November) with a cap on my internet usage. This is the 27dth day of November and I have been advised by Comcast that I have gone over my cap (1024 GB) . I am a 84 year old semi disabled veteran of the Korean war with limited income and little else to do with my time, except computer and online television. I cant afford an extra \$50/month for unlimited internet. Please help.

Ticket: # 1329360 - Data caps

Date: 11/27/2016 1:11:17 PM

City/State/Zip: Woodinville, Washington 98077 Company Complaining About: Comcast

Description

This is a formal complaint objecting to Comcast's implementation & deployment of data caps.

Comcast have recently introduced new data caps for their cable internet service. This data cap is set at 1024GB.

With the increase of video streaming services, 50GB~100GB video game downloads, and reliance on the internet as a method to communicate with family and friends worldwide (photo sharing, Skype, FaceTime, etc), coupled with very limited (if any at all) competition for residential internet access, this seems like a callous and monopolistic practice on Comcast's part to cash in and force its customers to pay "overage" or switch to higher cost unlimited usage service plans.

Additionally, Comcast offers its own "streaming" services which do not count towards customers data usage. This would appear to violate Net Neutrality rules, where Comcast penalizes the customer for using non-Comcast "over the top" services.

I'm sure Comcast would counter argue, stating that only some fraction of a percent of their customers will exceed this data cap. This may be true at this time, however with the growth internet services and it increasingly becoming a requirement for every day life, I would fully expect an increasing percent of customers to be affected by this cap, and therefore be forced into paying costly overage charges or moves to higher cost internet access tiers.

I look forward to the FCC response and plan to addrsss this issue.

Thanks and best regards,

(b) (6)

Ticket: # 1329426 - Comcast Data Caps

Date: 11/27/2016 2:32:22 PM

City/State/Zip: Westminster, Colorado 80021 Company Complaining About: Comcast

Description

Comcast has implemented a new 1tb data cap on most of its customers starting November 1st. I have a house full of people who stream video content quite often as we have cancelled all cable and tv services. I also use a lot of internet data due to the nature of my college degree. This data cap, which we will most likely go over every single month will cost \$10 for every 50 gb we go over, or we have the option to pay an extra \$50 for an unlimited data plan. This is absolutely unacceptable as there are no affordable, reliable alternatives in our area. Comcast states that this data cap will not affect over 99% of their users but instead punishes the 1% that uses large amounts of data. This data cap punishes those who use streaming services as their primary sources of entertainment as opposed to a comcast cable package option and comcast knows this. This Cap is just another version of a slow lane that hurts consumers, which clearly violates the FCC Regulations, and Comcast know this as well. It is just another way to get more money from customers without providing any meaningful service.

Ticket: # 1329503 - Xfinity Comcast Data Cap Policy

Date: 11/27/2016 4:20:07 PM

City/State/Zip: San Jose, California 95131 Company Complaining About: Comcast

Description

Hello FCC,

I live in San Jose, CA 95131, and the only internet provider here is Comcast Xfinity. Despite living in a populated suburban area, Comcast is the only provider here. The details of my home internet plan have been switched, without my approval or input, to a cap of 1024GB per month with an additional automatic \$10 charge for every 50GB of additional data. Comcast should be more regulated, so there are more freedom in the internet.

Ticket: # 1329510 - Comcast Internet cap is terrible!

Date: 11/27/2016 4:30:21 PM

City/State/Zip: San Jose, California 95112 Company Complaining About: Comcast

Description

Comcast's latest internet cap is terrible for competition and for consumers. It is absolutely unnecessary and really shows how greedy and monopolist Comcast is. Please look over what they are doing and remove such a terrible system.

Ticket: # 1329617 - 1TB Data Caps

Date: 11/27/2016 6:48:20 PM

City/State/Zip: San Francisco, California 94117

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Additionally, when I signed up with Comcast there were no data caps. Because of the lack of other options consumers are given absolutely zero choice but being forced to accept their changes. I am a user effected by this data cap, using an average of 1.2TB/month.

Ticket: # 1329685 - Comcast Data Cap

Date: 11/27/2016 8:08:15 PM

City/State/Zip: Aptos, California 95003 Company Complaining About: Comcast

Description

Comcast has instituted a 1TB data cap in my area. Comcast is also the only option I have for Internet. In this day in age it is absolutely criminal to restrict people to data caps as if it's a finite resource like water. It's 2016. Internet is a necessity. I work from home full time. I need to be online a LOT. The nonsense about 90% of people not hitting the cap is utter BS. I hate comcast with a passion and would go anywhere else if I could, but i can't and they know it which is why this is happening. It's classic monopolistic control. This needs to be stopped.

Ticket: # 1329691 - Xfinity Comcast anti-consumer behavior

Date: 11/27/2016 8:12:50 PM

City/State/Zip: Chicago, Illinois 60610 Company Complaining About: Comcast

Description

1) Comcast Changed my introductory rate from around \$60 to \$98. When calling to find an alternative, they promised me (by voice and email) to lower it to \$55 plus tax, but then started charging me on the upwards of \$70 plus tax. After several more calls and show of proof of their promised price, they lowered it to a total of \$64 tax included without any explanation of their behavior.

- 2) Comcast one-sidedly set a data cap that makes no sense in the current technology point and it has been shown several times that the only reason those have been implemented is to obtain more money from the consumers
- 3) Comcast has pricing and bundle bias, where it's usually cheaper to get a bundle that includes cable, even for users that don't want or need it (like me) but will inflate their "cable subscribers" numbers to be more marketable to media producers.

All this is made worse in my case where my apartment building forces me to use comcast and doesn't allow an alternate cable provider .

Thank you

Ticket: # 1329694 - Comcast Data Cap

Date: 11/27/2016 8:14:03 PM

City/State/Zip: Edmonds, Washington 98026 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. Sincerely,



Ticket: # 1329719 - Comcast Data Caps

Date: 11/27/2016 8:56:14 PM

City/State/Zip: Boca Raton, Florida 33431 Company Complaining About: Comcast

Description

On October 24th, Comcast sent us a letter stating that they will implement a Data Usage Plan starting November 1st. They should have sent us the letter a month before to adjust to the changes or to give us time to find another provider. See attached letter.

Their reasoning is that those who use more internet will pay more, and those who use less will pay less, which is not actually true. You have an internet plan and you pay your plan.

There will be overage charges it we will over the limit they have imposed. It seems that Comcast imposing these data caps are in violation of the merger conditions the FCC placed upon Comcast when they were allowed to buy NBCUniversal back in 2011.

Comcast has admitted many times that their data caps are more about revenue than about actual network management and congestion. The cap is set in such a way that viewers cannot easily stop using Comcast internet without accruing some kind of financial penalties.

The fact is that broadband is not longer about checking email or watching You Tube videos. Many homes in this country have multiple non computer/phone connected devices, we are subscribed to other TV options (Netflix, Amazon or Apple TV) instead of cable TV, so internet companies like Comcast want more for the bottom line.

However, if you have Comcast own Stream TV programming it doesn't count against your data usage. Also regarding Netflix and Amazon, Comcast has a deal with both companies to provide streaming services, so it should not count against the data usage, but streaming Amazon and Netflix (that we have) will count against our data count.

I am asking you to Stop Comcast usage data caps before it is too late and many customers are affected by it.

Ticket: # 1329889 - lack of competition

Date: 11/28/2016 3:45:07 AM

City/State/Zip: Muskegon, Michigan 49442 Company Complaining About: Comcast

Description

lack of competition

Ticket: # 1329890 - Data caps

Date: 11/28/2016 3:51:57 AM

City/State/Zip: Muskegon, Michigan 49442 Company Complaining About: Comcast

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

Ticket: # 1329892 - data cap on comcast.

Date: 11/28/2016 3:56:37 AM

City/State/Zip: New Hope, Minnesota 55427 Company Complaining About: Comcast

Description

To who this may concern. i have a serious issue with comcast new 1tb cap on internet. i have been with them for 2 years almost not and not have had a problem with it before i never once had a cap on my internet in the past either. once i received this email from them that we are going to have 1tb cap it really bothered me because i have 3 computers at home always on the internet watching movies gaming or school work also have consoles. after my first year with them i had to sign a 2 year contract with them and i was thinking it just the same deal as before until i found out about the internet data capping and now i want to leave the company and find one that wont limit my use of the internet. after resigning with them and receiving this news of the new data cap i looked back of the 3 months i have been with them and have well used over 1tb each month. they are going to start charging me for over usage that is outside of contract and that is unfair as i signed on to the contract for what i paid for every month. i am not willing and will not stand for being charged for something i did not initially sign up for i am highly upset and will be making a call to Comcast to see if i can get out of my contract because this to me is a betray of trust that i have had with the company for a really long time.

Ticket: # 1329918 - Lack of viable options for High Speed Internet Service Providers

Date: 11/28/2016 6:38:10 AM

City/State/Zip: Fremont, California 94539 Company Complaining About: Comcast

Description

Description

To whom it may concern,

Comcast/Xfinity has unilaterally decided to introduce a data cap at an arbitrary 1TB per month. This downgrade in service is prompting me to look for another ISP. However there is no other feasible ISP available that can provide a minimum of 100Mbits/sec speed.

How may we remove this unwelcome data cap or increase the number of high soeed internet providers (offering 100mbit/sec connectivity or more)? Thank you very much for your concern.

Ticket: # 1330025 - Data Caps

Date: 11/28/2016 10:47:11 AM **City/State/Zip:** Logan, Utah 84321

Company Complaining About: Comcast

Description

Comcast has in accurate tracking on actual data usage. I find it hard to believe that 1 day of Netflix would equal 99 GB. With the emergence of internet TV services this is a way for them to stifle competition. There have been no network congestion issues in my area, so why does this need to be implemented. This is a way for Comcast to double my bill. Nothing more. Especially according to their history that I normally only use about 500 Gb a month. Now all the sudden it jumps up double usage in a month.

The other issue is I did not sign up for data usage. I signed up for unlimited internet. Both me and my 12 year old son depend on the internet to do our homework. My household depends on the internet to provide our entertainment via services like Netflix and Hulu. We do not share with our neighbors and we do not download illegally.

Ticket: # 1330067 - Net neutrality

Date: 11/28/2016 11:17:44 AM

City/State/Zip: Albuquerque, New Mexico 87110

Company Complaining About: Comcast

Description

Comcast is implementing unethical data caps in an attempt to hinder competition from competing companies like netflix. This ploy not only cripples internet related media consumption but it is also a basic violation of net neutrality considering an isp can cap certain sites while not capping their own apps (like xfinity does).

Ticket: # 1330078 - Comcast Data Caps

Date: 11/28/2016 11:21:35 AM

City/State/Zip: Mountain View, California 94040

Company Complaining About: Comcast

Description

Description

Data caps in an area driven by technology are unreasonable. I can't properly do my work without fear of Comcast leeching an extra \$200 per month from me. In our area, rents are high, so multiple people must live together just to afford the area. This makes me even more likely to exceed my data caps.

Finally, am from a very different part of the country. If I want to video chat with my family, just so they can see my face and keep in touch I must pay extra to do that now. Insanity.

These data caps need to go. My area only has Comcast and AT&T available. They've cornered consumers in to shelling out more money with no options.

Ticket: # 1330269 - Imposition of Data Caps

Date: 11/28/2016 1:06:26 PM **City/State/Zip:** Katy, Texas 77494

Company Complaining About: Comcast

Description

Comcast unilaterally imposed a data cap on the Houston market without any associated offset in monthly cost. That is to say consumers are now paying the same amount for lesser service. In order to have the same service with unlimited data, it now costs \$50/mo more. This is a clear attempt to force cord cutters back to paying for cable TV due to the bandwidth required to . In a free market, there would be other telecoms options to which i could take my business, but due to the anti-competitive practices of the Comcast corporation in the form of lobbying, the option to change service providers is non-existent.

Ticket: # 1330390 - Comcast data caps

Date: 11/28/2016 2:10:53 PM

City/State/Zip: Hawthorn Woods, Illinois 60047

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have internet only service from Comcast in the Chicago area. Comcast has instituted a 1TB per month data cap where each additional 50GB is charged at a rate of \$10.

It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1TB limit?

We have six members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrairily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1330637 - Stop data caps

Date: 11/28/2016 3:57:26 PM

City/State/Zip: Rohnert Park, California 94928 Company Complaining About: Comcast

Description

Comcast has implemented a data cap on internet service in the state of California this month of 1TB per month. I am vehemently opposed to a data cap on residential wired broadband service. It is completely arbitrary and nothing more than a cash grab by a company that knows it has an effective monopoly on high speed service in the area. I have other options for lower speed service but there is literally no other option for high speed service at my home of 100Mb or more. ISPs should be allowed to adjust pricing to maintain service and infrastructure but data is not the same as other resources like water or natural gas, and should be capped.

Ticket: # 1330911 - Data Caps

Date: 11/28/2016 5:53:00 PM

City/State/Zip: Taylorsville, Utah 84129 Company Complaining About: Comcast

Description

Comcast is misleading the public that there is an issue with data network congestion. This is not true, cost for transport are at the lowest and cost to maintain are the lowest they have been ever.

Major nods are below 10% usage, all that being said there is issues on (RAN) regional area network... ISP vs T2 providers, however, a good amount of that cable was paid for by grants from the Local state and Federal governments.

All this being said the USA has the highest mark up and profit margins around the world. We the people gave them the money to start this and now they are milking us with lies.

http://broadbandnow.com/report/much-data-really-cost-isps/ https://www.akamai.com/us/en/solutions/intelligent-platform/visualizing-akamai/real-time-web-monitor.jsp

Ticket: # 1331206 - ISP Data Caps

Date: 11/28/2016 9:17:00 PM

City/State/Zip: San Mateo, California 94403 Company Complaining About: Comcast

Deceription

Description

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

Ticket: # 1331214 - Internet-COMCAST

Date: 11/28/2016 9:29:28 PM **City/State/Zip:** Katy, Texas 77450

Company Complaining About: Comcast

Description

PLEASE reclassify internet as a utility.

Data Caps are not acceptable.

Comcast's monopoly is not acceptable.

Tielset: # 4004000 On an Intermet/Net Neutrality Company

Ticket: # 1331222 - Open Internet/Net Neutrality Comcast

Date: 11/28/2016 9:41:55 PM

City/State/Zip: Englewood, Colorado 80111 Company Complaining About: Comcast

Description

I have been a Comcast Internet customer for more than 10 years. I work from home and now Comcast has put a cap on Internet usage - not even considering history. Charging \$50 more for something I was already paying for seems unreasonable.

Ticket: # 1331284 - Comcast Data Cap Family of 6

Date: 11/28/2016 10:52:53 PM

City/State/Zip: Clovis, California 93619 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Not only that it exploits those that have larger families or who use the internet as the primary source of entertainment.

Ticket: # 1331323 - Internet data caps

Date: 11/28/2016 11:25:46 PM

City/State/Zip: Clarkston, Washington 99403 Company Complaining About: Cable One

Decarinties

Description

My current isp cableone has a data cap which is now mandatory at 300gbs a month. I work from home and also do not own a cable tv subscription. There are currently some competing streaming services such as slingtv and the upcoming directv now who offer a better service for alot less than cableones tv offering. Due to this low data cap though, i am unable to purchase these services due to nearly hitting the cap monthly. This cap is completely useless in managing the "high cap users" by making people like me purchase a higher cap limit when the product was unlimited before and for a cheaper price. This cap is nothing but a gimick for more dollars and the government should force these companies to quit doing this. They often dont meet their 50mbs or 100mbs speeds so why are they allowed to charge me for data capa and overages if they cant provide their own marketed service.

Ticket: # 1331395 - Comcast Data Cap

Date: 11/29/2016 1:26:32 AM

City/State/Zip: Jackson, Michigan 49203 Company Complaining About: Comcast

Description

Description

To whom it concerns,

Recently Comcast has implemented a data cap in my area. Data caps are a clear violation of free internet as it should be. They serve absolutely no purpose other than trying to squeeze more money out of the consumer. There is no technological limitation to enforce these caps, but rather a financial one.

Caps like these stunt the growth of the internet going forward, and technology as it moves on.

Ticket: # 1331460 - Comcast 1TB limit

Date: 11/29/2016 5:02:02 AM

City/State/Zip: Daly City, California 94015 Company Complaining About: Comcast

Description

Comcast is limiting my data usage to 1TB a month. I use that fairly fast and I didn't agree on this via a survey or anything.

Ticket: # 1331464 - Comcast Data Cap

Date: 11/29/2016 5:10:09 AM

City/State/Zip: Alameda, California 94501 Company Complaining About: Comcast

Description

Data is not a finite resource. It makes no sense for them to start "capping" data ans charging for overages. I have a big family so we definitely go over their 1tb cap. What about if we manage to not go over it, do we get a refund? A prize perhaps. Greedy bastards! Internet is now a necessity for households and slow dsl is not an option for most people, like myself.

Ticket: # 1331466 - Xfinity 1TB Data cap

Date: 11/29/2016 5:16:33 AM

City/State/Zip: Jblm, Washington 98433 Company Complaining About: Comcast

Description

Good Morning to whom may read this,

i'm filing a complaint in regards to the new policy (http://corporate.comcast.com/comcast-voices/you-can-do-a-lot-with-1-terabyte-of-data) now comcast states this is to provide fairness "Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less."

instead of capping it at 300gb they moved it up to 1TB all this has done is instead of the general populace from being punished after downloading some movies or games and watching some streaming service time to time. It is actively punishing those customers who choose not to get Tv or satellite and find some sort of loop hole to get that same amount of money back flowing into there pockets.

Now this wouldn't be a issue if these companies were actively investing into Fiber but they still sit on there old infrastructure and reap billions of dollars or shady business practices and customer service. This is their reaction to your policy regarding a Open Internet/Net Neutrality that was pushed recently.

With the Advent of 4k streaming from Netflix and other like services, young adults are choosing Internet streaming services over the classic tv service due to ease of convinces and avoiding having to deal with shady promotional charges or other bad business practices often used by comcast.

Big ISP don't have any competition because they own all the local ISP and BIG companies are regulated to regions and purposefully don't move into other companies area as to not provide competition. these companies need to be dismantled from their monopoly practices or fined Billions of dollars instead of the feeble millions that has been charges in the recent past. These practices are not going to stop consumers are going to be abused and the very select few within the company will profit with now real innovation or progress in product quality.

Thank you for taking the time to read this. Sorry for all the grammar issues you probably had to endure it's very early in the morning and i should be asleep but after having a heated debate with a coworker on the topic i felt like the issue was worth bringing to your attention.

Ticket: # 1331598 - Comcast Monopoly with FCC Blessing

Date: 11/29/2016 10:15:13 AM

City/State/Zip: Oregon City, Oregon 97045 Company Complaining About: Comcast

Description

Comcast has now moved to change their contractual obligation on non promotional regular service adding the data usage caps and new ways of "nickel and dime" extortion as any Monopoly enjoys, of course with your full blessing. Please provide the Federal or Oregon State law that allows Comcast to do so, and a brief explanation as of what is FCC position regarding such abuse.

Ticket: # 1331690 - Internet Data Cap

Date: 11/29/2016 11:27:12 AM

City/State/Zip: Eden Prairie, Minnesota 55347 Company Complaining About: Comcast

Description

Internet is no longer an option in today's society. Because of the natural monopolies that internet companies create, it is crucial that the power that they have on our society. Implementing data caps and making unreasonable charges for unlimited (\$200 per month) is unethical.

Ticket: # 1331740 - Comcast Data Caps

Date: 11/29/2016 11:54:08 AM

City/State/Zip: West Bloomfield, Michigan 48323

Company Complaining About: Comcast

Description

I live in Michigan and just found out today that my data with Comcast is set at a 1tb cap. I was not informed this change was coming just, one day, I'm suddenly getting an alert that I'm "almost exceeding" their imposed limit. My security cameras use wifi. My smoke and carbon monoxide detectors use wifi. Even my lights use wifi. THIS is the way things are moving, that everything will be connected via wifi. I'm so VERY angry at this moment that companies like Comcast and AT&T can do this, especially after years of being told by wireless providers that "to save your data, use wifi!" I mean, how do I even know that the data they're saying I'm using is accurate? Is there a third party, independent company checking this? According to their records, my usage suddenly spiked in October, just 3gbs away from their cap, and yet the prior two months I was well within the 300gb range or so then all of a sudden "SWOOSH!" and I'm up to 1121 and 944gbs?! Comcast, AT&T, and other companies should NOT be able to impose a cap on the data consumers use; if they're having so called problems providing their service, they need to FIX and IMPROVE their services, not charge more by limiting others. Oh, wait. Sorry. They won't "interrupt" my services, they'll just charge me: "50 GB has automatically been allocated to your account, and that a \$10 charge will be applied to your bill. You will automatically be charged \$10 each time we provide you with an additional block of 50 GB of data, with a limit of \$200 per month." Oh, and I can't opt out of this, to say, well, shut me off, then, so I don't go over. Nope. It's just "pay a potential \$200" or "pay \$50 now for unlimited." Isn't this what we were trying to stop with Net Neutrality? The limiting of data? What do you think they're doing?! Internet usage is only going to be INCREASING, not decreasing, as time goes on. I'm already paying almost \$80 a month for internet as it is; \$130 would be HALF of what I pay for my health insurance, more expensive than my CAR insurance, all for a service I'd already been using but now they feel like capping. I'm so very angry and upset right now and I don't even have the option to switch providers because I'd just be going from Comcast to AT&T with the SAME ISSUE. PLEASE, do SOMETHING to eliminate data caps! If this isn't an issue for most people, now, I can GUARANTEE in the future, it will be. NOW is the time to stop it.

Ticket: # 1331763 - Data Caps

Date: 11/29/2016 12:08:57 PM

City/State/Zip: Oakdale, Minnesota 55128 Company Complaining About: Comcast

Description

Description

Comcast introduced data caps into the Twin Cities, MN market. This unfairly targets users who do not use Comcast's cable TV packages, "cord-cutters", for using more data.

The metrics for measuring data usage are flawed, imperfect, and prone to inflation and corruption.

Data caps also allow for practices directly against the spirit of net neutrality like, for instance, exempting a streaming service owned by an ISP from these data caps.

This problem needs to be addressed.

Ticket: # 1331901 - Comcast's ridiculous data cap

Date: 11/29/2016 1:00:19 PM

City/State/Zip: Houston, Texas 77071 Company Complaining About: Comcast

Description

Comcast has put up a 1 terabyte data cap on my monthly billing! This is a clear violation Net Neutrality rules adopted by the FCC. Comcast is even using data caps to prevent competition to their media services. The internet should be a utility at this point.

Ticket: # 1332028 - Data Cap

Date: 11/29/2016 1:45:27 PM

City/State/Zip: San Jose, California 95125 Company Complaining About: Comcast

Description

Despite using only 400-600GB of data per month, SUDDENLY when the 1TB data cap is introduced (Nov. 1) our monthly usage is now at 1067??? Something is fishy here.

Also, the data from Comcast's streaming service doesn't count towards your monthly usage?! This is anticompetitive. Comcast is a monopoly.

I was never informed of this change, I never signed a new contract. I fundamentally disagree with data caps. Comcast is a monopoly in my area - so I have no recourse. They can gouge me for whatever price they want. This is wrong. Please stop all data caps!

The internet should be a public utility to keep greedy corporations like comcast from sucking their customers dry to fill their own pockets.

Ticket: # 1332501 - Comcast Data Caps

Date: 11/29/2016 4:36:49 PM

City/State/Zip: Grand Rapids, Michigan 49504 Company Complaining About: Comcast

Description

I never received a notice from Comcast that they were going to be adding a data cap to my service. They capped me at 1TB which is easy to blow through when you download your video games that are 50gb a piece on your console/PC. I have no other options in my area for BROADBAND (by definition 25mb+). I never agreed to this in my contract when I signed up for the service. How can they change my contract with them mid term?

Ticket: # 1332587 - Data caps

Date: 11/29/2016 5:14:51 PM

City/State/Zip: Koppel, Pennsylvania 16136 Company Complaining About: Armstrong Cable

Description

Armstrong put into effect data caps 3 years ago and the cap is simply to small. They practically force you to bundle there services together in order to get a larger cap. This is a terrible practice especially when files are only getting larger. Please look into this issue to see if the caps can at least be on par with a company like Comcast at a Terabyte instead of the current limits.

Ticket: # 1332747 - Data cap **Date:** 11/29/2016 6:40:59 PM

City/State/Zip: Willits, California 95490 Company Complaining About: Comcast

Description

There are 7 people living in this house, one terabyte is not enough data for us. When we signed up for Comcast internet we signed up for unlimited access. Not for only one terabyte. I tried to find another isp with unlimited data, but Comcast is the only available option in this area. it is currently the end of the month and we've had to stop what we usually do for the past few days just to not go over the cap.

Ticket: # 1332818 - Capping Internet Usage by Comcast

Date: 11/29/2016 7:18:46 PM

City/State/Zip: Arvada, Colorado 80005 Company Complaining About: Comcast

Description

Comcast never notified me prior to them changing the internet agreement that as of November 1st they will be capping my internet at 1 Terabyte. I only knew of this change when they sent me an email that I will be reaching a limit that I didn't even know existed. I called and Comcast customer service told me they believe this is fair and will be charging \$50 extra for unlimited internet service of \$10 per 50 gigabytes used. I believe this is unfair to me as a consumer who is with Comcast for approximately 20 years especially since there is no competitive provider in the area that I could switch to.

Ticket: # 1332832 - Internet Data Usage Caps/Fees

Date: 11/29/2016 7:31:42 PM

City/State/Zip: Vacaville, California 95687 Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the Bay Area of California area. Comcast has instituted a 1TB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1TB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. I only have two (2) members in my household and use over 75% of my cap while purposefully paying attention to avoid overage fees. I do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrary and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Subsequently, we are in an era of "cord-cutting" and advancements in technology (3D, 4k UHD, Virtual Reality) that dramatically increase household usage of data. Data caps harm the consumer, they stifle progress to the television/streaming market, they stifle innovation by limiting streaming capabilities of individual users. Time and time again Comcast and other large telecoms that they are incapable of fair practice, fair pricing, and progress. They continually interfere with municipalities that attempt to have their own ISP at a cheaper rate, or introduce competitors like Google Fiber. Comcast et al. are anti-consumer, anti-competition, and carry monopolization in many municipalities.

Ticket: # 1332897 - Michigan Comcast Data Caps

Date: 11/29/2016 8:35:19 PM

City/State/Zip: White Lake, Michigan 48386 Company Complaining About: Comcast

Description

As a business owner, freelance worker, and person who works from home for both it is vital that the Internet be and remain fair and open. As of November my access to this key asset is being hampered for the profit of my ISP - Comcast. Data caps are arbitrary as evidenced from the unlimited resource of data and the increase of caps to 1TB after backlash originally as well as numerous studies, articles, and other well supported sources who can put these concerns far more eloquently than I am able to.

These issues are vital to those of us who utilize the Internet for work and recreation. Comcast is arbitrarily setting a cap and offering an unlimited option through a second arbitrary price set.

Ticket: # 1332914 - Data Caps, extra fees, and Intrusive Notifications

Date: 11/29/2016 8:45:33 PM

City/State/Zip: Sandy, Utah 84070

Company Complaining About: Comcast

Description

Xfinity/Comcast in my area recently instantiated a data cap limitation and I hit it yesterday. Since then many pages I would like to access have been spammed with Xfinity notifications injected into the page, or the pages were blocked outright with a notification that I could not dismiss.

It's one thing to introduce a data cap, but to inject content into pages I visit to hinder them or make them unusable is ridiculous.

On top of that, I pay for an internet connection at a speed. 1TB is not much data when you consider I get 60mbps download speed. In theory, I could use my entire cap in a day and a half of downloading full speed.

The only viable alternative to Comcast/Xfinity where I live is CenturyLink DSL @ 5mbps, which is unreasonably slow for normal usage.

Ticket: # 1333005 - Comcast Financial Cap

Date: 11/29/2016 9:53:43 PM

City/State/Zip: Los Gatos, California 95032 Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure: I'm not a Comcast customer, I am with Time Warner (now Spectrum). I do not have a data cap but average right around 2TB per month with what I consider normal usage, at least for the next generation. Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

Ticket: # 1333046 - Data Caps and fees unreasonable

Date: 11/29/2016 10:32:36 PM

City/State/Zip: Eglin Afb, Florida 32542 Company Complaining About: Cox

Description

The new 1tb/mo limit is highly unreasonable and the charges past it are unwarranted. There is no ability to pay for additional bandwidth and so people are forced to remain in that cap or pay fees. Heavy users whom may need the higher bandwidth due to the increasing use of data devices and streaming services in the average home are left with no option to avoid paying high fees. My contract did not originally have a data cap limit and now they decide to bait and switch and modify the terms of our agreement. Disgusting practice for a company. In my area there is no competitor and so we are forced to deal with their terms only and they can freely adjust whatever they want and we must follow suit as we have no other choice for internet.

Ticket: # 1333048 - Data Caps

Date: 11/29/2016 10:34:43 PM

City/State/Zip: Freeport, Maine 04032 Company Complaining About: Comcast

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year.

Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money.

Ticket: # 1333118 - Comcast Data Cap

Date: 11/29/2016 11:52:12 PM **City/State/Zip:** Payson, Utah 84651

Company Complaining About: Comcast

Description

Description

Comcast informed us of a 1TB data limit with a 10 dollar charge every for 50GB over. This is a HUGE financial penalty to those who have many users in one household. It would would be more that double what we pay if we hit the \$200.00 threshold. We are stuck as we have no other provider in our area. When we signed up there was never a mention of this, and it is an unfair plan to deal with congestion. They just want to make more money.

Ticket: # 1333142 - Internet Data Caps

Date: 11/30/2016 12:37:03 AM

City/State/Zip: Fremont, Ohio 43606

Company Complaining About: Buckeye Broadband

Description

Buckeye broadband systems imposes a data cap on their internet plans. Data is not a finite source and should not be regulated as too how much is used. Buckeye broadband is the only service provider in the area with actual hi-speed internet. If the consumer goes over the limit each additional 50 gigabytes is charged at a \$10 rate, but if the user purchases an additional 100 gigabytes the rate is also \$10. This allows for unknowing consumers too accidently be charged more if they don't buy the additional amount. In addition, the added data is not removed at the end of the cycle leaving it to increase the prices for the oncoming month.

Ticket: # 1333157 - AT&T Date: 11/30/2016 1:01:14 AM

City/State/Zip: Bentonville, Arkansas 72712

Company Complaining About: AT&T

Description

AT&T continually practices anti competitive behavior. After their acquisition of DirectTV, furthering their monopoly, they now have launched a DirectTV service that won't count against your At&T data cap. Data Caps are incredibly wrong and AT&T making sure their own services don't count against your data cap that they set in place solely to make more money is atrocious and needs to be stopped. It suffocates competition like PlayStation Vue and Netflix. We need telecoms to be broken up like the big banks in the 1900s. We cannot afford to let telecom tyrants rule our data and information

Ticket: # 1333180 - Comcast Data Cap

Date: 11/30/2016 1:58:57 AM

City/State/Zip: Fairchild Afb`, Washington 99011

Company Complaining About: Comcast

Description

DO NOT CAO MY HOME DATA USAGE! This seems illegal to me. It absolutely has to be stopped. You are telling me that my extensive research for my university is limited? Unbelievable.

Ticket: # 1333296 - AT&T Blatantly Violating Net Neutrality with DirecTV Now Service

Date: 11/30/2016 10:24:03 AM

City/State/Zip: Gainesville, Florida 32608 Company Complaining About: AT&T

Description

I'm sure this won't be the only complaint the FCC receives about it, but you need volume before you'll be bothered to do anything about it.

FOREWORD: I DO NOT WANT THIS MESSAGE FORWARDED TO THE OFFENDING PARTY WHO DOES NOT CARE ABOUT MY COMPLAINT. THAT IS AN UNACCEPTABLE SOLUTION TO THIS PROBLEM. YOU, THE FCC, NEED TO TAKE ACTION TO ACTUALLY DEFEND NET NEUTRALITY INSTEAD OF JUST TALKING ABOUT IT. ANY OTHER RESPONSE IS UNACCEPTABLE.

I am sick and tired of the FCC standing idly by while ISP's imagine new ways to attempt to submonetize certain types of internet services. There is no acceptable reason why any traffic should be given preferential treatment. Now, instead of speed of delivery, ISP's are using data caps to create a vehicle to deliver 'prioritized' traffic to consumers and charge them extra for it. Inherently, this is the exact problem net neutrality was supposed to avoid: allowing internet service providers to decide which services win and lose in the internet marketplace.

This is unacceptable. Cox's data caps (while not charging data used for Cox's own smart TV data services) are unacceptable. Comcast's data caps are unacceptable.

Until the FCC does something to actually defend the net neutrality principle, I remain in total discontent with how this organization is run.

http://www.theverge.com/2016/11/29/13774648/fcc-att-zero-rating-directv-net-neutrality-vs-tmobile

Ticket: # 1333333 - inaccurate data use meter.

Date: 11/30/2016 10:54:17 AM

City/State/Zip: Ranger, West Virginia 25557 Company Complaining About: Armstrong

Description

They rolled over 39 gig to my next months allotment of data (300 gb). I should have had 240 gig in total for the last month. The meter they have on their website is HIGHLY inaccurate! Now they are saying I went 40 gig into the next month!

Ticket: # 1333380 - Comcast Data Cap

Date: 11/30/2016 11:23:33 AM

City/State/Zip: Denver, Colorado 80230 Company Complaining About: Comcast

Description

Seemingly simultaneous with the onset of UHD streaming and ad-hoc television subscriptions via internet, Comcast has put a "friendly" data cap on hard line services. I work in IT for a large business and understand how these infrastructures are set up. There is no reason for them to be putting these kinds of data limitations on consumers other than to squeeze out some extra cash from those trying to avoid their cable TV service. There are already very strict limits on upload speed to prevent people from running services from their homes. These new limits are now squeezing cash out of people wanting to use their home devices to access what should be an open web. The data limit doesn't prevent people from using their speed to the fullest throughout the rest of the month. This means that if capacity was an actual issue they have would be having issues at the beginning of every month. If that was happening then they would need to involve more than just a data cap to be applied.

When I This is the first time I've ever been put on a data cap and am 100% convinced that it is simply a money grab scheme put in place to not limit our data, but to limit our options as consumers who are displeased with their cable TV service and charge us extra if that is what they want to do with our private connection.

What's more appalling is that they essentially force us to have their cable TV service by making bundles packages cheaper than the ad-hoc choice. Why should internet+TV be cheaper than internet alone? While I understand a business is a business, I do not think sly legal schemes should be allowed in a field where our service choice is usually limited to only one provider.

Ticket: # 1333527 - BS data caps

Date: 11/30/2016 12:20:21 PM

City/State/Zip: Colorado Springs, Colorado 80925

Company Complaining About: Comcast

Description

Comcast should not be able to limit monthly data and send popups on my computer notifying me i'm getting close to the data cap.

Ticket: # 1333960 - Comcast Data Cap

Date: 11/30/2016 3:26:58 PM

City/State/Zip: Eugene, Oregon 97408 Company Complaining About: Comcast

Description

Comcast introduced a data cap to consumers. With modern internet and entertainment requiring more data, their data cap will cause millions of consumers to be charged fees. I challenge that Comcast is stepping on our rights to information and creating barriers to how much information we can consume without incurring additional charges. With the movement of a more connected lifestyle these data caps are a move backwards and will only hurt other service providers that require consumers to be connected without data limitations.

Ticket: # 1333988 - Comcast abuse of monopoly powers to gouge internet customers

Date: 11/30/2016 3:36:54 PM

City/State/Zip: Tacoma, Washington 98406 Company Complaining About: Comcast

Description

Description

I filed a complaint (#1252105) with the FCC regarding Comcast's implementation of a data cap for residential internet users. Comcast eventually replied to the inquiry made by the FCC on my behalf (clearly violating your instructions by taking 40 days to initiate a response instead of the 30 days because they have no incentive to follow any rules) and basically repeated the same material provided in their initial announcement imposing the caps in the first place, as if my complaint was out of ignorance for what it was being imposed for.

I found their response highly offensive as it assumed I was completely ignorant of their motives, of what their new 'policy' encapsulates, and it did nothing to address their blatant abuse of monopoly power, their attempt to extort money from people using their service under the guise of making them pay for network congestion that simply does not exist.

I demand that the FCC open a public inquiry into deceptive practices and blatant abuse of their monopoly (as I have no ability to switch to a competing cable internet provider) being made by Comcast in a very clear 'money grab' that does nothing to service their customers. This is absolutely a way for Comcast executives to line their pockets with the hard-earned money of the average joe who actually has to work to pay the already outrageous cost of cable internet.

Ticket: # 1334028 - 1TB data cap

Date: 11/30/2016 3:55:23 PM

City/State/Zip: North Ogden, Utah 84414 Company Complaining About: Comcast

Description

I do not see how Comcast is allowed to change their plans to charge and target users that consume media in this form. The details of my home internet plan have been switched, without my approval or input, to a cap of 1 TB per month with an additional automatic \$10 charge for every 50GB of data over that.

This will and has adversely affected my every day use of my service, I have had to cut back on my online activity's and being a server administrator/owner I need to transmit 1 TB+ of data on a frequent basis. I intended to begin doing real time hard disk syncing of data but now I cannot. Yes I know I could pay 50 more dollars per month to get unlimited, but the point that Comcast / Xfinity should cap overages should be 50 not 200. I do not approve of your changes to your business model, you have not asked for my input, I do not believe you should be allowed to manufacture consent to change terms and agreements of business between current customers with out implicit agreement of both party's.

I also believe you have breached the net neutrality expectation I hold on your company as I am doing business with you as a customer. I pay for a connection Tier 150 Mbps; I don't pay you to charge me by the gig. You are not a cellphone provider nor will I continue to allow you to charge me as though you are one.

Given in the past as your customer you with out my consent placed me on a contract when I implicitly stated I don't do business via contracts and then took months to fix this issue only shows to hold your track records and customer abuses.

Finally I don't believe your statistics are accurate enough to charge overages, if your unable to guarantee 100% accuracy of your traffic metering in real time, you have no business charging extra for data usage you cannot verify is 100% accurate.

It would be like me going to buy grapes at my local store and getting charged for 100 grapes when I only have 90 in the bag, there is a weight difference and that is why it has to be put on a scale to verify its cost and adjusted if necessary. As there is no official weight & measures for internet traffic accounting you cannot prove beyond a shadow of a doubt that the data usage is accurate enough.

If you can get Unlimited for \$50 more per month, why then is the cap for overages \$200? this appears to me like a money grab and I already pay well enough for my service.

footnotes: As of right now I cant even log into your My Account to check my data usage or get my account number.

Ticket: # 1334262 - Comcast Data Cap

Date: 11/30/2016 5:43:04 PM

City/State/Zip: Layton, Utah 84041

Company Complaining About: Comcast

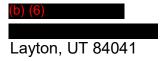
Description

Dear FCC,

As you probably know, Comcast just implemented a data cap on all users. In the first month my family went over the cap through normal internet activities - video and music streaming and an online backup service with no abnormal downloads besides restoring the online backup for one computer (about 60 gigs). Based on my families usage, the cap must count both upload and download tragic. This cap is particularly troubling since Comcast is the only option My neighbors and I have for fast internet since the only other service is through the phone companies copper lines and terribly slow, their customer service is terrible and the wait for a technician to come to your house for repairs has repeatedly been 4 weeks. This gives the impression I live in a rural area but I live in a city of 70,000+ right in the middle of a county of 1 million+ in a census bureau combined statistical area of over 2.4 million. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. This last one is particularly applicable to my neighbors and I.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,



Ticket: # 1334578 - Data Caps

Date: 11/30/2016 8:44:33 PM

City/State/Zip: Federal Way, Washington 98003-4101

Company Complaining About: Comcast

Description

Data caps are unreasonable and unlawful. The internet should not be rationed.

Ticket: # 1334591 - Comcast Data caps and contract breach

Date: 11/30/2016 8:48:20 PM

City/State/Zip: Colorado Springs, Colorado 80921

Company Complaining About: Comcast

Description

Hi,

I have a one year contract with Comcast. They recently e-mailed me and informed me that they are putting a 1 TB data cap on my account. There is no mention of a potential for a data cap in my contract and they provided no recourse for breaking the contract without a ETF despite their unilateral change of terms. I believe there should be some recourse to leave the contract since they changed the terms. Second, applying a data cap against hardline (non-wireless) broadband is nothing more that profiteering. Demand on the part of consumers isn't using anywhere near Comcast's bandwidth capacity.

Ticket: # 1334745 - Comcast internet restrictions

Date: 11/30/2016 10:58:30 PM

City/State/Zip: Livermore, California 94550 Company Complaining About: Comcast

Description

Hello,

I was having problems connecting to the internet on Monday November 28, 2016 and I thought it was having problems with it being Cyber Monday., come to find out, my data was cut off because of a new policy that Comcast implemented on November 1, 2016

I pay over \$200 to Comcast and they are turning my internet off because I use too much Data!!

That isn't acceptable to me. I pay my bills online, I have a home network that I am not able to use any more my security cameras do t work any more and I am pissed that a conglomerate of this size can do this to the consumer

I hope that you can remove these restrictions from my home and everyone else's home that they have done

Ticket: # 1334791 - Comcast 1TB Cap

Date: 12/1/2016 12:34:53 AM

City/State/Zip: Highlands Ranch, Colorado 80130

Company Complaining About: Comcast

Description

Comcast is changing the terms of services promised and contracted without opportunity for either negotiation or arbitration. Their claim that the revised caps do not inhibit the most common internet usage patterns viz a viz video streaming are ignorant of already-existing trends toward higher quality video including 4k. Using Netflix 4K as an example it consumes 15+GB/hr which can hit the cap within days, not a month.

In other words, under the new cap, users with existing 4K televisions who wish to watch 4k content at the same rate as they do current HD content would very easily hit and exceed the cap.

The additional complication of Comcast's de facto monopoly makes this unilateral change to the terms of service an unreasonably burdensome one on consumers, and should be strenuously opposed in favor of maintaining an open internet that encourages innovation.

In talking to them directly the cap is not enforced if I obtain several hundred more dollars of service from them. Their own streaming services are not counted against this cap however competitors are. Being in IT networking I understand how this works and the costs involved and this is simply a money grab against those of us who cut the cord and more importantly net nutrality.

My only other option is DSL from CenturyLink. If they or Google Fiber come here I will pay the early term fee and leave Comcast in a heart beat.

Ticket: # 1334856 - Comcast Data Cap

Date: 12/1/2016 3:57:50 AM

City/State/Zip: Pueblo, Colorado 81004 Company Complaining About: Comcast

Description

To whom it may concern,

I am contacting the FCC in light of Comcast special recent data cap limit. Comcast recently placed a cap of 1 terabyte on my cable Internet. The data capture seems to be nothing more than comcast lining their profits as they try to undermine the growing fierce competition of online streaming services such as Hulu and Netflix. These online streaming services are far cheaper than comcasts canble TV pricing, in which they place popular TV networks in more premium packages to squeeze the dollars out of its customers. The data capture personally effects me as comcast has essentially created a monopoly in my market (Pueblo, CO). I would like to simply switch to another provider, but CenturyLink, an Internet provider in the area, doesn't service my area; thus I am caught in the greed of a corporates will to force customer like me into their massive media conglomerate. Also my usage of data is due to online streaming of movies, as well as my spouse upload/download of gaming, along with others in the home constantly connected to WiFi on their mobile phone and/or tablet. I am very concerned comcasts statement of the data capture only affecting 1% of its customer base is only true momentarily but as stated before, with the advancements in resolution and 4k technology combined with the popularity of streaming services, comcast must be fully aware in the near future a majority of its customers base will soon exceed the 1tb cap, thus forcing customer into larger packages, increasing monthly cost on already cornered market. I strongly urge the FCC to oversee the true reasoning behind this data capture, and ultimately urge comcast to comply with FCC regulation and rules so the consumer isn't further cornered into a very monopolized market. Thanks,

(b) (6)

Ticket: # 1335173 - Comcast capping data usage

Date: 12/1/2016 12:30:28 PM

City/State/Zip: Elk Grove, California 95757 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. Sincerely,



Ticket: # 1335534 - Data Caps Stifling Competition

Date: 12/1/2016 2:41:45 PM

City/State/Zip: Boise, Idaho 83709

Company Complaining About: Cable One

Description

I wanted to show my support for ending consumer internet data caps. Companies like Cable One are eliminating solid streaming TV choices like Netflix and Sling by placing unreasonable data caps on home internet. I feel they are doing this just to prevent families like mine from having the option to move to cheaper more modern alternatives to TV. They also don't offer reasonable scaling of internet usage. My basic plan for 300 gb data is 50 a month, but to go to 500 gb data is an extra 125 dollars a month. There is no option to up data limits and keep speeds the same.

Ticket: # 1335546 - Comcast data caps.

Date: 12/1/2016 2:47:02 PM

City/State/Zip: Sacramento, California 95822 Company Complaining About: Comcast

Description

Hello members of the FCC. I have a few complaints about Comcast. First as of November 2016 Comcast/Xfinity started capping data in the state of California. Normally I wouldn't have a problem with caps. However Comcast as little to no competition in the Sacramento at competitive prices. The area I live in, I get two choices. Comcast or AT&T. I sent out a few emails to companies such as CCI and Frontier. They both have me the same response. We have no plans to bring service to your area. How is this fair? I wouldn't have such a problem with caps, if Comcast charged less for it service. My other issue I have, how is legal Comcast can inject a pop-up in my browser's when I go over my data cap. There are other way to notify me. Please see the attached file. Thank you for your time.

Ticket: # 1335618 - Internet provider data caps

Date: 12/1/2016 3:08:08 PM

City/State/Zip: Fort Collins, Colorado 80526 Company Complaining About: Comcast

Description

I am writing to inform you (as you already have been I'm sure) that Comcast and other ISPs are introducing data caps on internet service in most states. This will have a completely negative effect for all customers of any internet provider, and will only serve to increase Comcast revenue and profits. No benefit whatsoever will be provided to the customer with these data caps. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. We pay for the amount of electricity, gas, and water for our homes, but we get full access to it. No limits on gallons, amps, cubic feet, etc. The internet providers in this country are doing what no other utility or service provider has done.

It is my hope that with the number of complaints your office is receiving, action is taken against these corporations to prevent infringements such as data caps. Again, the only purpose they serve is to protect the revenue stream to internet providers. No services or benefits will be provided in any way to the consumers. I do expect the FCC to take action on this issue as paying customers are being denied access to the very service they are paying full price for. Comcast and all other internet providers pushing these data caps are limiting customer usage for so-called "rationing", as if the internet runs on a limited commodity. Broadband is not limited, we can always increase the amount of broadband. They are essentially charging you to install windows, open the windows, then charging you if too much air enters the window. Comcast and other ISP's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than protect their profits and revenue.

Consumers deserve better, please take action against these useless data caps.

Ticket: # 1336205 - Comcast forcing data caps on customers...

Date: 12/1/2016 7:51:08 PM

City/State/Zip: Sunnyvale, California 94089 Company Complaining About: Comcast

Description

... unless you pay them an extra \$50 a month. As someone who frequently works from home in the IT industry, this greatly limits the amount of work I can do when not in the office. I can't host our backups in my home anymore for the small business I work for thanks to this download cap.

Ticket: # 1336454 - New Data Cap

Date: 12/2/2016 12:16:57 AM

City/State/Zip: Graham, Washington 98338 Company Complaining About: Comcast

Description

My Provider recently started enforcing, without notice, a new data cap on the amount of internet provided in my service plan each month. They are then charging extra for either 1. An "unlimited plan" or 2. \$10 extra for each 50Gb over to a maximum charge of \$200

Ticket: # 1336457 - Complaint against Armstrong Communications Internet Service

Provider

Date: 12/2/2016 12:24:32 AM

City/State/Zip: Medina, Ohio 44256

Company Complaining About: Armstrong Utilities, Inc. (zoom Internet)

Description

I have three complaints against Armstrong:

- 1. Armstrong is operating a MONOPOLY as the SOLE provider of broadband internet and cable television in the Medina, OH area. I have tried to secure service from numerous other cable providers and cannot due to lack of competition.
- 2. Their low data caps are designed to prevent the use of streaming products such as Directv Now, Amazon Prime, Netflix, and Hulu instead of their own cable TV. This is an abuse of their local monopoly on broadband internet.
- 3. Extra bandwidth that is paid for when going over the monthly data limit does not rollover into the next month.

Proposed Remedies:

- 1. Armstrong should allow broadband cable and internet competitors to enter the Medina, Ohio market.
- 2. Armstrong should be prohibited from counting competing streaming services such as Directv Now, Amazon Prime and Netflix against their data cap until such time as there is a competing service.
- 3. Armstrong should have to raise their data caps to at least 10 times the level of speed purchased in Gigabytes. (IE, a 55MB connection should have a minimum data cap of 550GB).
- 4. Armstrong should allow for bandwidth rollover when the bandwidth that is paid for is not used in a given month.

Ticket: # 1336492 - Comcast placing a cap on my internet

Date: 12/2/2016 1:42:23 AM

City/State/Zip: Beaverton, Oregon 97007 Company Complaining About: Comcast

Description

I just found out Comcast is placing a CAP on my Internet Service. This is unacceptable. I called Comcast no fewer than 7 times to close my account. I have interacted with people whom I cannot understand, requested to speak to a representative in the United States to only be met with resistance and impertinence. I will not deal with any Internet Provider that places a cap on my internet service. I was given the impression that I would have to pay a fee to end my service. I complained to the point that this fee would be "waived". This is unacceptable.

Ticket: # 1336609 - Comcast 1TB Data Cap

Date: 12/2/2016 10:33:51 AM

City/State/Zip: Knightstown, Indiana 46148 Company Complaining About: Comcast

Description

On Nov. 1st 2016, Comcast enabled the 1TB data consumption cap on my service. I don't have TV service and mostly stream entertainment. I have 5 members in my family, 3 of them are teenagers. Everyone has access to Netflix, Hulu and Amazon Prime in their rooms.

I'm currently on a 75Mbps x 10Mbps premium internet package from Comcast and I pay close to \$100 a month. Comcast has the same 1TB data cap across the lowest tier package which is 10Mbps x 5Mbps.

So essentially, I am paying a premium for monthly service which is capable of providing me with higher speeds. In turn this uses more data at faster rates than the slower packages.

The overage charges detailed out is \$10 per 50GB over 1TB up to \$200 max per month. If you are fearful you may go over the limit, they have a \$50 unlimited data cap option.

It appears Comcast is targeting customers who don't purchase their TV service to pay an extra \$50 a month for the same service I'm already paying a premium for. I live in rural Indiana and have no other options for high speed connectivity that compares to Comcasts offerings.

Ticket: # 1336931 - FCC is not doing enough on Bandwidth cap abuses

Date: 12/2/2016 1:22:01 PM

City/State/Zip: Murrayville, Georgia 30564 Company Complaining About: Hughes Net

Description

How many years has it been since the FCC has been dealing with the bandwidth abuses alongside the new Internet rules? I see more protecting the cable companies than helping the average American citizen. This complaint is against the FCC as a whole. Over 85% of college students go empty handed when they graduate. I cannot finish it due to the poor Internet where I live. As you know, using the Internet is not a luxury anymore, but the cable companies are continually giving us a bad deal regarding using it. I am sure you have piles of complaints from me already. When you all going to address at least one of them... including this one? Due to I am not working due to health issues, I am not paying any taxes... including what is paying your paychecks each month. I will be happy to write President Trump to either clean your swamp or have someone to replace you if not get rid of the damn FCC altogether. Modern technology needs all Americans to have unlimited bandwidth usage, in the homes, without having the cable companies/ISPs charging us all \$400 or more each month. If you are deliberately ignoring me, for humanity's sake tell me, and I will write my Congressmen/women instead. I will tell them my disgruntles to them. Due to I had technical training at Lanier Technical College in Oakwood, GA, I thought I could talk to you civilly. I am fed up with this. I am 50 years old (November 22, 2016), and I started my 18 years of post-secondary education when I was 31. I am not asking for the moon. Just the necessities I need to win in life.

Ticket: # 1337314 - Comcast/Xfinity Data Caps

Date: 12/2/2016 4:29:31 PM

City/State/Zip: Pollock Pines, California 95726 Company Complaining About: Comcast

Description

I filed a complaint. Comcast sent the following email: This email is in response to the complaint submitted to the Commission.

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

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

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. 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 online upon log in.[3]

Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter by email to the consumer as confirmation.

Sincerely,

Comcast National Customer Relations

This still does not answer my question as to why they are permitted to provide a lower volume of internet access for no reduction in price. Your comment is appreciated, hopefully before DT becomes President and ruins all the progress that has been made to date.

Ticket: # 1337594 - Comcast Data Caps

Date: 12/2/2016 7:09:40 PM

City/State/Zip: Portola Valley, California 94028

Company Complaining About: Comcast

Description

I filed a complaint over a month ago regarding Comcasts new 1TB Data caps.

In that complaint I outlined my point that having Data Caps could harm not just consumers whose entertainment and daily lives are moving more and more to an online presence, but also businesses would be less able to compete for consumers limited amount of bandwidth.

Comcasts argument that most of its consumers today, many of which were already under stricter Data Caps, use less than 60GB of their bandwidth, means nothing as the continued migration of services moves towards the Internet.

In their response to my original complaint they addressed none of my concerns, and instead responded with a copy/paste style response about the 'Pro-consumer' move of limiting bandwidth for customers.

Which brings up another point;

If Comcasts service is so bad that one user can utilize the network that they paid for, and that usage can affect other users of Comcasts service. Isn't that Comcasts fault?

If Comcast is unable to provide adequate service to paying customers, then why should we pay to use less of Comcasts sub-par network?

My original complaint still is relevant since they did respond to any of it directly.

Ticket: # 1337609 - Comcast XFinity is Zero-Rating their own Video Services with

Usage Caps on Internet Usage

Date: 12/2/2016 7:21:45 PM

City/State/Zip: Fairfax, California 94930 Company Complaining About: Comcast

Description

On October 24, 2016, I received a letter from Comcast Xfinity saying that my data usage was high. I currently have TV, Internet, and Phone service through Comcast and use all three services. I contacted Comcast on 10/25 and the service person explained that only internet usage was metered in the data cap but cable service which was transmitted over the same IP network and came through the same wires was not metered and did not contribute to the cap. This defines a preference for the Comcast services because there is a "Zero Rating" for the Comcast services.

Ticket: # 1337741 - Data

Date: 12/2/2016 9:13:03 PM

City/State/Zip: Wisner, Louisiana 71378 Company Complaining About: Straight Talk

Description

After 5mg data it stops working and it's supposed to be unlimited

Ticket: # 1337753 - Comcast data cap is unethical and violates net neutrality.

Date: 12/2/2016 9:31:01 PM

City/State/Zip: Bloomington, Minnesota 55420 Company Complaining About: Comcast

Description

Comcast has instituted a data cap on broadband service. They do not provide consumers with an explanation as to how their internet usage breaks down, or if Xfinity OnDemand counts against the cap. Comcast claims that the vast majority of users won't be impacted by the cap, so then why are they doing it? They are doing it only to generate additional revenue from a utility service. This is the type of behavior that regulators are supposed to stop.

Ticket: # 1338220 - Data Caps

Date: 12/3/2016 1:53:11 PM

City/State/Zip: Charleston, South Carolina 29407

Company Complaining About: Comcast

Description

Comcast and the other monopolized internet provider will soon itroduce data caps. What does this mean? Internet usage will be an expensive commodity that will hinder progress in this country. Corporrate greed will affect and effect small businesses like mine.

The answer is simple: ANY cap is unacceptable, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by oversaturation of bandwidth. When ISPs start capping services, they're not trying to prevent congestion. They're trying to arbitrarily limiting your service to get them more money, and that's the only reason they do it. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

Also fuck Comcast.

For more evidence, please refer to this site

http://www.diffractionanalysis.com/opinions/2011/11/do-data-caps-punish-the-wrong-users

Ticket: # 1338304 - Data Caps Comcast

Date: 12/3/2016 3:32:00 PM

City/State/Zip: Blaine, Minnesota 55449 Company Complaining About: Comcast

Description

Despite the cost of providing data to customer going down, and ever improving technology. Comcast has decided that it time is best spent deceiving customers. By convincing them that the new 1TB only affects a small portion of the population. While this may and be true. More and more people are cutting the cord. Of course streaming video does take a lot of data. Instead of allow it cable service to die the slow death that it deserves, or working with sites like netflix to provide new services. Comcast has decided to provide the same service it did before with "unlimited" data for 50 dollars more.

Comcast has admitted through many avenues that this is unnecessary.http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion

One has to worry about the future, and what other ways comcast will try to gurge it on service in an attempt to garner more money from customers.

Ticket: # 1338387 - Metered internet

Date: 12/3/2016 5:10:18 PM

City/State/Zip: Jacksonville, Florida 32207 Company Complaining About: Comcast

Description

Comcast XFINITY has recently implemented data caps across all tiers of internet service in Florida. While I currently use between 25-30% of the allowance, the nature of technology virtually ensures that number will steadily rise. It seems that these caps are meant as a deterrent for those who, like myself, have decided to not pay for cable TV service. Due to internet access being a duopoly in my area (and most others, if not a monopoly). I am left with no recourse to their practices that harm myself and all consumers.

Ticket: # 1338426 - Internet Data Caps

Date: 12/3/2016 5:59:09 PM

City/State/Zip: Ashland, Kentucky 41102

Company Complaining About: Armstrong Cable

Description

Description

I am an Armstrong Cable internet customer and I have a monthly data cap on my internet usuage. I just read that the FCC wouldn't allow Time Warner to put data caps on customers. If one company can't do it then another shouldn't be allowed to.

Ticket: # 1338541 - Internet data caps

Date: 12/3/2016 9:02:22 PM

City/State/Zip: Kalama, Washington 98625 Company Complaining About: Comcast

Description

I feel it is unacceptable that Comcast has a new 1tb monthly limit. They are doing th is because there in no competition in this area. America already has some of the worst Internet services in the world and this is bring the bottom line down even lower.

Ticket: # 1338636 - Data Caps

Date: 12/4/2016 12:00:04 AM

City/State/Zip: Tallahassee, Florida 32312 Company Complaining About: Comcast

Description

Comcast recently instituted a data cap on our home internet service. This cap was not in place when we originally signed a two year contract last July. As a consumer, this is extremely upsetting. This feels like a "bait and switch" where we were promised a certain level of service when we signed our contract (no data caps) and the terms of that contract have now changed and we are forced to accept them with no recourse. In addition, the very concept of data caps on home internet is concerning. An internet connection is no different than an electric connection as it does not cost the provider anything additional when I use more or less data. I feel that Comcast should not be allowed to institute data caps in the first place, they should immediately cease enforcement of the current data caps, and we should be allowed to break our contract penalty free as they changed the terms without notice. I would ideally like to receive some sort of compensation from Comcast for the months in which they enforced the data caps as I have had to spend valuable time monitoring my internet usage; something I do not want to do and would never have voluntarily signed up for.

Ticket: # 1338687 - Comcast Data Cap Unjust and Illegal

Date: 12/4/2016 3:39:45 AM

City/State/Zip: San Jose, California 95111 Company Complaining About: Comcast

Description

To whom it may concern:

I am a hard working student that utilizes and communicates heavily through the use of the internet. My line of work requires the usage of uploading content files for media production. The Data Cap that Comcast has instilled has severely limited this household with 5 other uses who also contribute to using this service. The Data Cap is a financial penalty that our family cannot afford to pay and 1TB of data severely handicaps many of us who use this to work remotely. I cannot sit idly by as myself, my family and millions of other customers get penalized for using a resource that should not be restricted to us.

Ticket: # 1338866 - Data Cap / Usage Tracking

Date: 12/4/2016 3:19:59 PM

City/State/Zip: Fort Wayne, Indiana 46804 Company Complaining About: Comcast

Description

Comcast has a complete monopoly in my location. They are the ONLY provider offering fast, broadband level internet speeds to my address. They have now instituted a 1 TB data cap on my cable internet connection, with significant overage charges, and an unlimited option that costs half as much as my total current bill. It is my understanding that this cap is not applied against TV data for people who subscribe to Comcast's cable TV, despite their network handling this data the same way. This seems to be Comcast unfairly privileging their subscription service, compared to if I am to stream similar audio and video content from a competing service to Comcast.

I looked into switching ISP's when this cap was announced, however, I was not able to find a single other provider with speeds better than a single DSL line offered to my address.

In addition, I am worried about comcast's ability to accurately measure data usage, and honestly report it. Their reports claimed I used ~850-900 GB of data the three months previous to them instituting this cap, and immediately the first month after they applied it, they state I used over 5000 GB, and looking at their online usage meter, I have used over 440 GB in 4 days this month.

I view the limit as arbitrarily low, inaccurately measured, and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1338928 - Comcast charging for unlimited internet

Date: 12/4/2016 4:19:21 PM

City/State/Zip: Westminster, Colorado 80031 Company Complaining About: Comcast

Description

Comcast has started a new policy without notifying and has changed internet from unlimited to a 1 tb data limit. They are charging an extra 50 dollars on top of what ever plan is available to get unlimited internet. This is robbery and extortion.

Ticket: # 1338978 - Comcast Internet Data caps

Date: 12/4/2016 5:44:16 PM

City/State/Zip: Oak Harbor, Washington 98277

Company Complaining About: Comcast

Description

Description

I'm writing to file a complaint against Comcast Xfinity 1Tb data plan. We just "cut the cord" to save money from the over \$200 cable bill. However, the only high speed internet company is still Comcast.

While they have given us access to our internet usage it's only from what they tell us. No other utility is like this I can watch my water usage, electrical from meters at my home. I'm having to rely on a company that is trying to essentially force me to buy all media products through them. This weekend is was out of town at a teaching conference however, magically I had almost 100gb of data used on my network in 4 days. I find this interesting after I disconnect my TV that my usage sky rockets while I'm out of town yet I have no recourse. At some point it would be nice for the consumers to be protected. While my family would like to use our internet I don't feel like getting charged\$200 on overage fees if we happen to go over. Which at this point seems likely with the amount of data they say we are using in just four days while we were going.

Ticket: # 1339011 - Comcast Data cap

Date: 12/4/2016 6:33:17 PM

City/State/Zip: Palm Beach Gardens, Florida 33418

Company Complaining About: Comcast

Description

Description

Comcast is again expanding its anti-consumer data cap into my area amongst many millions other unfortunate people. None of us have a choice as to who are ISP will be due to their unnatural regional monopolies. Thus comcast is able to continually raise their rates ie my bill has increased over 10% just in the last 6 months, and further extort more money now through artificial data caps that serve no purpose other than punish customers not fitting their desired model. The data caps are terrible for business and the future of innovation in this country and need to be banned. Do your job and protect the citizens against predatory corporations.

Ticket: # 1339027 - Data Caps

Date: 12/4/2016 7:03:51 PM

City/State/Zip: Mary Esther, Florida 32569

Company Complaining About: Cox

Description

Description

Cox Cable of Pensacola Florida is starting to put paid data caps on our service. When I signed up with cox cable as my isp I was promised unlimited data which now is going to be 1TB of usage and 10 dollars per 50 gigs over. If I want to go with another provider I can not due to one not being in my area. If I want to up the data cap limit I can't because they don't offer the higher priced package here. This isn't fair to a consumer when a company holds a monopoly over a area like this. I stream 4k from Netflix and that alone is enough to eat up a 1Tb of data especially when I was promised unlimited data when i signed up with them. This is bad practices by the cable company trying to make a extra buck due to them losing cable subscribers to companies like Netflix or Directv (I personally have the latter). In this day and age when even cell companies are removing data caps this shouldn't be happening in the home environment. I don't even have a option to correct this or to pay for more data outside their outrageous pricing scheme.

Ticket: # 1339264 - Comcast 1TB Bandwidth Cap

Date: 12/5/2016 6:34:50 AM

City/State/Zip: Redmond, Washington 98052 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data.

The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I am a part of a small independent game company and I use a lot of bandwidth as part of my job. I am billed as an independent contractor and work from home, so I have to pay for my own internet. I have a roommate who works the same job so our usage is doubled.

If comcast drops their cap any lower (which I'm almost certain they eventually will) I will most certainly be paying overage fees or I will have to double my internet costs. This is incredibly unfair as Comcast is basically charging us for the bytes that flow through their network (changes in voltage, nothing of cost to them).

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1339512 - Data Caps

Date: 12/5/2016 12:01:59 PM

City/State/Zip: Durant, Oklahoma 74701

Company Complaining About: Rise Broadband

Description

Description

I have had Rise Broadband service for 4 years now and have not had an issue with data caps until my wife is staying home and has been watching more streaming services. Now I have gone over on my cap and will be charged \$24 for overage on data. I tried to talk to them about upgrading service and signing a contract to try and get a higher data cap to resolve the charges but they said that since it already happened then I will still have to pay for the overage charge.

Ticket: # 1339534 - Data usage

Date: 12/5/2016 12:10:41 PM

City/State/Zip: Port Orchard, Washington 98366 Company Complaining About: Wavebrodband

Description

For cable company's to impose data usage and to limit when and how much a households relays on internet in today's age to pay bills, educational, school work/homework, pending lawsuits, reaserch diy projects and emails.

Ticket: # 1339543 - Data Caps

Date: 12/5/2016 12:15:39 PM

City/State/Zip: Colorado Springs, Colorado 80906

Company Complaining About: Comcast

Description

Data caps that are now being put on by Comcast are ridiculous in this time and age. In this day in age of streaming if I were to stream any 4k videos that's over 7/gb of data per hour. That means in a month the max I could stream would be 144 hours if I only streamed and I would be at the data cap. So if I want to do other things and watch 4k shows the max I can watch is maybe 10 hours a month or its going to start hindering the other things I wish to do. Online gaming as well takes up large amounts of data with games being upwards of 100gb which means that I could only download 10 games before I would reach my cap. Data caps are just a money grab as they do not congest servers or effect the cost of operations greatly at all. Please help stop these non-sense data caps from being OK and imposed on the whole country.

Ticket: # 1339775 - Comcast surprise data cap

Date: 12/5/2016 2:19:58 PM

City/State/Zip: Visalia, California 93277 Company Complaining About: Comcast

Description

I've had service for three months. I specifically got their service because it didn't have a data cap. I was informed today that my service now has a data cap as of November (2016) without my knowledge or consenting to such alteration of my service contract by a tech, of all people, who was at my house to replace a modem.

Ticket: # 1339878 - Comcast Internet Cap

Date: 12/5/2016 3:09:34 PM

City/State/Zip: West Jordan, Utah 84081 Company Complaining About: Comcast

Description

This has to be stopped. This is a pure example of corporate greed and the recently enforced data cap from Comcast is at its best anti-consumer. Why is Comcast treating the internet like a finite resource? WE know from facts that there is no traffic congestion issue. Why are they allowed to implement this limit on the internet?

With the way 4k tv is more available now, streaming content on 4k, downloading games and music this cap is a sure way for greedy monopolistic companies like Comcast to bleed their customers just because they can. We are already paying a lot of money just for internet speed and now we will have to limit our usage other wise we will have to pay even more? Why? This has to stop.

Comcast have some kind of a meter on their page telling me how much internet I have used and I will be sanctioned based on that if I go over 1tb/month. How accurate is that meter? Who is making sure that the numbers there are accurate? Comcast???? Really? For example this month they are showing that I have used 247GB of data since Dec 1st..this is just not possible. Today is the 5th and I am at work all day. So for 4 days I have used almost 1/4 of my allowance? On that note why on their page, where I can estimate my data usage a month, there is no option to be found for streaming 4k media or for downloading games? I can tell you why-because if there was and they did their calculations correctly-every single person who watches 4k will be over that limit of 1TB/month. This monopoly money grabbing practices have to stop. It's anti-consumer and it is wrong.

I don't understand why my previous complaint was closed. All they did was provided a generic letter stating that they did it because they can. Is no one really looking into that matter seriously? Why are Comcast allowed to do that in the first place?

Thank you.

Ticket: # 1340099 - Comcast illegal data caps

Date: 12/5/2016 4:36:56 PM

City/State/Zip: Lehigh Acres, Florida 33936 Company Complaining About: Comcast

Description

I have an internet plan with Comcast 39.99 mbps 75 unlimited that's what I signed up for. That's not what i am receiving though, Comcast is still throttling my data for example sometimes I get 1.5 speed sometimes I get 20 or 10 but never the full 75 (EVER!)

Comcast doesn't work half the time or it buffers, Or it stops working altogether. Comcast did not have a technician verify my speed or services working like they claimed too. I stopped calling them to complain because the wait time is 2-3 hours than you get transferred around only to be hung up on. They refuse to provide out of service credits even for legit reasons. It is not valued to pay them \$50 extra dollars for unlimited service because the service they have isn't 100% in the first place.

They had or have been experiencing blackouts across the US and had their systems hacked and was without service for days and at one point a week. During Sept, Oct and Nov Furthermore no easy way for overcharged customers to prove they've been overcharged, and no regulatory body ensuring that the meters are accurate. Even if ISPs are counting accurately, data usage can be inflated by factors outside the customer's control, such as data packets being dropped and re-sent, or even denial-of-service attacks that flood a user's Internet connection with unwanted data.

Comcast has lower plans for customers who use less data for example tyre 1.5 plan is only 19.99. Im paying much more than that with the modem (the other \$10 blast bullshit fee) so their excuse to charge more to customers who have already signed up for a higher data plan is bullshit.

Bottom line I agreed to an unlimited plan with unlimited data. Comcast sent out notice approximately 4 months after I signed up too renege on the terms that we had agreed to which was unlimited data. They sent me a letter imposing data caps or pay \$50 more for unlimited. I didn't agree to this this wasn't part of the arrangement furthermore this will only make customers use less.

Internet is essential part of economic growth, its required for kids in school, college, work and business and other detrimental services. Without the internet communities would fail net neutrality is vital to the advancement of technology and communications. Data caps are illegal and interferes with net neutrality laws.

I want Comcast to remove the data caps immediately. Or I will cancel. I want you to know that this has affected us so tremendously that we are relocating to another state that is comcast free. Are move will take place next year when our agreement ends.

you comcast, your greedy piece of shit company.

Ticket: # 1340321 - Comcast Data Caps

Date: 12/5/2016 6:37:20 PM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: Comcast

Description

I have just received a letter about my previous Comcast data cap complaint and felt that I should resubmit another complaint that further details the errors being made by Comcast.

My letter informs me that the current 1Tb data limit that were set are pro consumer, this is of course because the average user only uses 60Gigs a month. I consider myself to be a very average person in the way I use the internet because I only watch streaming services and play games on my devices. Yet a single game install on my current console averages 40-60 Gigs. In order to use the devices I have in my house to stream shows, and play games, it is not possible to stay under several hundred Gigs of data. To suggest that an average statement of all users is somehow the bar for setting the normal use is irresponsible.

Not to mention the fact that this should be breaking net neutrality laws as Comcast is clearly making this an issue of having their TV services. It would be more than likely that my house hold could stay under its imposed 1Tb limit if I stop streaming services and used their cable service for watching shows. There are currently Comcast X1 cable boxes that allow watching shows through the cable service instead of using my data for streaming.

My current internet cost me 75\$ a month. I currently do not use their cable service and stream most of my entertainment, because of this I would likely not fit into their current data cap. My only solution is to upgrade to unlimited for another 50\$ making my bill 125\$ a month.

The other solution is I get the cable service with 140 channels and an even faster internet connection, double what I have, for only 99\$. My TV is now showing Comcast cable and will be on for letting my kids watch shows and now I am very likely to stay under a 1Tb limit. This isn't a choice, this isn't pro consumer, and this should be in violation of net neutrality.

The other major issues I have with Comcast is the fact that it clearly states in my response letter that I was supposed to be notified by U.S.P.S in my mail about these changes. I was not. If not by mail I was supposed to have been notified by email. I was not. I know about these changes from the news and was in no way notified by Comcast that these changes would happen.

And then finally the real issue with Comcast implementing data caps is their blatant inability to do it correctly. During the month of November I downloaded every single game, video, movies, and media I could because Comcast is giving a free month to customers while they begin enforcing the data cap. I used 4.7Tb of data. An insane amount because it was literally everything I could download so I wouldn't be charged and wouldn't have to worry about downloads later when I might be charged. On the Comcast website I was shown using 1076 Gigs of data. My Xbox alone shows me using 2498.56 Gigs of data. Comcast is missing 1422 Gigs of data reported on their own website, which is supposed to show my account usage. This isn't even counting the rest of the devices I used during the month.

Comcast has physically shown me it is not capable of monitoring data usage, and this is during a time frame where they are trying to give users free months so they can curb their usage in order to accommodate the new data cap. Comcast is blatantly lying to customers about how much they use before they implement the billing, which will be charging them on how much they use. If they suddenly decide to report the correct amount of data used I would have an extra 200\$ billed once this goes into effect.

I am not sure how in any way Comcast is showing a pro consumer choice, how they are not in someway breaking net neutrality, or how they can legally even bill people when they cannot report how much users are using correctly.

Ticket: # 1340555 - Don't let comcrap cap rates

Date: 12/5/2016 9:42:10 PM

City/State/Zip: Amherst, Ohio 44001 Company Complaining About: Comcast

Description

Good afternoon! I am writing to the FCC today to voice my opinion that Comcast should not be allowed to set data restrictions upon its customers. This blatant anti-consumer data limit hinders growth and research opportunities for today's households. These households, in many areas, are forced to choose between very few, sometimes only one, providers in their area. Comcast trying to add on this limit does not give consumer's any value, put will end up making them pay more for what they already use.

The US already lags behind much of the modern world in internet speeds and availability of choice when choosing a provider. This move hinders educational growth and economic growth. Please do not allow Comcast to set a standard like this that prevents America from living up to its potential. Thank you.

Ticket: # 1340718 - data cap

Date: 12/6/2016 1:27:46 AM

City/State/Zip: Elk Grove, California 95758 Company Complaining About: Comcast

Description

Comcast has plan to limited my internet usage by only giving me and its customer in California a data cap.

Ticket: # 1340731 - 1Tb Data Cap

Date: 12/6/2016 2:30:20 AM

City/State/Zip: Pinole, California 94564 Company Complaining About: Comcast

Description

Comcast recently implemented a 1024 Gb Monthly data cap to my area at home, and to my area where I go to school. For every 50 Gb we go over, another \$10 is tacked onto our bill until we reach \$200. However, in order to not be limited to this 1024 Gb limit, another \$50 can optionally be paid to get unlimited access to internet connectivity.

This is where the problem lies. In essence, we are paying more than 50% more on top of our original bill in order to get the same service we already agreed to pay to get in the first place, regardless of whether we consented to this or not.

Also, some other issue, I do believe they are lying straight to our faces about some of their statistics. In their email they originally sent out, they claim that 99% of customers do not go past their 1Tb cap, which I find incredibly hard to believe based on experience (although, I understand this is anecdotal evidence, which holds little to no weight, anyways). 1.6 Gb at home, 1.3 Gb at my school apartment, a friend who lives only with her mom who barely uses the internet used 880Gb in one month. On her own. The list does go on. It would be nice to have them release the information that they're deriving this from.

Lastly, can we even trust the metering on Comcast's end? For as slimy as they are, it wouldn't be out of the question if they lied about it, especially when they don't have any regulated meters outside of houses the same way that we do for electricity, gas, and water.

Ticket: # 1341212 - Comcast Data Caps

Date: 12/6/2016 1:34:34 PM

City/State/Zip: Palatka, Florida 32177 Company Complaining About: Comcast

Description

Comcast has recently enacted data caps in my area of 1TB/mo. upload and download. This is highly anti consumer but beyond that their "Data Usage Meter" is often non-functional.

They are placing limits, charging those that go over and not providing reliable tools to monitor that usage.

Ticket: # 1341508 - Cox Data Caps

Date: 12/6/2016 3:18:01 PM

City/State/Zip: Gainesville, Florida 32605 Company Complaining About: Cox

Description

I live in Florida where Cox has begun rolling out a 1Tb plan, which I initially though was annoying but something I would have to live with. Now, in the first month of the plan being implemented I am already going over the data allotment. I then begin to look at Cox's policy on data limits to see if there is a plan that I can subscribe to in order to get a higher cap. On the page attached to the complaint I find that the 1 Tb plan is the only available plan in my area and additionally Cox specifically states that their online video services do not count toward the cap.

This appears to be in direct conflict with Net Neutrality. Cox is using their cable ISP service (of which I do not have an alternative) to double charge users who do not subscribe to and use their other products.

Ticket: # 1341510 - Cox Data Caps

Date: 12/6/2016 3:18:09 PM

City/State/Zip: Gainesville, Florida 32605 Company Complaining About: Cox

Description

I live in Florida where Cox has begun rolling out a 1Tb plan, which I initially though was annoying but something I would have to live with. Now, in the first month of the plan being implemented I am already going over the data allotment. I then begin to look at Cox's policy on data limits to see if there is a plan that I can subscribe to in order to get a higher cap. On the page attached to the complaint I find that the 1 Tb plan is the only available plan in my area and additionally Cox specifically states that their online video services do not count toward the cap.

This appears to be in direct conflict with Net Neutrality. Cox is using their cable ISP service (of which I do not have an alternative) to double charge users who do not subscribe to and use their other products.

Ticket: # 1341523 - Cox Data Caps

Date: 12/6/2016 3:20:51 PM

City/State/Zip: Gainesville, Florida 32605 Company Complaining About: Cox

Description

I live in Florida where Cox has begun rolling out a 1Tb plan, which I initially though was annoying but something I would have to live with. Now, in the first month of the plan being implemented I am already going over the data allotment. I then begin to look at Cox's policy on data limits to see if there is a plan that I can subscribe to in order to get a higher cap. On the page attached to the complaint I find that the 1 Tb plan is the only available plan in my area and additionally Cox specifically states that their online video services do not count toward the cap.

This appears to be in direct conflict with Net Neutrality. Cox is using their cable ISP service (of which I do not have an alternative) to double charge users who do not subscribe to and use their other products.

Ticket: #1341524 - Cox Data Caps

Date: 12/6/2016 3:20:52 PM

City/State/Zip: Gainesville, Florida 32605 **Company Complaining About: Cox**

Description

I live in Florida where Cox has begun rolling out a 1Tb plan, which I initially though was annoying but something I would have to live with. Now, in the first month of the plan being implemented I am already going over the data allotment. I then begin to look at Cox's policy on data limits to see if there is a plan that I can subscribe to in order to get a higher cap. On the page attached to the complaint I find that the 1 Tb plan is the only available plan in my area and additionally Cox specifically states that their online video services do not count toward the cap.

This appears to be in direct conflict with Net Neutrality. Cox is using their cable ISP service (of which I do not have an alternative) to double charge users who do not subscribe to and use their other products.

Ticket: # 1341825 - Data cap

Date: 12/6/2016 5:17:38 PM

City/State/Zip: Franklin, Tennessee 37064 Company Complaining About: AT&T

Description

Data caps are implemented for 1 TB. The BS response is that ATT et. al. is saving customers who don't use a lot of data. The reality is that the ISPs are pushing their cable TV packages and giving unlimited data to those customers. I do not use my entire data allotment, and I have yet to see a cost savings, if anything it is more expensive, and now I'm limited in what I can use the internet for. All because ATT is too petty to accept their services are obsolete.

Ticket: # 1341853 - AT&T Data Caps, DirecTV Now and Net Neutrality

Date: 12/6/2016 5:29:06 PM

City/State/Zip: Zionsville, Indiana 46077 Company Complaining About: AT&T

Description

I had subscribed to both AT&T (for internet) and DirecTV, but recently cancelled DirecTV due to costs spiraling upward. As you are likely aware, AT&T recently acquired DirecTV and is now imposing data caps on their internet service, but also offering DirecTV Now (streaming of DirectTV) which doesn't count toward your data usage. This all seems very coercive to signup for their DirecTV Now service.

Ticket: # 1342090 - DATA CAP

Date: 12/6/2016 7:35:07 PM

City/State/Zip: Denver, Colorado 80219 Company Complaining About: Comcast

Description

Comcast has begun enforcing data caps. this is an absurd ploy aimed at gouging the consumer. there is no other explanation for interring caps.

and with the /monopoly/duopoly that is in full force in my city, I am left with no options.

What happened to the internet being a municipality? Did the FCC not set president to allow this? What happened to the FCC stopping tyrant companies such as Comcast, lobbying to keep their choke hold on the internet market, to the certain detriment of cities and their denizens???

Ticket: # 1342111 - Comcast Datacaps

Date: 12/6/2016 7:52:28 PM

City/State/Zip: Vancouver, Washington 98660 Company Complaining About: Comcast

Description

On October 7th of this year I filed a complaint (Ticket No. 1245069) about Comcast rolling out Data Caps in my area. In my complaint I noted that this was not in my original contract, technically unnecessary, and an unethical way for Comcast to treat their customers. I received a response from the FCC that they had contacted Comcast about my complaint and Comcast would be required to address it. The FCC email said I may also receive a copy of Comcast's response.

I have attached a text file with the content of the email I just received from Comcast National Customer Relations. This email does not in any meaningful way address the concerns I brought forward in my original complaint. Links to Comcast's Q&A webpage provided in the email do not address my complaint, either.

I submit that Comcast has not fulfilled their obligation to the FCC as their response does not address any of my concerns, but instead only provides a blanket statement about their service.

Ticket: # 1342245 - Net Neutrility and Data Caps

Date: 12/6/2016 9:49:19 PM

City/State/Zip: Saint Louis, Missouri 63128 Company Complaining About: Comcast

Description

Data caps should be illegal. We don't limit how many miles we travel on roads. The cables/fiber are already laid and you don't have anymore costs by letting customers fully use their bandwidth.

Using your monopoly as an ISP to influence your success in another industry (media) by making third parties pay to use internet and letting your services use it for free should/is illegal.

I will never purchase from a company that does this. I will use over the air TV and my companies internet not having any at home before supporting such anti consumer behaviors.

Ticket: # 1342410 - Data Caps

Date: 12/7/2016 1:12:27 AM

City/State/Zip: Anchorage, Alaska 99515

Company Complaining About: Gci Communications

Description

Dear Sir or Madam, I have internet only service from GCI in the Anchorage Alaska area. GCI has instituted a 250GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by GCI over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 250GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by GCI's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from GCI as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1342425 - Comcast Data Cap for Oregon November 2016

Date: 12/7/2016 3:13:23 AM

City/State/Zip: Portland, Oregon 97229 Company Complaining About: Comcast

Description

A simple complaint. I feel that I am being unfairly treated when it comes to data caps. I do not have cable. I do not use cable. I do now want cable. The internet has everything I need. It allows me to share media with friends and family. However ever since Comcast has enacted its data cap, I now have to be extremely mindful of my data usage. First and foremost I feel that I am being unfairly punished because I chose to "cut the chord" with cable and all the bloated entertainment garbage that goes with it. I watch shows via Netflix or my Plex server. Comcast is obviously trying to find a way to make money off not only me, but companies like Netflix. They claim it's only fair that heavy users pay their fare share, and yet if you watch any streaming movies via Comcast, this doesn't go against the data cap. However If I watch the same movie via Netflix, it does. There is conflict of interest here.

Secondly, I am forced to use Comcast. There are other internet providers in the area, but they do not service my particular area. It seems to be the case that some areas can only get certain providers and I am not sure why that is. I used to live .25 miles from my current address and I was able to go with another service provider. This feels terribly anti-competitive to me. I want to make a point to Comcast, as a consumer, and the best way to do that is to leave....but I can't. Lodging a simple protest to their customer service does little.

This isn't right and it needs to stop. Aside from the FCC stepping in, which will now be a challenge with Trump-Elect, the only other thing I can think of is crowd funding a class action lawsuit. I really don't want to do that because I do not have that much time in my life. I can only fight so many injustices.

Ticket: # 1343078 - Internet Service Provider Data Caps- Falsely Advertises How many hours of HD Video Streaming you can do

Date: 12/7/2016 1:56:42 PM **City/State/Zip:** Lehi, Utah 84043

Company Complaining About: Comcast

Description

I think the trend with Comcast (Xfinity) and their recent change in my city to institute Data Caps is simply a way to force their customers to pay Comcast for TV services. There are better options out there for internet television packages, but streaming this content uses too much data. Comcast Advertises (https://dataplan.xfinity.com/faq/) that you can stream 600-700 Hours of HD video with 1TB of Data. Assuming 1TB=1000GB, That equates to to 1.43 -1.67 GB/hour to stream HD video. This is an absolute lie. See attached Exhibit 1 from Tuesday December 6th, 2016. My kids watched about an hour and a half of Amazon Prime video on a Playstation 4 before school and used about 9.63 GB of data in hours 6 and 7, and another 10.08 after school between the 16 and 18th hour for a total of 19.71 GB of data for +/- 4 hours of streaming. That is an average of 4.9 GB/hour, or 3.2 times more data consumption that what Comcast is trying to show on their data usage explanations. I think this is highly misleading and will only result in severe overage charges for their customers as a whole and discourage competition for online steaming services for companies such as Netflix, Amazon, YouTube, and Playstation Vue. Comcast has a long history of taking advantage of their customers. I would use another service provider if I has a high speed competitor in my neighborhood, but due to HOA deals, they are the only provider in the neighborhood. This is not fair to me as a consumer who would have moved to Playstation Vue for television, but now am forced to drop that option because it simply uses too much data. I can understand if I use more natural gas in a month that I pay more because a product is actually being consumed. With internet, no product is being physically consumed. If I use 100 GB one day, that has no effect on the available supply the next day. Please help stop this.

Ticket: # 1343764 - Cable One data caps are unreasonably low

Date: 12/7/2016 7:16:32 PM

City/State/Zip: Gautier, Mississippi 39553 Company Complaining About: Cable One

Description

My ISP, Cable One (Of the Mississippi Gulf coast, but this applies to the company as a whole) has unreasonably low data caps for their service, forcing its users to pay nearly double (or more than double) what competitors offer, for still less data. It is my belief as an IT professional that Cable One does this solely to "encourage" its users to bundle Internet and TV. Let me explain:

Cable one has several tiers, which they organize by speed instead of data allowance (even though to the vast majority of consumers, data allowance is much more important than speed, at least at these speeds -- but that's a separate issue entirely)

100mbps / 300GB Data - \$55/mo 150mbps / 400GB Data - \$80/mo 200mbps / 500GB Data - \$105/mo 200mbps / 750GB Data - \$130/mo 200mbps / 1000GB Data - \$155/mo

(Please note that the 750GB and 1000GB plans are somewhat hidden on their site, it pushes the first three and you have to click a small "Additional Internet plans" button to get these to show up)

My TV service, Sony Playstation Vue, uses 5mbps per stream, which translates to 2.197 Gigabytes per hour. The popular service Netflix uses around 3 GB of data per hour. Given a relatively conservative estimate of about 4 hours of TV per day for the entire household (it's often much more, as several people want to watch different things), that's 263.64 GB of data used in a 30-day month, or 87.9% of the total data for Cable One's base plan, 300 GB. Throw in a couple of Netflix movies and typical internet browsing and you've blasted well past the data cap for the lowest tier (which, arguably, is what most people reasonably expect to pay for internet).

I can personally tell you that even at the 400GB plan, my family of three has to go to great lengths to not go past our cap. This means no binge-watching and generally trying to avoid using the TV.

Compare Cable One's plans to it's only competitor in my (general) area, AT&T's U-verse service:

24mbps / 1TB Data - \$50/mo 45mbps / 1TB Data - \$60/mo 75mbps / 1TB Data - \$70/mo

* Note that this is contractual pricing, I could not find the off-contract price but AT&T allows you to resign contracts after they expire so it should remain the same as long as the end-user re-signs their contract

The key difference here is that AT&T provides 1TB of data, as do many ISPs now (Comcast for instance). Again I would like to reiterate the importance of high data caps over ultra-high speeds for most consumers. How can you enjoy fast speeds if you can't download much?

I know, I know: "Why not switch to AT&T then?" -- Because the speeds listed above are not available at my house, only speeds up to 18mbps (And when I tried it, it was more like 14-15mbps) and, more importantly, AT&T's infrastructure in my neighborhood is absolutely pitiful. We tried U-verse for a month, and it was the worst internet service I've ever had in my life. Constant drops/disconnects, slow speed, very high latency. Just generally unusable. AT&T Sent three technicians and ran a new wire to my house trying to solve the issues we had, but were never able to. The last AT&T tech that was sent to try and fix it said that until AT&T upgrades my neighborhood's infrastructure to FTTN (fiber to the node), there would really be no way to fix the issues, forcing us back to Cable One.

So here I am, forced to stick with a low data cap or pay out the nose for the amount of data we could feasibly be comfortable with. Cable One is using their position to try and force users to bundle their TV and internet, because trying to switch to an internet-based competitor would cost more in the long run due to the absurdly high pricing for the data tiers required in order to stream.

All that being said, I would like to commend Cable One on what I consider to be THE best ISP network infrastructure on the gulf coast. In my year of service with them, I have never seen my connection drop, slow down, or have any latency issues of any kind. Cable One's network is definitely top-tier, and is only being devalued by their insistence on these low data caps.

Ticket: # 1343780 - Comcast Data Cap

Date: 12/7/2016 7:23:18 PM

City/State/Zip: Manteca, California 95337 Company Complaining About: Comcast

Description

The internet is a fundamental need for all citizens to get up to date news and information. Comcast's monopoly is leeching out citizens. Not everyone has options to switch to other ISPs. Please fix this. The data cap is another way Comcast is trying to leech money off of hard working Americans. Comcast does not care about its consumers. I already contacted them 3 times. The first two times they told me the data cap was a test. They lied and now the data cap was implemented without my consent.

Ticket: # 1343793 - Comcast Data Cap.

Date: 12/7/2016 7:31:38 PM

City/State/Zip: Magnolia, Texas 77354 Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 1343987 - Data caps should not be legal

Date: 12/7/2016 9:49:38 PM

City/State/Zip: Thornton, Colorado 80241 Company Complaining About: Comcast

Description

As a professional in the telecom industry, I can say that data caps are nothing more than an industry cash grab that in no way benefits consumers. The internet is not a luxury item, it is a necessity like water and power. This is how people work, shop, and live their lives. Please, do not allow any data caps on internet service.

Thank you,



Ticket: # 1344073 - Data Date: 12/7/2016 11:15:02 PM

City/State/Zip: Houston, Texas 77064 Company Complaining About: Comcast

Description

Comcast is giveing me a 1000 data cap right when there about to replace the cable box with there upcoming Roku app to get rid of the cable box . Comcast is playing games and I know with me replace in game my cable boxes I know I will go over my limit and I never get the speeds I pay for

Ticket: # 1344082 - Comcast Data Caps & Overage Charges

Date: 12/7/2016 11:28:22 PM

City/State/Zip: Vancouver, Washington 98665 Company Complaining About: Comcast

Description

Comcast has now imposed a 1 Terabyte data cap in my area and restricted my account without my consent. To further mention, they will be charging 10\$ a month for every 50 Gigabytes overage up to a total of 200\$ This is completely unacceptable and I will not tolerate it. The FCC needs to crack down on Comcast!

Ticket: # 1344182 - Internet Data Cap/Illegal Charges

Date: 12/8/2016 4:02:04 AM

City/State/Zip: Westminster, Colorado 80031 Company Complaining About: Comcast

Description

All Americans were promised by the FCC in the Spring of 2015 that the FCC would put a stop to data caps if Comcast Xfinity imposed them nationally. We'll they have. What happened to net neutrality? Also, for the last three or so months been charged by Comcast Xfinity various fees listed as "HD Technology Fee, and Broadcast TV Fee" which translates to my paying for Antenna TV broadcasting which last I checked was free. Plus, they are charging me this on a basic cable plan with a so-called free cable box that they supplied. This company has gotten in trouble for these types of illegal charges in other states, but not Colorado where I reside. I want my money back. Please stop this out of control company that has become a monopoly since Comcast and XFINITY merged. Their lawlessness needs to be confronted and stopped.

Ticket: # 1344192 - Ticket No. 1267122

Date: 12/8/2016 5:15:32 AM

City/State/Zip: Portland, Oregon 97211 Company Complaining About: Comcast

Description

Forwarded is your response to my complaint from October 14th, It is now December 8th and I have yet to receive a written response from Xfinity/Comcast. I would appreciate if you would act on this.

Thank you. - (b) (6)

FCC Consumer Complaints (FCC Complaints)
Nov 18, 12:45 PM EST

Hi (b) (6)

Your Ticket No. 1267122 was served on your carrier for its review and response.

Your carrier has provided the FCC with a response to your complaint. You should receive a copy of the response from the carrier within 7-10 days via postal mail. As such, no further action is required. Your complaint is closed.

We appreciate your submission and help in furthering the FCC's mission on behalf of consumers.

Ticket: # 1344665 - ISP Data Caps

Date: 12/8/2016 1:49:45 PM

City/State/Zip: Santa Clara, California 95051 Company Complaining About: Comcast

Description

Dear FCC and Customer Complain Center,

It was a sad day seeing the first popup on my computer stating that I was over some data cap that should not exist. Having had information only limited to the time in the day, I would have to change my data consumption to avoid ridiculous overages imposed as a punishment for consumers moving away from Comcast's other services that have not been stagnant, but actually declining in quality and raising in price. Competitors have shown up at better price points and content and now Comcast sees that as a reason to force their existing customers to pay more to consume the better content.

There's no reason why our internet should have data caps. The technology exists that can support hundreds of millions of users using much more internet than they already are but here we are talking about the validity of finite internet. I'll give you a quick rundown, there is no valid reason. This is an anti-consumer cash grab designed to either get people back onto Comcast services or make extra money due to data cap overages while using other services like Netflix, Amazon Video, Hulu, YouTube or any other video streaming service.

I sincerely hope that the FCC will find fault in the business practice of data caps on home internet. In other countries, not only do they not have data caps, they have faster internet so they consume more data. With internet speeds increasing in America and content increasing in size, it only stands to reason that this cap will catch up to us and 1 TB will be hit by the average user in no time. No, the answer is not a raised data cap, it is no data caps.

Thank you for your time.

Regards, Concerned Citizen

Ticket: # 1344801 - Comcast Data Cap

Date: 12/8/2016 2:37:25 PM

City/State/Zip: Redmond, Washington 98052 Company Complaining About: Comcast

Description

Original complaint: "was recently informed that my contracted comcast plan, which used to have an unlimited data useage plan, has now been capped at 1TB without my consent or prior knowledge. This is unfair as I did not sign up for comcast service to be given a data cap, I signed up for the service I agreed to at the time of purchase. This also puts a clamp on my internet usage, I can no longer use it the way I used to, and for the same ridiculous price I already pay"

Comcast "responded" to my complaint, however they did not address any concerns, their response was only just explaining the data cap charges and nothing more. I am unsatisfied with their response, as it is not fitting to my actual concern, they are ignoring it. They still havent responded to an older complaint

Ticket: # 1345132 - Comcast 1TB Data Caps

Date: 12/8/2016 4:56:58 PM

City/State/Zip: Lynnwood, Washington 98087 Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1345642 - Comcast Data Caps

Date: 12/8/2016 10:29:51 PM

City/State/Zip: Minneapolis, Minnesota 55454 Company Complaining About: Comcast

Description

My Internet is now being capped at 1TB a month even though there was no mention of this in the contract I signed

Ticket: # 1345766 - Comcast Data Cap Response Letter

Date: 12/9/2016 2:52:50 AM

City/State/Zip: San Mateo, California 94403 Company Complaining About: Comcast

Description

In response to the Comcast's response to my previous complaint #1289775

I received a response by mail in which case Comcast makes the false claim that this is a proconsumer policy because:

A. "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", which is not true, because if I were to use only 1 MB of the data "allotment", I would still be paying the same amount as I did before this policy was initiated. The only half of that statement is true is the part where if I use more, I "get" to pay more. This is a false conflation with fairness, since I already pay more for more bandwidth than consumers who don't need/want bandwidth, and they get the same amount of data that I do.

B. "This relieves users who use less Internet data from paying the same price as heavier end users...". This falsely implies that now that this policy is enacted, it these "suffering" users can now pay less for their same amount of usage. This is utterly false, since the only difference in pricing between these types of users, is that the higher utilization users are now punished with additional fees.

The only purpose of this is to punish cord cutters and persuade them to use Comcast's cable and video on demand services that do not count against these data caps.

If there was another ISP available to me that did not have these data caps, I would drop Comcast in an instance, however, they have a local monopoly over broadband internet (FCC defines broadband at 25Mbps, the only competition, AT&T only provides 18Mbps).

I urge the FCC to take action against anti-consumerist practices and point out the corporate doublespeak that threatens the future of the Internet and the innovations that will come with it.

Ticket: # 1346613 - Comcast/Xfinity Data Cap

Date: 12/9/2016 3:37:30 PM

City/State/Zip: Colorado Springs, Colorado 80909

Company Complaining About: Comcast

Description

My local Comcast company is implementing a data cap on their internet services. I believe it violates the net neutrality bill.

Ticket: # 1347311 - Data Caps

Date: 12/9/2016 11:37:28 PM

City/State/Zip: Colorado Springs, Colorado 80903

Company Complaining About: Comcast

Description

Data caps are not a technical requirement, they should not be used. Choose one billing method, either usage based or speed based not both. Additionally at this point requiring a fee for HD service is ridiculous; it is not longer a new technology that imposes any form of new challenge to support.

Ticket: # 1347413 - Comcast Data Cap

Date: 12/10/2016 9:08:42 AM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

I am complaining about the Comcast Data internet terabyte. This should not be capped as it is now an essential part of everyone's lives and Comcast is just trying to make another dollar while not allowing competition in most markets. Unfortunately, the consumer only has two options: 1) Stay with comcast and pay the fees. 2) Leave and have no internet.

Ticket: # 1347419 - Comcast 1 Tb Data Cap Harms/Interferes & Disadvantages

Internet Users

Date: 12/10/2016 9:44:53 AM

City/State/Zip: Fishers, Indiana 46037 Company Complaining About: Comcast

Description

Comcast is imposing a monthly 1 Tb Limit on my use of the Internet. If I go over that amount, I am subject to an Overages Penalty of up to \$200 per month. My other option is to pay a flat \$50 per month fee for unlimited data usage.

Any Data Cap imposed by an Internet Service Provider is a direct violation of FCC's Open Internet Order FCC-15-24A1 Dated February 26, 2015. (Reference: FCC-15-24A1 Open Internet Order, Paragraph 20 & 108)

More examples of "unreasonable interference/disadvantage" because of imposing Data Caps are indicated below.

Referencing 47 Code of Federal Regulations 8.11 - No unreasonable interference or unreasonable disadvantage standard for Internet conduct

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users. Reasonable network management shall not be considered a violation of this rule."

Imposing a Data Cap on my Internet Usage represents an "unreasonable interference/disadvantage" to me according to Federal Regulations 8.11 and does not allow me to make free choices on what I see and use on the Internet:

- Prevents me from making choices where I would have to stream more data, i.e. going to an "Internet Only" Package and eliminating any TV Package. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)
- Data Caps retaliate/punish "Cord Cutters" because they have to stream more Data to watch TV/Movie Shows. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)
- Data Caps also prevent me from selecting other Streaming Providers that are direct competitors to Comcast, i.e. Netflix, HULU, Amazon, HBO, CBS and other Streaming Providers which compete wth Comcast. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

- Data Caps also prevent me from choosing to view the latest Video Formats such as 4K which consume much more Data. Again, this is an anti-competitive move by Comcast and prevents free choice. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)
- Data Cap implementation by Comcast has forced me to terminate my Netflix Subscription, thus limiting my Internet use which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)
- Data Caps also prevent me from free choice of which Video News Clips I can watch for fear of going over my limits, which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).
- Data Caps have forced me to reduce/stop some of my entertainment/news choices for fear of going over my Data Cap Limits, which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).
- Data Caps also support and enhance Comcast's Zero Ratings Policy/Strategy that does not count Comcast Content Streaming against a user's Data Cap. This is another anti-competitive move by Comcast the limits/eliminates user's choice for other Internet/Streaming Providers. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

As is stated in FCC-15-24A1 Open Internet Order, Paragraph 136:

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or

(ii) edge providers' ability to make lawful content, applications, services, or devices available to end users."

Data Caps imposed by any Internet Service Provider are clearly in violation FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153.

Ticket: # 1347740 - Bogus overage charges and extortion

Date: 12/10/2016 5:05:39 PM

City/State/Zip: Catlettsburg, Kentucky 41129

Company Complaining About: Armstrong Cable Service

Description

Armstrong cable has a monopoly on internet service in my area, and are using this to extort money from customers. Without any warning they raised their prices and began capping data. This not only means that my family is forced to pay more money for less service because there is no alternative available in this area. But also should internet usage exceed their cap they add extra charges. This is an area of lower income families whose only sources of entertainment are tied to the internet. Television, email, movies, phones, and every other form of communication is tied to online resources and having to pay an extra \$40 just because someone watched one too many movies on Netflix is not only outrageous, it's pure extortion. Most people in this town aren't educated or financially stable enough to be able to stand up for their rights. This is why I am pleading with you to protect your people from financial rape at the hands of a greedy corrupt organization

Ticket: # 1347987 - Comcast Data Caps

Date: 12/11/2016 12:34:40 AM

City/State/Zip: Salem, Oregon 97306 Company Complaining About: Comcast

Description

Comcast has recently implemented data caps in my area (97306). The tools they offer to monitor the caps often not working or inaccurate.

I feel they should either repeal the data caps or

- 1) Lower my bill as I am now getting a lesser service.
- 2) Provide tools to monitor, alert and manage data caps
- 3) Provide mechanisms that prevent overages and unexpected fees.

Ticket: # 1348022 - Comcast Data Usage Caps Ridiculous

Date: 12/11/2016 3:25:47 AM

City/State/Zip: Urbana, Illinois 61801 Company Complaining About: Comcast

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

Ticket: # 1348067 - Absurd Verizon wireless data caps

Date: 12/11/2016 9:33:35 AM

City/State/Zip: Greenwood Village, Colorado 80111 Company Complaining About: Verizon Wireless

Description

My family has a Verizon wireless data plan for our three phones. Our plan resets on the 10th of each month. It has a 12 gb capacity. Yesterday at 11:11 PM Verizon informed us that we went over our limit and would be charged \$10 for additional data. This is absolutely insane to charge for 49 minutes where almost no-body used any data.

Ticket: # 1348329 - 200 gb data cap

Date: 12/11/2016 5:04:51 PM

City/State/Zip: Barboursville, West Virginia 25504 **Company Complaining About:** Armstrong Cable

Description

I stream various services like Netflix, showtime, hbo, but the very small 200gb data cap that my isp Armstrong cable allows me, they will charge me 10 dollars for every 50 gb after. The issue I run into that I am completely stuck with only Armstrong as frontier only provides Internet at 6mbps, that is not fast enough for the price you pay. Other issue is all the other isp in my area provide a data cap but it is either no data cap with frontier or comcast that does not provide service at my house has a 1tb data cap, this is very troublesome that they are fleecing customers out of more money knowing that they are the only real isp as frontier does not provide any kind of challenge with service. I am fixing to go over my data of 200gb and have no other choice, I called frontier to inquire about service and they can not service comparable in speed and frontier has been sued by the state of West Virginia and has to pay a fine of 160 million, this is a monopoly in essence with Armstrong as they can dictate anything they want and customers have no real alternative

Ticket: # 1348594 - Data caps don't create fairness...

Date: 12/11/2016 11:22:39 PM

City/State/Zip: Stockton, California 95207 Company Complaining About: Comcast

Description

Description

If everyone's internet cap was unlimited prior to their 1TB cap, how is adding a cap to everyone who doesn't pay a new fee for unlimited internet fair? How does that logic work? It would have made some sense if everyone's bills would have dropped in price as a result from this but the bills stayed at the same rate and now if you want unlimited internet you have to pay extra for it on top of your current bill price. The other thing they mention is the fact that we need caps. But if that were the case, how did my area get by without a cap for all these years? How can most countries in western Europe get by without these caps? There's actually an answer for all of it! These caps are arbitrary and only exist to nickle and dime consumers in a way no other business with actual competition could get away with. In most businesses taking features away or limiting the use of a product or service would be a very bad decision for the company. But Comcast gets away with it because they build monopolies in areas and make sure competition can't enter their areas. The proof of this lies in their ability to decide who does or doesn't get to install new services in the aforementioned areas and Google giving up on expansion after that frankly stupid decision made in Tennessee about the matter. One of two things needs to happen; If we're going to allow Comcast to run a monopoly they need to be regulated and prevented from doing these anti-consumer practices because they're just going to keep getting away with this crud until they get some heavy regulation, or their ability to control who does or doesn't enter their areas because of their control over the access to the poles that allow the installation of new internet services needs to be obliterated. This is not just about the people in my area getting an unfair new data cap in an area that didn't previously have one, this about keeping our supposedly capitalistic market free from anti-capitalistic practices that Comcast acts out with reckless abandon.

Ticket: # 1348600 - Comcast Data Caps

Date: 12/11/2016 11:34:03 PM **City/State/Zip:** Logan, Utah 84321

Company Complaining About: Comcast

Description

Comcast has refused to reply to my last FCC complaint within 30 days. I am opening a new complaint and will continue to do so on a monthly basis until my concern has been properly addressed.

Comcast has recently 'enrolled' my account in a consumer hostile attempt to cap my data. Comcast already charges its customers for bandwidth allotments. This has been standard practice since the start of broadband internet. However, they also want to enact a data cap on top of that. This is consumer hostile and would not be an issue if there was competition - proved by the fact there are no data caps in regions that have competition from services like Google Fiber or Verizon FIOS.

Ticket: # 1348615 - Comcast data caps

Date: 12/12/2016 12:28:53 AM

City/State/Zip: Mounds View, Minnesota 55112

Company Complaining About: Comcast

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

Ticket: # 1348646 - Comcast Data Caps

Date: 12/12/2016 3:16:17 AM

City/State/Zip: Lakewood, Colorado 80226 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

Ticket: # 1348854 - Comcast Data Cap / Usage Policy is anti-consumer

Date: 12/12/2016 11:35:23 AM

City/State/Zip: New Hudson, Michigan 48165 Company Complaining About: Comcast

Description

Comcast's current Data Cap and Usage Policy is anti-consumer. The concept of setting such an exceedingly low data cap (1TB per month) and then claiming offering an unlimited cap for an added fee is not pro-consumer. If a reasonable cap were offered, the situation would be improved.

I run a household for a family of 4. Including myself, this is 4 individuals (2 of which are teenagers). We would effortlessly cruise past our 1TB limit if we were not intentionally self-limiting ourselves. Even with these efforts, last month we easily cruised past the 1TB limit and consumed nearly 1.1TB of usage.

The argument that nobody will frequently use over 1TB is in part a self-fulfilling prophecy, as users will intentionally attempt to self-limit their usage beyond normal average usage to prevent from breaching the cap and risk incurring overage fees (after their initial two breaches of the cap are "waived").

This is similar to cellular providers when they had "free nights and weekends" calls and then turned around saying "most of our customers call on the nights and weekends anyway". Of course they will if the system is designed to punish calling you in the day time..

When approached about the cap issues, Comcast poses a solution if you stream video as part of your usage. Use their proprietary streaming service which does not count against your cap.

Not only does this prove their cap is arbitrary and not a reflection of attempting to maintain performance of their network, but it is an extremely anti-consumer policy. This is a clear beach of Net Neutrality one of the prime examples of anti-consumer behavior that Net Neutrality aims to prevent.

At every turn, Comcast is anti-consumer. I would abandon Comcast in a heartbeat if any other cable internet or fiber internet service was available in my area. Unfortunately, their monopoly ensures no competition can enter the market.

Even despite setting many services to "low bandwidth mode" since November 30th (like Netflix) our family of 4 is likely to be surpassing the 1TB cap this month again, causing our first two months since the cap was enforced to be the usage of our two grace period months. For January, we will be forced to pay an additional \$50/month fee (which equates to 62.5% of the cost of our internet service itself) to remove this arbitrary bandwidth limit and maintain service with Comcast.

Meanwhile, the majority of non-USA carriers are offering their clients higher bandwidth service for cheaper cost with the absence of any bandwidth caps.

Comcast is stifling the growth of the internet on all fronts, and doing so with exceedingly anticonsumer methods. In the midst of all of this, I have Comcast cold-calling me asking me if I want to upgrade my 75MBps service to 150Mbps service. Why? So I can hit their exceedingly low cap faster? Why would you sell a 150Mbps service with the same low 1TB cap as a 75Mbps service, then at 75Mbps I'm blowing past the 1TB cap effortlessly.

Again, everything is designed to provide low grade services that consumers cannot actually utilize due to prohibitive and anti-consumer policies.

Ticket: # 1349027 - I'm being scammed by my isp/cable provider

Date: 12/12/2016 1:09:41 PM

City/State/Zip: Webb City, Missouri 64870 Company Complaining About: Cable One

Description

I live in Webb city, Missouri and have cable one as my my interne, phone and cable provider. All providers are capping Internet, which I have a list of reasons why that should be illegal. However, they refuse to provide on demand. It gets better. The reasoning behind this, is because of Netflix, Hulu and the like. However, I can't get unlimited Internet to watch whatever I want and they are refusing to provide a service. So they force you to spend data on something that they could easily give to their comsumers so we can spend Internet on the things they don't provide. I'm very upset about caps in this area and I think they are a joke. Now the ISPs are taking advantage of people. With Internet quality and speeds going up the caps are just there. I think if ppl want a cap they should get it. I think also there should be allowed other businesses, other than cable companies, to bring in Internet. Otherwise you have someone in charge of providing Internet that is in all actuality detrimental to to the business supplying it. Also, with all that being said, I cannot get Internet cable. Like playstation offers it. It hurts other businesses because I'd still have to get Internet through cable company that caps my internet. See how that's not working and how it's scandalous! You people need to look into these practices. Monopolies are illegal.

Ticket: # 1349475 - Comcast Data Caps

Date: 12/12/2016 3:52:01 PM

City/State/Zip: Spanish Fork, Utah 84660 Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1349512 - Incoming Comcast Data Caps

Date: 12/12/2016 4:04:00 PM

City/State/Zip: San Jose, California 95132 Company Complaining About: Comcast

Description

I shuddered, years ago, when my family in Canada described the prevalence of broadband data caps. Stateside, caps make plenty of sense for mobile, but for wired internet? Web had always, in my memory, been sold in speed tiers, but limiting the volume a customer downloads was unheard of-until recently. Please take action to prevent ISPs from capitalizing on the shift from cable packages that have become burdensomely expensive to web-only subscriptions--there just isn't enough competition to ensure that cord cutters won't be unfairly priced out of services they deserve to be able to enjoy. Thank you!

Ticket: # 1349767 - Xfinity Internet (Comcast company) Imposing data caps.

Date: 12/12/2016 5:53:43 PM

City/State/Zip: Chicago, Illinois 60625 Company Complaining About: Comcast

Description

Hello, My name is (b) (6)

Comcast has elected to begin imposing a one terabyte data usage limit on the Chicago area, which I find in stark disagreement with the original sale of my service. Where my original service was, and shall continue to be until December 1st of 2016, unlimited, as of this date of policy change my service will be limited to one terabyte or 1,024 gigabytes of data allotment with a \$50 surcharge (71% of what I currently pay as a monthly cost for my service) added to my monthly bill to return to having unlimited data, or an additional \$10 for each 50 gigabyte block of overage, capped at \$200 in overage charges. These changes benefit the wallets of Comcast's corporate branch with absolutely no benefit to its customer base. This is simply another way for them to attempt to inflate their profits without having to provide a better service to customers who have taken to Netflix, Hulu, HBO Go, and other media streaming outlets over the traditional cable set-top box.

Ticket: # 1349780 - Comcast Data Caps

Date: 12/12/2016 5:58:31 PM

City/State/Zip: Santa Clara, California 95051 Company Complaining About: Comcast

Description

I received an email from Comcast stating they were going to charge me for how much data I would use if I exceeded a limit of 1 TB. There is NO reason to do this -- the internet is not in limited supply and there is no reason to charge for more usage than someone else. Additionally, the internet is now a part of every day life and communication and has become an essential part of our society. It should be protected similar to other utilities.

Ticket: # 1349910 - Comcast data cap

Date: 12/12/2016 7:11:46 PM

City/State/Zip: Sacramento, California 95831 Company Complaining About: Comcast

Description

Comcast imposed a data cap

Ticket: # 1350593 - Comcast Data Cap

Date: 12/13/2016 11:25:51 AM

City/State/Zip: Indianapolis, Indiana 46224 Company Complaining About: Comcast

Description

This data cap is ridiculous. Why set a limit to consumers of how much data they consume except to make some extra money from the 1% of users that on average use more than 1TB of data a month. In some situations, you have multiple people living in a shared household. Your not limiting 1 person to 1TB a month, you limit a family of 4 or 5 to 250GB a month. Now with Netflix, YouTube, Hulu, Amazon Video, Downloading video games, playing video games, and Downloading Legal Movies, you limit those people to 250GB a month for all of this data being used. What about the people trying to get an education on the internet by watching YouTube videos, you are limiting their education as well. I personally don't watch cable TV so I solely use the internet throughout my day to day entertainment and education. As you can see in my attachment, it hasn't even been half a month yet and we are already over half of the data cap. What happened to the old days where there weren't any data caps? Net neutrality also needs to be enforced to allow more freedom to our citizens. These needs to be fixed ASAP!

Ticket: # 1351303 - Comcast 1TB Data Cap

Date: 12/13/2016 4:05:26 PM

City/State/Zip: Aberdeen, Washington 98520 Company Complaining About: Comcast

Description

This is entirely unfair and obviously just a cash grab for more money, they say 99% of their users never go over 1TB, then why put a cap unless they just want more money? I really want to drop them as my internet service provider because of this.

Ticket: # 1351540 - Data Caps and Comcast Business Practices

Date: 12/13/2016 5:32:17 PM

City/State/Zip: San Francisco, California 94158

Company Complaining About: Comcast

Description

Comcast believes that data caps will keep things cheaper for lightweight users while allowing them to charge more for power users. However, that is not the case as Comcast still charges people with Data caps the same amount as before, not lowering any sort of cost to the end user while gaining more profits from people who go over their data cap. This is some bullshit business practice that they are allowed to get away with and others will soon follow suite if this is not rectified. That or hopefully more competition would rise but let's be real, that is not gonna happen.

Data caps are in direct violation of FCC's Open Internet Order FCC-15-24A1 Dated February 26, 2015. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 20 & 108). It prevents someone from choosing what they want to do on the web. What if I want to watch Netflix, Hulu, or Amazon Prime Video (who are the main competitors to Xfinity cable mind you) but can't because of my data cap? Well this violates certain FCC ruling for an "Open Internet" (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153). Again, with the rise of 4K/Ultra HD content on sites like YouTube, Netflix, Amazon Prime, etc. etc., I have to rethink of my streaming quality, preventing me from choosing the best quality video possible thanks to my data caps as 4K streaming takes up more data than 1080p or 720p. Also, data caps prevent content creators from fully expressing their work online. A video uploaded to youtube can go up to the multi-GBs and livestreaming also uses up quite a bit of bandwidth. Not only that, what about uploading pictures to social media like Facebook, Twitter, Snapchat? These things take up data too and with data caps, it will prevent more content from being created and uploaded.

As stated in FCC-15-24A1 Open Internet Order, Paragraph 136:

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users."

As seen with some the examples above, data caps interferes with the end user's ability to select, access, and use internet based content, applications, or services. It also prevents creators from making content, applications or services available to end users.

Ticket: # 1351988 - Forced Data Caps

Date: 12/13/2016 8:52:22 PM

City/State/Zip: Bellingham, Washington 98225 Company Complaining About: Comcast

Description

Comcast has forced data caps for my area that i live, limiting the amount of data I can use unless I give them more money. This change was instituted without my consent and during the middle of the time allotted that I was required to remain with Comcast. They are purposely forcing people to keep paying more when we don't have any other option. Comcast boasts they are "Committed to an open internet" but consistently siphon off money from their customers who rely on their services and have no other competition in the area. The is a terrible business practice, and it needs to be addressed.

Ticket: # 1352036 - Comcast

Date: 12/13/2016 9:36:38 PM

City/State/Zip: Aberdeen, Washington 98520 Company Complaining About: Comcast

Description

I don't appreciate being capped. I stream 4k shows on Netflix and have 2 xbox Ones, 4 desktops (all actively being used).

I don't think comcast should be allowed to make this decision to attempt to profit. I will shortly be leaving comcast until this issue is resolved.

They don't have the right in a growing technilogical society to cap what most of use spend out lives on. Games become bigger to download, movies are higher quality. To think the problems i had from having a cell phone are coming to my every day life. I shouldn't have to make decisions based on the size of the content that I wish to play, or watch.

Comcast is a joke monopoly, always will be.

Ticket: # 1352137 - Comcast Data Cap

Date: 12/13/2016 11:24:44 PM **City/State/Zip:** Orem, Utah 84097

Company Complaining About: Comcast

Description

I live in Utah and I have paid for Comcast internet for over a decade. I would love to use another provider, but I have no other option where I live. It is beyond ridiculous and infuriating that a company that has a monopoly in so many areas of our country does not have checks and balances. For the first time in a decade they imposed a data cap on my account last month. They keep telling me how generous they are being in allowing me two free months of going over, but this is ridiculous. I easily went over my new data cap in November and will again in December. I would love to drop their service, but there is absolutely no alternative. This is not right and not American! I am a cord cutter and so I stream TV through the internet. This is the real reason Comcast has put in data caps. Please put a stop to these monopolistic unfair practices now!

Thanks,



Ticket: # 1352216 - Comcast Data Cap

Date: 12/14/2016 2:25:57 AM

City/State/Zip: Olympia, Washington 98501 Company Complaining About: Comcast

Description

Comcast service has introduced a data cap on my domestic internet and is trying to charge per 50gb block over their arbitrary limit. Highly improper, and just morally wrong.

Ticket: # 1352259 - Comcast Data Caps

Date: 12/14/2016 4:27:08 AM

City/State/Zip: Radnor, Pennsylvania 19087 Company Complaining About: Comcast

Description

Hello. Comcast's plan to roll out 1TB data caps across the country infringes on something that is essentially a necessity in our lives. The internet at this point SHOULD be considered a utility.

Ticket: # 1353341 - CableOne Data Limits

Date: 12/14/2016 5:16:15 PM

City/State/Zip: Boise, Idaho 83704

Company Complaining About: Cable One

Description

To Whom It May Concern,

I am an Idaho resident, currently living in Boise, ID. As it stands Cable One is currently the only company of it's kind offering the internet speeds it does in our area. They are blatantly abusing this circumstance by imposing data caps that punish people for foregoing traditional TV for streaming services. In a household of 1 their caps may be reasonable, but when you have 3 or 4 people in a house sharing an internet plan and are limited to 300-500 GB it goes away very quickly. Three people each streaming 1 hour of high quality Netflix a day is approximately 270 GB per month, according to Netflix's website. This does not take into account Ultra HD content which Netflix now offers on all of their original content, and requires TWICE as much data. So at Cable One's base plan our 3 person household is pretty much limited to 3 hours of shared Netflix time per day, along with normal web browsing. It is my belief that this is a blatant attempt on Cable One's part to force people into purchasing Cable Television through them, limiting what media their customers can consume online, or imposing harsh bills on those who decide to abstain.

When I spoke with Cable One representative Theresa I was informed that should we exceed our data cap one more time in the next 12 months we will be forced into a plan that is \$50 more a month. Their recommendation was to only stream Netflix in standard definition quality, which would essentially render any HD or 4K screens we have purchased pointless. If I streamed 2 hours of Ultra HD content from Netflix a day, I alone could rack up over 400 GB a month. If all 3 members of my household did this we would even exceed Cable One's highest tier of 1 TB per month. 2 hours of television per day hardly seems like excessive use, and of course it wouldn't be if we resumed watching Cable Television.

It is for these reasons that I ask for the help of the FCC to look at Cable One and other internet providers implementing these practices with great scrutiny. It has been proven time and again that their reasons for enforcing such caps have been unfounded and outright untrue. Please help loosen the noose that these companies have tied around the necks of uncompetitive markets.

Thank you for your time,

(b) (6)

Ticket: # 1353427 - I get Rate Limited W/ Unlimited Data Plan

Date: 12/14/2016 6:00:09 PM

City/State/Zip: Bronx, New York 10469 Company Complaining About: T Mobile

Description

I am getting rate limited even though I have the unlimited data plan. This is false advertisement. The plan should more likely be called "28 GB Data Plan"

Ticket: # 1353472 - Comcast is terrible

Date: 12/14/2016 6:19:51 PM

City/State/Zip: Santa Cruz, California 95060 Company Complaining About: Comcast

Description

They're basically a regional monopoly if you require any basic level of internet access at home. They increase their prices every year, and within the past couple months they've started capping the amount of data you can use through them per month. Their support is horrific and I'm frequently leagues more knowledgeable than their basic tech support. We get less and less every year from them for more and more money. Unless a serious rival cable company appears to take them on soon, they need to be regulated to stop the abuse they inflict on their customers.

Ticket: # 1353661 - Xfinity Internet

Date: 12/14/2016 8:12:35 PM

City/State/Zip: Tallahassee, Florida 32317 Company Complaining About: Comcast

Description

Data Cap. How do we let a essentially a utility be monopolized like this? Please explain that to me. Outrageous, BS charges in my opinion.

Ticket: # 1353874 - Buckeye Broadband Data Cap

Date: 12/14/2016 11:20:10 PM

City/State/Zip: Temperance, Michigan 48182

Company Complaining About: Buckeye Broadband

Description

MY ISP has crippled my internet plan by only allowing me 250GB a month or to pay an extra \$30 for 500GB. 250GB is just unreasonable in 2016

Ticket: # 1353884 - Comcast Xfinity Data Cap

Date: 12/14/2016 11:33:53 PM

City/State/Zip: Broomfield, Colorado 80020 Company Complaining About: Comcast

Description

I recently logged into my Comcast web account to review my current plan/charges, and noticed an alert that stated that I had gone over my data limit for the month of November. I took a double-take to make sure I didn't log into my Verizon cell phone account, as I was confused at the idea of a "cap" on my home internet usage.

I was never alerted to this obvious change in their policy by mail. I looked inside my "complimentary" Comcast email box (which I have never used), and, lo-and-behold, there was an email from October with the notification of said change. An email was sent to alert me of this change?

I am writing to formally file a complaint against Comcast Xfinity for a) their monopoly over access to the internet, cable television and phone; and b) their poor use of communication means to reach consumers with significant changes to my service. I pay close to \$200 per month for access to these three services - and they have changed the rules of the game in the middle of the game. I was offered no "grandfathered" option (normally available in face of large changes), no discount options, and, frankly, if they were really a consumer-friendly company, they would tier their services like the cellphone companies do. Instead - I pay the same amount for a previously "unlimited" access to internet which now has a cap to it.

Ticket: # 1353996 - Cable One home broadband

Date: 12/15/2016 7:23:18 AM

City/State/Zip: Chanute, Kansas 66720 Company Complaining About: Cable One

Description

Description

We have never, in over 20 years, have had a 'data cap' on our HOME use of the internet. I have lived in California, Utah, Arizona, Kentucky, and now Kansas. Now living in Kansas we have the ONLY choice of high speed internet as Cable One. We have had to pay for a much higher cost plan, so we can use the internet. We are capped at 500gb per month, and that I think is just stupid. I understand why wireless devices, such as a cellphone, are capped. Having the ONLY means of entertainment, news, ect. from the internet at home, and having a limit is insane to me. I would be much happier with AT&T, if they were in the area as we had unlimited data at about 20Mbs. Yes we might get 200Mbs now, but you use up the data in just about no time what so ever. I am disabled and wanted to stream some things here from home, and with the cap I can not do that now. My family was counting on me being able to, in hopes of earning extra money for our household. The local heads of our community say that getting google fiber for the community is just to much money, but there installing it for downtown businesses. This is forcing everyone to deal with Cable One, and there high prices.

Is there ANY help for us?

Ticket: # 1354255 - Comcast Data Cap

Date: 12/15/2016 11:32:35 AM

City/State/Zip: Gibraltar, Michigan 48173 Company Complaining About: Comcast

Description

Comcast has introduced data caps in my area as of November 2016. There is no clear need for this to happen. They are attempting to punish customers who stream video over their internet connection. Their customer support reps even attempted to convince me to subscribe to cable tv service to lower my data usage. So I am left with switching to a slower provider or to either pay ridiculous overage fees or pay an extra 50\$ for "unlimited" data. They also zero rate their own services even though it uses the same connection. By far the worst utility company I have to deal with.

Ticket: # 1354398 - Mediacom Data Caps

Date: 12/15/2016 12:28:12 PM

City/State/Zip: Iowa City, Iowa 52245 Company Complaining About: Mediacom

Description

Today I received a notification (injected into a web page by my ISP, Mediacom) that I had used 75% of my data allowance during the last billing period. I disapprove of my ISP modifying my internet traffic in this manner. I am also upset by the bandwidth cap that is applied to my account. There is no justifiable technical reason for these caps and the fees that are charged to a customer are needlessly punitive. The fee would be \$10 for every additional 50 GB of data used beyond the 350 GB cap on my plan. However, the cost of upgrading to the next tier of service (which includes more bandwidth as well as a higher cap) is \$ 10 as well. I have no decent alternative providers for internet service in my area so I am forced to use Mediacom, despite their abusive practices.

Ticket: # 1354859 - CABLEONE DATA CAPS

Date: 12/15/2016 3:28:54 PM

City/State/Zip: Pocatello, Idaho 83201 Company Complaining About: Cable One

Description

I am so tired of data caps and packages that force me to pay for more speed just to get more bandwidth. I currently have the 200mbps download package that includes a pathetic 10mbps upload speed. I would love nothing better than to cut the cord and use online streaming services but I am afraid that it will crush my arbitrary data cap if I cut my dish service. I don't even care if I I get slower speed, I just want to be able to go through a month without checking my data usage. As soon as I can get an ISP that will give me reliable 50mbps down with 10mbps up and no data cap for less than \$100 I will cut the service immediately.

I back up personal files to the cloud and it took over a month to do my initial backup a year ago with the pathetic upload speeds.

Finally, CableOne has a track record of inflating data usage numbers. They are not the only ones but you can go online and find all kinds of examples like this one:

https://www.reddit.com/r/Boise/comments/45n5ec/fyi_cableone_may_reporting_you_use_more_band width/

Why can't ISPs just:

#1: Be Honest

#2: Provide the service(s) the customer wants

If they can't then why can't we allow more competition? The protected rights that ISPs and cable companies enjoy is ridiculous.

Ticket: # 1355146 - Comcast Internet Data Caps

Date: 12/15/2016 5:33:25 PM

City/State/Zip: Lakewood, Colorado 80228 Company Complaining About: Comcast

Description

The ability for Comcast to set data rates, can and will make it unreasonably difficult for people to use the internet. Especially if they have the ability to set their own rates.

One of the reasons the internet has changed the world so much is because it's so easy to access, and there's no limit to it.

This has already put extra burdened on myself and my family, I job requires the usage of a lot of data, and if comcast were to decrease the standard data rate even more, it would have a very detrimental effect on my life.

The fact that comcast operates in an noncompetitive market makes the implementation of data caps easy to abuse. And with the previous battles for net neutrality, I think it likely that they will abuse them.

Ticket: # 1355543 - cable one bandwitch limitations.

Date: 12/15/2016 9:54:48 PM

City/State/Zip: Boise, Idaho 83713

Company Complaining About: Cable One

Description

my ISP is pressuring me into upgrading internet plans to a faster plan for using the current plan too much. I use it for watching Netflix or other tv services. and it is plenty fast for my needs but they have unreasonably low data caps. and the next plans up get more and more expensive exponentially. they need to offer much larger and more reasonable data caps.

Ticket: # 1355593 - Unreasonable data caps

Date: 12/15/2016 10:47:48 PM

City/State/Zip: Lakewood, Colorado 80228 Company Complaining About: Comcast

Description

data caps are unreasonable for internet access for their business operating costs. It is allowing them to create easily abused data limits.

Ticket: # 1355615 - Data Cap with Comcast.

Date: 12/15/2016 11:22:31 PM

City/State/Zip: Eugene, Oregon 97402 Company Complaining About: Comcast

Description

I want to file an complaint with Comcast which has recently (November) issues a data cap limit of 1024GB per month. Previously they did not have a cap in Oregon. Once this was issued, I have already gone over it twice, mainly because I have 6 people living under one roof. Comcast doesn't allow you to have two cable modems, so we can't split it. And now with Netflix allowing people to download movies, and 4k streaming coming, this is unacceptable. There should not be any data cap in my opinion. Or they need to re-evaluate what people use depending on the number of people in the house. 6 people, we have 6 tablets, 3 laptops, 2 desktops, 4 smart phones, and a few game consoles. You can understand, 1024 Gigs can be reach very quickly. This months, December, I have reached 999GB already and it only the 15th. This will be my second "offence" in which Comcast give you two before they start to charge you extra. So not sure what I will do for next year.

Thank you for your time and I hope this help resolve this monopoly issue of the internet which honestly should be as free as listening to the radio these days.

Ticket: # 1355708 - Comcast Xfinity's Anticompetitive Practices

Date: 12/16/2016 1:54:22 AM

City/State/Zip: West Lafayette, Indiana 47906 Company Complaining About: Comcast

Description

Description

The recent data cap implementation by Comcast sets a dangerous precedent that could set the stage of pushing their vertical integration to a vertical monopoly. Other online entertainment services would be forced to compete restricted against Comcast's own entertainment branches, such as their Stream TV service, which are not subject to the same restrictions. This will allow Comcast to offer a superior service to edge out its competitors and 'force' its 23 million customers to pay overage charges if they want to use a different service. It must also be regarded that while the current cap does not completely restrict consumers choices at the moment, it does limit new future innovation and future consumer choices. I don't think such practice should be allowed and I believe it is the job of the FCC to regulate and strongly discourage.

Ticket: # 1356208 - Comcast Data Caps

Date: 12/16/2016 1:16:39 PM

City/State/Zip: Portland, Oregon 97203 Company Complaining About: Comcast

Deceription

Description

Comcast is the only provider of broadband internet in my area. When I originally signed up there were no data caps and I signed my agreement knowing that I was paying for bandwidth only. This year, they introduced a 1 TB data cap in my area, while increasing my prices. This 1 TB data cap puts a limit on me and I believe it stifles other businesses. I will give a couple examples. First, I recently bought an ultra high definition TV, and I would like to upgrade to Netflix's 4K streaming plan to take full advantage of it, but I know I will eradicate my 1 TB cap. Netflix misses out on increased business from me and I miss out on their advanced products. Also, video game studios are hurt by this. I am an avid gamer with a library full of games. Some of these games are 32 GB in size, which obviously chews through a substantial amount of data to install. But also receiving updates for all of my games chews through a substantial amount of data. These are services that I pay for and I am being forced to make a choice between them because of these data caps.

Frankly, these caps are morally wrong. Comcast doesn't produce data. My computer does and the computer on the end of my transaction does. All Comcast does is provide a pipe of a certain diameter for my data to flow through. If there were other broadband options in my area, I would not feel so strongly about this. I would let competition take its course. But Comcast has a monopoly on my household. Please either take action against unreasonable data caps, or help introduce competition into markets where a broadband monopoly exists. Thank you.

Ticket: # 1356936 - Tiered Data caps

Date: 12/16/2016 6:06:59 PM

City/State/Zip: Fishers, Indiana 46038 Company Complaining About: Comcast

Description

Description

Comcast is imposing a monthly 1 Tb Limit on my use of the Internet. If I go over that amount, I am subject to an Overages Penalty of up to \$200 per month. My other option is to pay a flat \$50 per month fee for unlimited data usage.

Any Data Cap imposed by an Internet Service Provider is a direct violation of FCC's Open Internet Order FCC-15-24A1 Dated February 26, 2015. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 20 & 108)

More examples of "unreasonable interference/disadvantage" because of imposing Data Caps are indicated below.

Referencing 47 Code of Federal Regulations 8.11 - No unreasonable interference or unreasonable disadvantage standard for Internet conduct

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users. Reasonable network management shall not be considered a violation of this rule."

Imposing a Data Cap on my Internet Usage represents an "unreasonable interference/disadvantage" to me according to Federal Regulations 8.11 and does not allow me to make free choices on what I see and use on the Internet:

Prevents me from making choices where I would have to stream more data, i.e. going to an "Internet Only" Package and eliminating any TV Package. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps retaliate/punish "Cord Cutters" because they have to stream more Data to watch TV/Movie Shows. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from selecting other Streaming Providers that are direct competitors to Comcast, i.e. Netflix, HULU, Amazon, HBO, CBS and other Streaming Providers which compete wth Comcast. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from choosing to view the latest Video Formats such as 4K which consume much more Data. Again, this is an anti-competitive move by Comcast and prevents free choice. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153) Data Cap implementation by Comcast has forced me to terminate my Netflix Subscription, thus limiting my Internet use which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from free choice of which Video News Clips I can watch for fear of going over my limits, which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

Data Caps have forced me to reduce/stop some of my entertainment/news choices for fear of going over my Data Cap Limits, which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

Data Caps also support and enhance Comcast's ZeroRatings strategy that does not count Comcast Content Streaming against a user's Data Cap. This is another anti-competitive move by Comcast the limits/eliminates user's choice for other Internet/Streaming Providers. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

As is stated in FCC-15-24A1 Open Internet Order, Paragraph 136:

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users."

Data Caps imposed by any Internet Service Provider are clearly in violation FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153.

In my best, non-sarcastic voice I feel compelled to ask how on Earth are companies allowed to do this in areas which they have a monopoly on the local market? I'm in Central Indiana, right outside of the capital and Comcast is the only internet provider available in my area that offers reasonable speeds for consumers of on demand content such as Netflix, Youtube, and Twitch. These 3 services are highly utilized in my household, and for years, myself and my roommate have enjoyed utilizing these services. I feel it is unfair to impose a data cap on markets where there is no competition, certainly not when the internet provider has an annual net profit in the billions of dollars. Literally my next "best" option for internet in my area is 6 mbps DSL offering from AT&T. I am not in an area that is able to get fiber internet, nor is there a competing local market Cable internet provider.

Ticket: # 1356985 - Response from Comcast

Date: 12/16/2016 6:30:19 PM

City/State/Zip: Issaquah, Washington 98029 Company Complaining About: Comcast

Description

The recent response that I received is the same regurgitated garbage they have been spewing the past few years related to their bandwidth capping of their internet plans. What the FCC needs to do is ban this practice. This is anti competitive. It's funny the locations where the caps were introduced is where they have no competition. Anyone that has Comcast will randomly see their bill start to increase until the consumer calls them and threatens to close their account (I'm not talking about trial offer expiration).

Data caps were introduced due to the increase demand of streaming video and Comcast failing to compete or change. The instead have taken it out on the consumer.

Comcast is double dipping here. The consumer has to pay different prices for different speeds AND ontop of that for a datacap. With cellphones, consumers are billed on data (which should be addressed as well... on a different note) only and those speeds are MAXED out. You're not paying for a speed tier AND bandwidth caps!

To the FCC: Notice these caps were not introduced where Comcast has direct competition to Google Fiber? For the love of god FCC DO SOMETHING!

Ticket: # 1357031 - Data Cap & denying my Business Account application is discriminating me & my Company

Date: 12/16/2016 6:57:19 PM

City/State/Zip: Meridian, Idaho 83646

Company Complaining About: Cable One

Description

CableOne has enforced unethical data caps, which is SEVERELY handicapping my business. I work as a remote Director for Tobii Dynavox, a company that helps the disabled communicate. I applied for CableOne Business, provided my TaxID, and they denied me "Because you have a Residential Account, and you have gone over your data limit." -Kimberly BezuchSkaff, Cable One Call Center Business Account Sales

I did not know that CableOne for Business existed, nor that there were any data limits on the Residential Account, when I initially signed up for CableOne. The irony here is that I legitimately need CableOne Business because my data usage as a company at times exceeds what the Residential provides, and they deny me because I have "...exceeded the Residential limit"! This is beyond unethical, it's downright dirty. CableOne is discriminating me & my business because I have a Residential Account. They should provide what they do to hundreds of other businesses in my situation, which is internet access with uncapped data. Instead they have profiled me, and excluded me from consideration based on the Residential Account.

Kimberly said her Manager reviewed & denied my application, yet I asked for the communication with the manager & the denial & received nothing.

CableOne either needs to increase its Data Cap, or allow me to become a Business Account customer at which I will have no data limit.

Ticket: # 1357232 - Comcast admitting to account limiting unless we pay a fee

Date: 12/16/2016 9:26:24 PM

City/State/Zip: San Jose, California 95110 Company Complaining About: Comcast

Description

I just received this email from Comcast regarding a previous complain I filed with the FCC (who did nothing because they have no teeth);

Dear (b) (6)

This email is in response to the complaint submitted to the Commission.

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

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

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. 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 online upon log in.[3]

Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter by email to the consumer as confirmation. Sincerely,

Comcast National Customer Relations

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

Here they are telling me that the service I have now will be downgraded but I will continue to pay the same price, and if I want to continue to get the service that I had previous, I now need to pay an extra \$50 a month.

They claim this is to save me money so I don't have to pay the same as the people who use more bandwidth, but if that was the case, my cost would go DOWN.

I am not saving money. I am paying exactly the same amount of money and receiving less than I was previously.

DATA IS NOT A LIMITED COMMODITY.

I know net neutrality isn't really taken seriously at the FCC, but this seems a little egregious and anticonsumer.

You folks really need to get it together and do something about this. This is positively un-American.

Ticket: # 1357668 - COMCAST

Date: 12/17/2016 2:04:00 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Comcast

Description

Description

I am a COMCAST Internet customer. Nov 1st they introduced a Data cap limit of 1TB/month on their customers.

I use the internet to work from home, to stream Netflix and my 3 kids use it for their homework and playing Video Games.

Last month they told me I had used more than 1TB and that I have one more chance then they will start charging me \$10 for every 50GB. This is a complete rip off.

First of all, how do we know that their metering is accurate?

Secondly, they do not have any more costs per month if I use 1TB a month or 10TB a month. Their agreements are fixed price and the equipment is deployed and powered up whether it is sending 1 Byte/minute or GBytes/minute. Data is not a finite resource (like Oil).

So I called them up and complained. They tried to sell me a triple play deal. I said I would think about it and never accepted their agreement. A few days a TV set top box appeared on my door. I returned it to the store (after waiting 1 hour in their queuing system). Even in the store, their sales guy tried to sell me another triple play deal.

Personally, I think this whole thing is unfair. Comcast are forcing customers like myself to ditch other TV/Phone options (I use DISH for TV and Vonage for my phone). With Comcast imposing a \$50 a month surcharge on me, I cannot afford not to go with their Triple Play bundle (which is going to be a lot less than me paying them their Internet cost+\$50, DISH charges and Vonage charges every month).

This practice is unfair. The internet is supposed to be an open/net neutral resource for everyone to use.

Ticket: # 1357990 - More Comcast displeasure

Date: 12/17/2016 10:06:25 PM

City/State/Zip: Greeley, Colorado 80634 Company Complaining About: Comcast

Description

Comcast 1 Tb Data Cap Harms/Interferes & Disadvantages Internet Users

Comcast is imposing a monthly 1 Tb Limit on my use of the Internet. If I go over that amount, I am subject to an Overages Penalty of up to \$200 per month. My other option is to pay a flat \$50 per month fee for unlimited data usage.

Any Data Cap imposed by an Internet Service Provider is a direct violation of FCC's Open Internet Order FCC-15-24A1 Dated February 26, 2015. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 20 & 108)

More examples of "unreasonable interference/disadvantage" because of imposing Data Caps are indicated below.

Referencing 47 Code of Federal Regulations 8.11 - No unreasonable interference or unreasonable disadvantage standard for Internet conduct

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users. Reasonable network management shall not be considered a violation of this rule."

Imposing a Data Cap on my Internet Usage represents an "unreasonable interference/disadvantage" to me according to Federal Regulations 8.11 and does not allow me to make free choices on what I see and use on the Internet:

Prevents me from making choices where I would have to stream more data, i.e. going to an "Internet Only" Package and eliminating any TV Package. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps retaliate/punish "Cord Cutters" because they have to stream more Data to watch TV/Movie Shows. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from selecting other Streaming Providers that are direct competitors to Comcast, i.e. Netflix, HULU, Amazon, HBO, CBS and other Streaming Providers which compete wth Comcast. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from choosing to view the latest Video Formats such as 4K which consume much more Data. Again, this is an anti-competitive move by Comcast and prevents free choice. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153) Data Cap implementation by Comcast has forced me to terminate my Netflix Subscription, thus limiting my Internet use which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from free choice of which Video News Clips I can watch for fear of going over my limits, which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

Data Caps have forced me to reduce/stop some of my entertainment/news choices for fear of going over my Data Cap Limits, which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

Data Caps also support and enhance Comcast's ZeroRatings strategy that does not count Comcast Content Streaming against a user's Data Cap. This is another anti-competitive move by Comcast the limits/eliminates user's choice for other Internet/Streaming Providers. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

As is stated in FCC-15-24A1 Open Internet Order, Paragraph 136:

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users."

Data Caps imposed by any Internet Service Provider are clearly in violation FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153.

I have also just gotten off the phone and am pretty sure I am being blatantly lied to. I was told that their data meter is checked by a 3rd party, which I have yet to hear. When I asked why my bill went up another 25-30 dollars she had no answer. When I said I should be able to cancel my tv and change my contract I was told, "no you can't, this is a change to policy and not the contract so too bad so sad." It is clearly wrong, she knew it was wrong and didn't have much to say other than " i'll look into it and "get back to you"" I want to cancel my tv and change my service to stay within my budget, since I know i'll be labled a heavy data user there isn't much I can do. But I need to be able to afford my bills and because of their blatant disregard for their customers is what is frustrating. Clearly this is a violation of the rules and offer me nothing every-time I fight. Well, get used to monthly letters from me until these issues are sorted.

Ticket: # 1358041 - Data caps are anti-competitive to online streaming service and will destroy HD 4K adoption over the internet.

Date: 12/18/2016 12:11:09 AM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

As mentioned in the subject, I believe (along with tens of thousands of other people) that data caps are anti-competitive to online streaming service and that data caps will destroy 4K adoption over the internet. Comcast is taking advantage of the fact that residents are not able to turn to other ISPs and are forcing data caps despite the fact that data usage incurs no extra costs on the ISP end.

Ticket: # 1358093 - Please help us!

Date: 12/18/2016 3:08:05 AM

City/State/Zip: San Ramon, California 94583 Company Complaining About: Comcast

Description

please help! this is a cry for help! as this is unfair practice for net neutrality

Ticket: # 1358425 - Comcast violets the contract by setting the Cap

Date: 12/18/2016 6:45:07 PM

City/State/Zip: South Salt Lake City, Utah 84106

Company Complaining About: Comcast

Description

I signed a one-year internet contract with comcast 4 months ago, and I'm pretty sure there was no cap mentioned in the contract. Since November 1st, they set a internet cap onto my plan. I insist the comcast is violating the contract and the law by setting additional unfair rules onto the users.

Ticket: # 1358706 - internet data caps.

Date: 12/19/2016 4:49:24 AM

City/State/Zip: Houston, Texas 77084 Company Complaining About: Comcast

Description

We need to fight internet data caps. They are a scam for the internet monopolies to make even more money.

Ticket: # 1358828 - Comcast Implementing Broadband Data Cap

Date: 12/19/2016 10:21:25 AM

City/State/Zip: Puyallup, Washington 98373 Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1358847 - Dissatisfaction with Data Caps

Date: 12/19/2016 10:37:13 AM

City/State/Zip: Eagan, Minnesota 55122 Company Complaining About: Comcast

Description

Data caps are going to stifle competition and cause users to be biased against applications based on the data amount they use. Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming. This will cause users to drop Netflix in favor of less data. My family are heavy Netflix users and will push these caps.

This note only applies to streamers but gamers as well. People who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Ticket: # 1358891 - Data Cap Is Ridiculous

Date: 12/19/2016 10:58:01 AM

City/State/Zip: Coralville, Iowa 52241

Company Complaining About: Mediacom

Description

My roommate and I use the computer for school and work and we're expected to have a cap on DATA. Data is free. The infrastructure for this company is built and finished with. There are no reasons for a cap on my data. It's a scam that is widely known.

Ticket: # 1358918 - Comcast Internet Cap

Date: 12/19/2016 11:16:11 AM

City/State/Zip: Commerce Charter Township, Michigan 48382

Company Complaining About: Comcast

Description

They Capped the internet when not using their services, This is not a free or open infrastructure. Provided no emails to users when turning it on. Unreliable measuring of use. With only 2 options for internet. Data caps are a joke. As they are not upgrading the infrastructure. they are just trying to rip off the consumers. Data is not a finite resource. the cost is the same.

Ticket: # 1358968 - Comcast Data Cap

Date: 12/19/2016 11:38:04 AM

City/State/Zip: Avon Park, Florida 33825 Company Complaining About: Comcast

Description

I receive 75 megabit per second service from Comcast which is 9.375 Megabytes per second. If i were to use the full capability of my service it would take 109.23 seconds to deplete my data cap and another 109.23 seconds to incur a \$200 fee.

I am a cord cutter who enjoys watching steaming content on three 4k tvs. as well as purchasing games online. My significant other also uses a vpn for her work.

I believe it is unfair to cap a wire line service where the company does not have the constraint of spectrum. Comcast is trying to force me into subscribing to their TV service by implementing a data cap.

Ticket: # 1359153 - Datacap added after contract signed

Date: 12/19/2016 1:08:04 PM

City/State/Zip: League City, Texas 77573 Company Complaining About: Comcast

Description

I signed up for Xfinity internet in July. At the time, they offered unlimited bandwidth. Recently in November, they added a 1tb data cap without notifying me. Comcast claims a 300mb data cap was enforced at the time, but I never saw this in the contract they provided.

Ticket: # 1359669 - Xfinity Data Caps

Date: 12/19/2016 4:40:42 PM

City/State/Zip: Oak Park, Michigan 48237 Company Complaining About: Comcast

Description

I am not satisfied with the response that was given to me on request #1329121 stating that the 1TB cap is "Pro-Consumer Policy". I don't believe this to be "Pro-Consumer" I believe this to be in direct violation to FCC Orders.

Comcast 1 Tb Data Cap Harms/Interferes & Disadvantages Internet Users

Comcast is imposing a monthly 1 Tb Limit on my use of the Internet. If I go over that amount, I am subject to an Overages Penalty of up to \$200 per month. My other option is to pay a flat \$50 per month fee for unlimited data usage.

Any Data Cap imposed by an Internet Service Provider is a direct violation of FCC's Open Internet Order FCC-15-24A1 Dated February 26, 2015. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 20 & 108)

More examples of "unreasonable interference/disadvantage" because of imposing Data Caps are indicated below.

Referencing 47 Code of Federal Regulations 8.11 - No unreasonable interference or unreasonable disadvantage standard for Internet conduct

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users. Reasonable network management shall not be considered a violation of this rule."

Imposing a Data Cap on my Internet Usage represents an "unreasonable interference/disadvantage" to me according to Federal Regulations 8.11 and does not allow me to make free choices on what I see and use on the Internet:

Prevents me from making choices where I would have to stream more data, i.e. going to an "Internet Only" Package and eliminating any TV Package. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps retaliate/punish "Cord Cutters" because they have to stream more Data to watch TV/Movie Shows. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from selecting other Streaming Providers that are direct competitors to Comcast, i.e. Netflix, HULU, Amazon, HBO, CBS and other Streaming Providers which compete wth Comcast. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from choosing to view the latest Video Formats such as 4K which consume much more Data. Again, this is an anti-competitive move by Comcast and prevents free choice. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

This is the big One:

Data Cap implementation by Comcast has forced me to terminate my offsite security camera backups/uploads (as their cap also includes uploads in that total) and increases the risk placed on my household, thus limiting my Internet use which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153)

Data Caps also prevent me from free choice of which Video News Clips I can watch for fear of going over my limits, which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

Data Caps have forced me to reduce/stop some of my entertainment/news choices for fear of going over my Data Cap Limits, which is an unreasonable interference/disadvantage to me. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

Data Caps also support and enhance Comcast's ZeroRatings strategy that does not count Comcast Content Streaming against a user's Data Cap. This is another anti-competitive move by Comcast the limits/eliminates user's choice for other Internet/Streaming Providers. (Reference: FCC-15-24A1 Open Internet Order, Paragraphs 108, 139, 140, 141 & 153).

As is stated in FCC-15-24A1 Open Internet Order, Paragraph 136:

"Any person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not unreasonably interfere with or unreasonably disadvantage (i) end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or (ii) edge providers' ability to make lawful content, applications, services, or devices available to end users."

Data Caps imposed by any Internet Service Provider are clearly in violation FCC-15-24A1 Open Internet Order, Paragraphs 108, 136, 139, 140, 141 & 153.

Ticket: # 1359806 - Internet Data Caps from Comcast

Date: 12/19/2016 5:41:26 PM

City/State/Zip: Minneapolis, Minnesota 55408 Company Complaining About: Comcast

Description

To whom it may concern,

Comcast recently announced a program by which it would implement a nationwide data cap of 1 TB per month on all home Internet users. The cited reason is that people who use more Internet should pay more. Effectively, if one wants to utilize unlimited Internet as we could only weeks ago, we must pay an extra \$50 per month. This is a 70% increase in my bill overnight. Comcast as a business, has the right to set prices to what customers will pay. But their geographic monopolies allow them to enact these price while leaving the customer with no alternative.

I believe the FCC needs to consider, whether data caps are reasonably being implemented given Comcast's monopoly status. Many independent publishers have claimed that there is a clear motive behind these data caps to encourage customers to purchase regular cable TV bundles rather than stream through online providers (ie. Netlfix, Amazon, etc.) lest they pay for unlimited data. If Comcast did not have geographic monopolies, this practice would be fine as I could simply switch to another provider. However, I do not have this option despite living in a very large city where one would expect such options.

The FCC also needs to consider how this is affecting productivity. I spend considerable time doing data analysis at home and work. The internet is not simply a convenience for frivolous videos. I use the Internet daily to do scientific research and data analysis on supercomputing clusters. The Internet is, simply put, the means to my labor. Yet this necessity is not subject to the similar rules and regulations of phones, energy, and water (ie. utilities). which are the means to other labors. Instead, Comcast can limit my productivity due to their monopoly.

The FCC needs to either protect consumers against these monopolistic tendencies by encouraging more competition or by regulating internet service providers as a utility.

Ticket: # 1360200 - Please help! DATA CAP!

Date: 12/19/2016 10:46:40 PM

City/State/Zip: San Ramon, California 94583 Company Complaining About: Comcast

Description

Please help not fair for data cap! also no warning of why they set a data cap no notice on any term of agreement!

Ticket: # 1360216 - Comcast data caps

Date: 12/19/2016 10:57:33 PM

City/State/Zip: Jacksonville, Florida 32258 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1360357 - Data capping needs to stop!

Date: 12/20/2016 6:14:27 AM

City/State/Zip: Spokane Valley, Washington 99216

Company Complaining About: Comcast

Description

Please end data capping! it effects everybpdy for what?! An extra 30 - 50 bucks a peice?! This HAS TO STOP immediatley!

Ticket: # 1360375 - NET NEUTRALITY

Date: 12/20/2016 8:21:23 AM

City/State/Zip: Madison Heights, Michigan 48071

Company Complaining About: Comcast

Description

Comcast is limiting my ability for open internet by imposing unnecessary data caps. It does nothing to ease congestion. As that is not the problem. The problem is that they're far too large, and they can do it to further dig in to my pocket book. STOP THEM!

Ticket: # 1360381 - Comcast data caps

Date: 12/20/2016 8:47:57 AM

City/State/Zip: Holly, Michigan 48442 Company Complaining About: Comcast

Description

I recently learned that my account has a data cap for my internet usage. After reviewing my account my family has exceeded this cap almost every month since it started and Comcast will be charging me moving forward, as I am only allowed 2-3 months of going over without penalty. I have five people in my house, I pay over 230.00 a month for Comcast service. This is just another way for Comcast to monetize the internet. They are the only provider in my area, how is this allowed?

Ticket: # 1360493 - Data Cap/Net Neutrality

Date: 12/20/2016 10:28:29 AM

City/State/Zip: Rochester Hills, Michigan 48309

Company Complaining About: Comcast

Description

I recently signed onto Comcast/Xfinity. While I love the service and the speeds they are delivering, I came from WoW where there was no data cap. I worried too much about data caps with my Verizon Wireless cell phone bill which is essentially why Home WiFi is so important to many of us as consumers. "As long as you're on wifi you can download that..." But it seems Comcast is now putting a cap on my HOME based internet usage. This is obscene and ridiculous. I see this spiraling into something much worse, tiered data plans for at home internet use. Essentially what the big name Cellular carriers have done. Something that has never been limited and always been open for use. We pay for the service. We don't pay for the "data". This is completely outrageous. No one should have to worry about hitting any sort of data cap while sitting in the comfort of their hardwired home. Internet should be open and neutral. That's the service we are paying for. Get rid of the Data Cap!! If Comcast is able to do this, what stops any other Internet Service Provider from doing this? The Internet has become such an important aspect of modern life that we cannot allow access to it to be limited at all.

Ticket: # 1360634 - Xfinity/Comcast Data Caps

Date: 12/20/2016 11:50:05 AM

City/State/Zip: Friendswood, Texas 77546 Company Complaining About: Comcast

Description

Comcast/Xfinity 1024gb datacaps are nothing more then a money grab and engineered to recoup losses to Comcast/Xfinity due to people dropping cable TV for streaming services. Where I live Comcast/Xfinity is the only option and there is no competition so if I want internet it's my only viable option. Another greedy corporation that needs to be slapped down

Ticket: # 1360644 - Comcast has started a 1TB data cap on my internet

Date: 12/20/2016 11:57:53 AM

City/State/Zip: Jacksonville, Florida 32224 Company Complaining About: Comcast

Description

Description

The data cap starts the ability for Comcast to stifle competition in the market of online entertainment services like Netflix/HULU this would force them to compete against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This is a dangerous precedent that will allow Comcast to push out its competition or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. Especially with the increase in 4K streaming and high-end gaming. Recently, I bought a video game and had to download over 100GB for one game that is 1/10 of my limit and this will continue to get worse. Data storage continues to get less expensive yet the successful conglomerate insists on limiting my internet consumption. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed. I urge you to take a stand to for the people and fight to ban the usage of internet data caps to preserve the internet today.

On top of this in my location I have no other choice, but to choose Comcast for my internet service.

Ticket: # 1360955 - There is no reason other than profit grabbing to put a data cap on customers.

Date: 12/20/2016 1:49:39 PM

City/State/Zip: Colorado Springs, Colorado 80923

Company Complaining About: Comcast

Description

(b) (6

Ticket: # 1360977 - Comcast data caps

Date: 12/20/2016 1:59:58 PM

City/State/Zip: Folsom, California 95825 Company Complaining About: Comcast

Description

Comcast has now added a 1 TB data cap without even informing me till I received a notification saying I was going over midway through the month. I have a simple 150mbs connection. That equates to 0.01875 Gigabytes a second or roughly 67.5 Gigabytes an Hour. At this rate that means that you can only use your services for 15 hours a month or ONLY 2% OF THE TIME YOU PAID FOR. Let me repeat that again...with a 150mbs connection you can only use your services for 2% of the month that you paid for. This effectively stops innovation and growth in technology and forces users to use other Comcast services which dont count against the data caps. The internet should not have caps...period...especially not ones that force you to only use 2% of a service that you paid for.

Comcast is lying to their customers about 1 TB being a high amount of data which is far from the truth. With the world switching over to buying things digitally (games and media) 1 TB is eaten up very quickly. High Definition movies from Sony can be upwards of 100 GB in size to own (not stream). Games are about 50-100 GB in size with all the updates plus streaming data. In fact if I were to redownload my gaming library due to a failure or new pc it would be a few terabytes of data...way over the cap. So now people will have to stop and think whether or not they want to buy things online anymore with this issue...thus bringing us back in technology instead of forward and hurting a LOT of other companies.

The big issue here though is most streaming services are moving over to high quality streaming (where comcast is still on very low quality 720p that they still try and claim is high def which it is not and never was). Comcast claims High Def video is 1.7 gb an hour but that is for 720p video which is not High Def, True High Def video is 3gb an hour where Ultra High Def is 7Gb-10Gb an hour. At 7-10GB an hour plus all the other things you do online that 1 TB is eaten up super fast. To let you know how common the 7-10GB content is, every Netflix Original content is using this much data and that content is expected to be over 50% of the catalog in the next year. Same goes for Amizon and other streaming services.

PLEASE DO NOT ALLOW COMCAST TO LIMIT THE INTERNET LIKE THIS!!! Either split up the company to force them not to be a company that has control of the media/entertainment side as well as the means to provide it for them and their competitors. Especially not with the laws put in place to prevent any competition with Comcast.

Ticket: # 1361868 - Comcast data cap is a slap in the face of net neutrality

Date: 12/20/2016 7:56:40 PM

City/State/Zip: San Jose, California 95117 Company Complaining About: Comcast

Description

In September, I switched my service to Comcast to price break in moving my phone, internet and TV to a single vendor. I locked in for 2 years. 60 days, after starting my service, I was notified that Comcast was now putting a data limit on my plan. How can Comcast break their contract with me. I agreed on a set amount for a specific set of services. Now they want to provide LESS for the same amount! If it were me that wanted to pay less, I'm sure they would take me to court and require me to pay an early termination fee. Please help me understand what I can do to make Comcast fulfill their commitment.

Ticket: # 1362016 - Open Net/ Net Neutrality

Date: 12/20/2016 10:00:32 PM

City/State/Zip: Royal Oak, Michigan 48073 Company Complaining About: Comcast

Description

The Comcast company is committing an atrocity to the human evolution with limitations on data usage. The Internet should remain as beautiful as it is, a virtual land of freedom, information, and a marvel of human connection. I am aghast at the chains that ominously loom over the sweet messenger dove. They will strangle her tiny neck and crush her thin frame. However, yet thin her body may be, given freedom and protection she will deliver the world with message and song. Please continue to love and cherish our dove. It is for humanity's sake I beseech you.

Ticket: # 1362049 - Cox data cap

Date: 12/20/2016 10:28:06 PM

City/State/Zip: Crestview, Florida 32536 Company Complaining About: Cox

Description

Data caps are a major concern and are unnecessary considering the steep decline in internet provisioning and transit costs and the extremely high price (and profitability) providers already get from offering unlimited broadband service. Content managed by Cox included in Cox-provided services do not count toward data usage. Ban data caps, they are unnecessary and discriminatory against competing online video services.

Ticket: # 1362168 - Comcast data caps and making unlimited data hard to order

Date: 12/21/2016 12:57:06 AM

City/State/Zip: Indian Hills, Colorado 80454 Company Complaining About: Comcast

Description

Comcast implemented data caps to 1TB. They then start charging you if you go over it for every 50gig above and beyond, with a max of \$200 a month above your bill.

The issue starts with their FAQ about unlimited: https://customer.xfinity.com/help-and-support/internet/exp-unlimited-data

It doesn't tell you how to order unlimited data.

You can't do it via the normal ordering or account settings page. You can increase your speed, add on services, change all aspects of your plan.. EXCEPT unlimited data.

Online chat can also make changes to your account, increase speeds, cancel your plan, add on options EXCEPT they can't add unlimited data.

They make you call into a specific group during a limited time window. Making it as hard as possible to sign up for unlimited data. The friction and frustration seems by design to prevent people from signing up and there for making them more money.

From my chat with a comcast rep:

"Tim, I checked and found that to enroll in the Unlimited Data Option, you need to call at 1-877-807-6581. The business hours of our Customer Security Assurance Department are 6:00 AM to 2:00 AM ET, seven days a week."

Ticket: # 1362172 - Comcast put a cap on our internet data usage

Date: 12/21/2016 1:09:11 AM

City/State/Zip: Mukilteo, Washington 98275 Company Complaining About: Comcast

Description

We have paid an enormous amount of money for internet, cable, and home phone (which we don't use) and yet now we find that as a family of 5 the first 2 months they implemented the 1TB data cap.... we exceeded it. Well of course we did! I work from home on the internet nearly 12 hours a day and have 6 other devices used by my teens and husband. We called up DirectTV because we have ATT for our cell service and they gave us a great deal saving \$100 a month. However in talking with AT&T they don't have internet service to our area yet. So Comcast sets our area (if I move I get unlimited data again) as having a cap. So I called allconnect.com and they verify that Comcast is our ONLY option for internet! How is that possible. I should have a choice! I should not be forced to pay \$120 per month for "unlimited data" from Comcast when AT&T would charge me \$30. That is just insane! I am so mad that Comcast has a monopoly here and able to just notify us by mail that our internet usage is capped (a letter they said they sent but I never received) and if we want unlimited then it is \$50 on top of the rest we pay. Please help us citizens that don't want to be monopolized! We want fair service. It doesn't cost any more to provide 1 TB than 2TB as verified by AT&T.

Ticket: # 1363232 - Armstrong Cable Company

Date: 12/21/2016 5:06:03 PM

City/State/Zip: Conowingo, Maryland 21918-1478

Company Complaining About: Armstrong Cable Company

Description

Description

Still hold monopoly in Cecil County Maryland, especially areas not located near a town. Charges too high of prices (non-competitive) in comparison to other companies. Offers very low and high priced data plans for internet. Internet is the wave of the future for all, not the rich or city folks. Armstrong holds a grip on people who need and want more data for streaming t.v. shows (not cable tv), but they do not offer good prices and high data packages!

Ticket: # 1363308 - Data Cap on Internet

Date: 12/21/2016 5:40:19 PM

City/State/Zip: El Dorado Hills, California 95762

Company Complaining About: Comcast

Description

I was just browsing the internet when all of the sudden I am greeted by a giant, ugly banner that says I've used a decent amount of data in the past month. We pay too much for only being able to use a certain amount of data each month. If Comcast is allowed to get away with this, other ISPs will follow suit and pretty soon, the "open internet" will no longer exist. These oligopolies have enough power over us as it is (being no good substitutes in the area) and this should not be allowed to continue.

Ticket: # 1363600 - Comcast Data Cap

Date: 12/21/2016 8:35:52 PM

City/State/Zip: Bellingham, Washington 98225 Company Complaining About: Comcast

Description

Comcast is making an effective monopoly on a basic utility that a majority of the world now relies on to live their life. The government needs to step in and stop this massive conglomerate that has no care for their customers. Data caps should be illegal because you are limiting a public necessity only because of greed and more profits in a company that has no care for the public and their customers.

Ticket: # 1363998 - Comcast Data Caps and Throttling

Date: 12/22/2016 10:53:59 AM

City/State/Zip: Salem, Oregon 97302 Company Complaining About: Comcast

Description

Comcast has imposed a 1TB data cap which is preventing me from performing online backups of my family's PC's. I have approximately 3-4TB of data combined on all my computers in the house and would like regular backups of these files. They have offered an "unlimited data plan" for \$50 a month, however that's almost the same price as the internet access itself! \$50 a month is ludicrous and I cannot afford that increased cost. It's as expensive as getting a second internet connection put in! I asked to get a business line since those offer unlimited data, however they said I'd have to continue paying for my regular internet and add a second line to my house for the business internet. Other providers in my area have the same limitation so I have no options and nowhere to turn.

In addition to this new data cap I've also noticed they are throttling my speed on youtube during "peak" hours. I've proven this is being throttled by running my youtube connection through a proxy at the same time and the proxy connection functions flawlessly. They of course deny this but I've proved it time and time again.

Ticket: # 1365067 - Comcast data caps

Date: 12/22/2016 8:56:24 PM

City/State/Zip: Citrus Heights, California 95621

Company Complaining About: Comcast

Description

Comcast putting data caps on the internet is them just trying to grab more money. They are the only internet around for many cities and they monopolize the area. It doesn't cost them more to handle more data, they've been doing it for years and they do just fine. They make billions already and want to make more. This stops innovation and progress. With the rise of 4k video, this makes it impossible to stay under the cap. This is completely against net neutrality and if it doesn't stop soon, this will be the norm, which it already is to an extent. We are losing the internet and nothing is being done to stop them. The FCC needs to step in soon and make internet a utility. I can't believe it's been this long and you guys aren't doing anything to stop it. You just give generic responses and let it keep happening. Stop the corporations from draining the people. It's your job.

Ticket: # 1365076 - Comcast Data Cap 1TB

Date: 12/22/2016 9:08:06 PM

City/State/Zip: Jacksonville, Florida 32218 **Company Complaining About:** Comcast

Description

I am writing to protest that Comcast now is setting a limit of 1TB of data that I am allowed to use. I tolerate the cell providers doing this and have changed my lifestyle around it. Home wifi was my only safe haven for a family of four near cord cutters (only 1 watches live tv) and we paid for Comcast's fastest connection offered to home users in Jacksonville FI (150MB). No other competitor here comes close to their speed. However, with this restriction, (we typically float about 1TB a month) we are switching to AT&T's unrestricted data plan at 18MB - best in the area. This is a serious downgrade in our speed but we will not partake in Comcast's greed to limit what we do or watch. I can't believe they are being allowed to charge just 1% of their customers 50\$ (their facts not mine) for the privileged of no data caps. I ask that the FCC ban this action from Comcast or take other action to stop this. I've never had a cap from any ISP in the past (including AOL dialup) and think that this is a horrible plan for the consumer. I am 'voting' by leaving them but AT&T cant really be seen as a competitor at 1/10 the speed.

Ticket: # 1365206 - Comcast Date: 12/23/2016 12:47:45 AM

City/State/Zip: Jacksonville, Florida 32256 Company Complaining About: Comcast

Description

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely (b) (6)

Ticket: # 1365262 - Comcast Data Caps

Date: 12/23/2016 3:22:18 AM

City/State/Zip: Cement City, Michigan 49233
Company Complaining About: Comcast

Description

I must have missed where the USA turned into a 3rd world country. Why should we, as Americans, be one of the very few first world countries to have internet data caps? There's absolutely no reason for this. We're already paying more than enough for internet, you can easily see by comparing what we pay to what someone in Great Britain pays. Why is it that we let these corporations bleed us dry for every last cent we have? This is unacceptable and should be stopped.

Ticket: # 1365350 - Questionable etimated data usage average

Date: 12/23/2016 10:13:01 AM

City/State/Zip: Tallahassee, Florida 32308 Company Complaining About: Comcast

Description

Their projected usage for justifying a data cap is utter bullshit. What myself and my roommates stream/download will not be the same every month. As far as I know, out internet using trends haven't been abnormal, and where we are, about to go over. But "Less than 1% of customers use this in a month." We're in the digital age. 4K content has become more available. It's not hard to hit that limit with 3 people. This company is running a monopoly in our city and I'm entirely sick of it. As time progresses, resolution becomes greater, files become bigger. A video game from a generation ago could be 7GB, whereas now games can be upwards of 50GB. My whole library is digital. I don't see how this cap is justifiable nor realistic, especially while nearing the future.

Ticket: # 1365809 - Comcast Data Caps

Date: 12/23/2016 3:05:48 PM

City/State/Zip: Plantation, Florida 33324 Company Complaining About: Comcast

Description

Comcast has recently imposed data caps for their internet users. For me, and my 10 year old son, the data caps are highly unfair considering we don't use cable TV and download/stream all of our media content. The mere fact that their own methodology for estimating the cap at 1 gig a month is unrealistic as they don't account for CURRENT DAY trends such as downloading games/updates. One game can total over 50 gigabytes (the new Call of duty is 70 gigs) which is half of the cap already. Not to mention streaming content beyond 720p, this triples the data based on their estimates. The only thing this cap serves is Comcast and not the customer. I would love to switch companies but for some reason Comcast is the only company I can go with her in south Florida in my area. With that being said, why would they change? There is a major issue here that goes beyond just the caps they are placing on all internet users. Something needs to be done about this.

Ticket: # 1365946 - Comcast Data Cap

Date: 12/23/2016 4:23:18 PM

City/State/Zip: Bensenville, Illinois 60106 Company Complaining About: Comcast

Description

I would like to complain about Comcast's data cap. They shouldn't be charging extra for data. I stream a lot of my content and that means I will hit my cap every month. This doesn't cost them any money, just a total money grab from consumers.

Ticket: # 1366263 - Data caps **Date:** 12/23/2016 10:02:20 PM

City/State/Zip: Little Canada, Minnesota 55117

Company Complaining About: Comcast

Description

Comcast responded to a complaint I filed regarding data caps. They did nothing to resolve the issue and instead fed me a company line stating "those who use more, pay more and those who use less, don't have to pay overage fees." which is total crap. Data is an infinite resource limited only by cable that companies create. Comcasts data cap is strictly a money grab in an attempt to gain some of what they lost from a decreasing cable subscriber pool. It's anti consumer and anti progress. They refuse to work with customers including their most loyal customers. I'm asking that comcast be told to immediately remove their nationwide data cap.

Ticket: # 1366297 - Failure to contact me

Date: 12/23/2016 11:34:19 PM

City/State/Zip: Dickinson, Texas 77539 Company Complaining About: Comcast

Description

Since Comcast has changed our previously unlimited internet to a tiered service, I have not been contacted when approaching my data limits until after I have passed my monthly limit. I have my notifications set to email and phone. I checked my email and have never gotten a single email regarding this and I only received one phone call stating I have already passed my limit. I have tried calling Comcast about this and can not get to anyone that can help with this. How is this legal, not only did they breach our contract, they are breaking their own new rules? Initially, I was mailed a letter stating we have three free overage months and now it is only two. Why can't the government step in and do something to protect the people's rights. They are claiming the new system is to save money for those who do not use as much data, but the price has not reduced for anyone, but gotten more expensive for the "heavier" users. When counting data, Comcast doesn't count their paid service, this is a clear violation of the Net Neutrality act. They have implemented a way to charge more for the customer to access other services that are not their own. Finally, they are counting both downloads and uploads towards the total. I use a cloud based backup service and no longer can do this because the additional monthly internet fees cost more than the backup service itself.

Ticket: # 1366314 - 1TB Internet CAP COMCAST.

Date: 12/24/2016 12:06:25 AM

City/State/Zip: Boulder, Colorado 80302 Company Complaining About: Comcast

Description

As it turns out, Comcast is charging me \$30.00 extra dollars for "Data overage", which i have never had any understanding of up until i connected my rook streaming devices.

I need someone to help me with this immediately, I even own my own equipment. I don't understand why Cant they just give me an extra terabyte of DATA for 30 dollars? Im pretty sure transporting 1TB of data doesn't take more that \$30.00.

I am being ripped off, and THIS CANNOT STAND!

Ticket: # 1366331 - Comcast has questionable business practices

Date: 12/24/2016 1:16:30 AM

City/State/Zip: Ann Arbor, Michigan 48103 Company Complaining About: Comcast

Description

Comcast claims I have gone over some allotted amount of data in a monthly data plan. The plan I enrolled in was unlimited and I have not been informed that there was any limit associated with my service or that my service has been changed without my consent. It is one of their top tier internet service plans and I pay an outrageous amount for it. They constantly raise the price of my service without my permission (I have called several times over the years to get them to reduce my bill) and this latest attempt to charge me more money is outrageous. I request that you investigate Comcast's business practices and rein in their constant attempts to overcharge the public.

I have no equivalent alternative ISP (no competition) in my area. This needs FCC action to fix. Repectfully,



Ticket: # 1366398 - Comcast 1TB bandwidth cap and overage charges

Date: 12/24/2016 9:29:43 AM

City/State/Zip: Plainfield, Illinois 60586 Company Complaining About: Comcast

Description

Given the nature of digital video, music, app and game distribution I believe Comcast is taking advantage of the customers who rely on these services for home entertainment by implementing a 1TB bandwidth cap on cable internet service. Not only is 1TB of data not enough to reasonably take advantage of digital services for a family, their overage pricing is outrageous: being able to charge customers \$10 per 50GB of data over their limit up to \$200 per month.

I'm already paying well over \$100 per month for basic television and a mid-tier level of internet speed. As of now my family will have to pay them an additional \$50 per month for "unlimited" bandwidth to avoid these overages in the future, which amounts to an extra \$600 per year. Granted I can afford this, but many people may not be able to and will have to implement controls on digital services they use in their home.

I can only assume Comcast has done this to prevent the proliferation of video services like Hulu and Netflix. These services are beginning to stream video at even higher qualities and in turn uses more bandwidth. The net effect Comcast is hoping for is to keep customers from using their television services as well.

I don't understand how this can be allowed by your organization, and the fact that Comcast is really the only provider in my area that provides a decent level of service really leaves customers like myself with no choice. This is especially worse during the holidays when digital gifts are commonplace and sets people up for massive overage charges by Comcast. The 1TB bandwidth cap that Comcast has implemented is also completely unfair to people who signed up for service before the caps were implemented.

I have not reached out to Comcast since I've seen the responses other people have received and they are not willing to take any action other than to charge a highly monthly service fee (\$50 as I mentioned) to remove this cap.

I hope your organization will take up this matter urgently and with the importance it deserves.

Ticket: # 1366408 - Comcast Data Caps

Date: 12/24/2016 10:16:47 AM

City/State/Zip: Howell, Michigan 48843 Company Complaining About: Comcast

Description

How can a utility company have any sort of caps? There's no 100 hours of electricity cap where they charge \$10 more for every Kw/H because it's ridiculous. Internet companies are natural monopolies and should be regulated as such. I literally just hit my TB data cap and there's nothing I can do about it short of this.

Ticket: # 1366590 - Comcast Data Caps

Date: 12/24/2016 4:40:52 PM

City/State/Zip: Ogden, Utah 84404

Company Complaining About: Comcast

Description

Comcast as implemented a data cap that punishes me for using modern day streaming services like Netflix and Amazon video instead of their television service. Today I received notification that I have used 90% of their arbitrary data limit as a result of using those competing services. If I were using Comcast's TV service it would not be counted towards my data cap.

Comcast has decided to punish me for using my internet connection to use services competing with Comcast television which would not count towards that arbitrary data cap.

Ticket: # 1366684 - Comcast Date: 12/24/2016 11:00:01 PM

City/State/Zip: Houston, Texas 77008 Company Complaining About: Comcast

Description

I signed up for the fastest internet with a Comcast. They gave me a price and I agreed. I was informed b an intrusive note on my computer that I now now have a data cap of 1 terabyte. I did not sign up for this. I called a Comcastand was told that now I would have to pay 50 dollars more than what I hav now. How can a company do this???? This is an attempt to force me to sign a contract. They do not charge this pice if you sign a contract. Please help consumers.

Ticket: # 1366707 - Internet data cap

Date: 12/25/2016 12:34:42 AM

City/State/Zip: Prairie Du Chien, Wisconsin 53821

Company Complaining About: Mediacom

Description

How is charging money for more data used fair? I pay for the speed of my Internet and they are data capping me for upload and download? This is just out of the question. I am a wi resident with mediacom!

Ticket: # 1366731 - Comcast Data Caps

Date: 12/25/2016 3:26:14 AM

City/State/Zip: Valparaiso, Indiana 46383 Company Complaining About: Comcast

Description

They exempt their Xfinity and non IP content (traditional channels) from the cap. Clear violation of net neutrality. Also, increasing speed bring the cap closer.

Ticket: # 1366743 - Xfinity 1TB Internet Data Cap

Date: 12/25/2016 4:47:22 AM

City/State/Zip: Oakley, California 94561 Company Complaining About: Comcast

Description

Xfinity is applying a 1TB internet data Cap. this is unfair. internet data should not be controlled in this way

Ticket: # 1366755 - Re: [FCC Complaints] Re: Comcast bandwidth cap

Date: 12/25/2016 7:21:00 AM

City/State/Zip: Renton, Washington 98055 Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1295767 "Comcast bandwidth cap"

Hello FCC,

It has been over a month and I have yet to receive any communication from my ISP and my internet is now capped. Do I have any options for remediation or an I boned?

Thanks,



Ticket: # 1366811 - Comcast's New Data Bandwidth Caps

Date: 12/25/2016 1:08:34 PM

City/State/Zip: Lynnwood, Washington 98087 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

It is also worth noting that in my area, Comcast is the only available provider for cable and internet, and that I signed up for a contract a few months ago (before this change was made), so I'm "trapped" with the recent changes.

Sincerely,



Ticket: # 1366814 - Comcast data caps

Date: 12/25/2016 1:18:32 PM

City/State/Zip: Portland, Oregon 97222 Company Complaining About: Comcast

Description

This is absolutely insane that in the year 2016 comcast can get away with placing a cap on a cable based internet connection. People who use netflix, especially in 4k, or people who play games, games on xbox, playstation and steam are minimum 50-60gb each so if you have a few gamers in the house, that alone adds up quickly. What happens if your computers hard drive fails, or you get a new pc? These are things comcast does not think about or care, we are already paying for speed tiers, now we have to pay for data usage also? If they are going to charge for data usage they should give people with higher speeds greater data caps.

Ticket: # 1366900 - Comcast 1TB cap

Date: 12/25/2016 5:36:46 PM

City/State/Zip: Jacksonville, Florida 32207 Company Complaining About: Comcast

Description

As of now I am living by myself and use about 400-500GB of internet a month. Once my husband and friend gets stationed in florida they will be living in the same house and will easily go over 1TB a month. Please do something and have comcast remove the 1TB cap. The only reason why they did that was because they couldn't charge the companies like Netflex fees anymore for "faster access" so now they are going after the consumers and having us pay for it. Being in the military and going out months out of the year to deploy I like to enjoy being on the internet and streaming/downloading/ playing my games without worrying about a data cap. Please have comcast stop this!

Ticket: # 1366907 - Comcast/Xfinity Data Limit

Date: 12/25/2016 6:28:23 PM

City/State/Zip: Everett, Washington 98204 Company Complaining About: Comcast

Description

I feel this data limit is unfair and borderline illegal, For the longest time internet has been a flat rate for full usage, now I have to watch for a data overage just like a low-end cell phone plan, for 60+\$ a month? At the very least if they're going to do this they need to offer pay as you go, or lower tier caps, etc, because while it's a TB limit on my plan, I live in a house of 5, we often hit over 1 TB, and now we have to be very careful and fight when we get low. It is the 25th and I have 100gb left. This is barely enough for 3 days, between 2-3 devices on netflix on average, or internet gaming, or the fact all of my video games are digital and I have to shuffle them to manage my HDD space/when new games come out, This is a digital age, and comcast is making it so we may as well be analog, I have watched several DVD's this month just because I didnt wanna use the data for netflix/etc, At that point, why pay for netflix? Why even have a computer? This is unfair and I hope the FCC can do something to stop them. I thought this was covered in Net Neutrality, But anyway rant over, thank you for your time.

Ticket: # 1366942 - Comcast Data Cap

Date: 12/25/2016 8:36:20 PM

City/State/Zip: Garden City, Michigan 48135
Company Complaining About: Comcast

Description

Recently me and my family have gone over our 1tb data cap with comcast and now have no way of downloading games, songs, or movies from our Christmas gifts. We have to conserve our remaining 30gb of data till the end of the month.

Ticket: # 1366959 - Comcast Xfinity Data Caps

Date: 12/25/2016 10:37:29 PM

City/State/Zip: Usaf Academy, Colorado 80840

Company Complaining About: Comcast

Description

There is no reason for anyone to ever have a data cap. Data is not a limited resource. It's bad enough that all the cable providers have a monopoly in every area that they're in, so I can't do anything about paying extra if there is no competition in the market.

Ticket: # 1366966 - Comcast's Unethical Data Caps

Date: 12/25/2016 10:47:54 PM

City/State/Zip: Bellingham, Washington 98225 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1366975 - Data Caps

Date: 12/25/2016 11:00:59 PM

City/State/Zip: Colorado Springs, Colorado 80906

Company Complaining About: Comcast

Description

Comcast has enacted data caps that unfairly charge customers more when it bears no extra cost to comcast. Internet should be treated more like a utility and unfair extra charges to drive up profit should not be allowed in this day in age. Comcast basically has a monopoly where I live and being forced extra charges for the sake of extra profit should not be allowed.

Ticket: # 1366979 - Washington State Comcast Data Cap

Date: 12/25/2016 11:04:02 PM

City/State/Zip: Bellingham, Washington 98229 Company Complaining About: Comcast

Description

I signed a 2 year Internet service contract with Comcast specifically because they did not have a data cap. I made it very clear that this was the reason I was signing up with them, and was never informed that a data cap would be implemented in the future. Less then 2 months after signing that contract, Comcast has introduced a 1 TB data cap on my internet usage. It will now cost me another 50\$ a month to remove this limit, something which used to cost nothing.

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors. America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Ticket: # 1367014 - Comcast Data Cap

Date: 12/26/2016 12:57:04 AM

City/State/Zip: Albuquerque, New Mexico 87123

Company Complaining About: Comcast

Description

I have had Comcast for 10 years and never had a cap on data, now with just an emails notice I have a cap on my data. I have 6 people that use the internet at home. Now we have to take turns doing homework, playing games, and watching shows that are on when we are not at home.

Ticket: # 1367020 - Comcast Data Caps

Date: 12/26/2016 1:45:35 AM

City/State/Zip: Fort Collins, Colorado 80526 Company Complaining About: Comcast

Description

Description

The last complaint I filed was just forwarded to Comcast where they spouted PR nonsense at me and closed the case so let's try this again. Comcast has implemented data caps in Fort Collins, CO, which is strictly against net neutrality. I don't appreciate being charged for both speed and usage amount. It's like the water company charging me for both PSI and usage amount. That's not fair, so why is it that Comcast can get away with it? I know Comcast's response is going to be something about how they "notified you about it with enough time to change ISPs" or something like that. The issue is that they have an Oligopoly with Century Link, who doesn't service my building with the speeds I need for work, so that's not much of an option. Whether or not they told me about it happening is not my issue, it's that this unfair violation of net neutrality is happening at all.

Ticket: # 1367022 - Comcast data cap

Date: 12/26/2016 1:52:10 AM

City/State/Zip: Rockford, Illinois 61108 Company Complaining About: Comcast

Description

Description

My issue is on regards to the recent data cap being enforced upon by my ISP. Comcast has rolled out a 1tb data cap on my internet usage without my consent and disregard of our right to free use of internet bandwidth. I implore upon you to deter against the desire to genuflect to lobbyist and think first of the people. This is a direct violation of our rights as consumers to make a economical chooce based on the assumption of a competitive market, which we clearly are in lack of in my demographic. With that said I hope you take into consideration the fact that due to the lack of competition we as consumers are left in an intentional obvious disadvantage. Thank you for your time as I'm sure I just wasted mine.

Ticket: # 1367062 - Comcast Data caps

Date: 12/26/2016 10:31:54 AM

City/State/Zip: Lincoln Park, Michigan 48146 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

I got an email reply form letter thing:

Hi ((b) (6)),

The FCC appreciates your feedback regarding Open Internet. Your inquiry provides the Commission with valuable information that we use to spot trends and practices that warrant investigation and enforcement action.

Your Ticket No. 1238700) was closed as of today. The information you provided us will continue to be available internally within the FCC to inform the Commission's enforcement and policymaking processes.

Thank you for your inquiry and help in furthering the FCC's mission on behalf of consumers.

Ticket: # 1367091 - Comcast data cap

Date: 12/26/2016 11:46:01 AM

City/State/Zip: Millcreek, Utah 84124 Company Complaining About: Comcast

Description

Comcast has randomly added a 1TB data cap to their internet plans with 0 consent from customers and they send the notice to their own comcast emails which no one uses to try and get people to go over their cap withing any knowledge they have a cap. This seems like the exact thing you guys fined them \$2.3 million for. when signing up it was for "unlimited internet" it was even called that on the plans they were selling, now it appears they're trying to find sneaky ways to screw over their customers. When asked why the have added a cap they claim "1 TB of bandwidth is a huge amount of data and most their customers will not hit that cap.... But that doesn't seem like a reason to add a cap, if anything it seems like a reason not to add a cap. This is a step backwards for the ISP world, as I have not even seen a home internet cap since right after dial up.... On top of all of this their data usage meter is completely false, I run a bandwidth meter on my systems (started once I learned I had a network cap) It'll measure out to about 100mb of usage for a day (just light gaming) and comcasts meter will say I've used 30GB (I've checked my network security and their are no devices on my network that i do not recognize and I unplug my modem when I'm not using it) This whole company is just a scam, unfortunately some of us customers have no other choice but to be scammed by the worst company in the country.

Ticket: # 1367180 - Comcast data usage caps are unresonable

Date: 12/26/2016 1:44:16 PM

City/State/Zip: Aurora, Colorado 80013 Company Complaining About: Comcast

Description

I have been a comcast customer for a long time now (over 6 years). And while their service has been both expensive, and unreliable, I have been unable to find any reasonable alternatives. Unfortunately the 1TB bandwidth data caps they recently put into place are completely unreasonable.

Since I work from home I will admit that I potentially use more internet than maybe most people. But the internet is absolutely critical to my job, and I do not have any alternatives I can consider.

I have not contacted Comcast about this because these policies are clearly posted. In addition they are now injecting javascript (which is also ABSURD!) to inform me of these limits. My issues are not in understanding their policies, but rather that their policies are not in compliance with FCC regulations.

These data caps are unreasonably low. And the overage charge of \$10 per 50GB (meaning it would cost you \$200 to double your internet bandwidth capacity) are absurdly expensive.

Comcast is clearly trying to gain additional revenue, without cause. If revenue truly is the issue it should be applied to everyone equally, otherwise people like me who work from home, are unfairly burdened.

However I would argue that revenue increases in general are not acceptable from them because the level of service provided is extremely poor. There is no reason to justify the fact that I am spending over \$100 a month for mediocre internet, now with an absurdly low cap (I can't even use 10% of my service a month before hitting the cap).

Ticket: # 1367193 - Comcast Data Caps

Date: 12/26/2016 1:53:34 PM

City/State/Zip: Lafayette, Indiana 47909 Company Complaining About: Comcast

Description

Why are you guys allowing Comcast and other providers to force data caps on users. A big chunk of the population relies on internet for day to day use, and to limit that just to squeeze more money out of us is unethical, and should be illegal. Do your job and bring these companies in line. Not to mention paying an arm, and a leg for mediocre speeds. They could provide their entire customer base with far superior speeds for almost no cost, but these scumbags want to wring us dry.

Ticket: # 1367201 - Cable Internet Data Caps

Date: 12/26/2016 1:57:52 PM

City/State/Zip: Boise, Idaho 83709

Company Complaining About: Cable One

Description

Cable Internet Data Caps are too low, and require highly expensive "upgrades" to extend data limit to something also unreasonably low for people who prefer streaming services over cable provided video.

CableOne, has a 300GB data cap on their 100Mb/s data plan that costs \$55 a month. To increase the limit to 400GB requires the 150Mb/s plan at \$80 month, or a 500GB limitis availble at 200Mb/s for \$105 per month.

So I can purchase less than twice the data limit for more than twice the monthly cost. This is price gouging.

Comcast, in their favor, has a 1,000GB cap for their 100Mb/s customers.

Ticket: # 1367205 - Comcast Data Cap Problem

Date: 12/26/2016 1:59:18 PM

City/State/Zip: Portland, Oregon 97266 Company Complaining About: Comcast

Description

To add some math, the current speed that Comcast sold me was 150 mbps for a month, however if I use 150 mbps for 16 hours 17 mins 21 secs i will use up 1TB of data, so essentially they sold me something they said I can use for a month that will actually be used up in less than a day. This sort of behavior is only possible because of their monopoly status.

Ticket: # 1367233 - Unnecessary Data Caps

Date: 12/26/2016 2:31:30 PM

City/State/Zip: Monroe, Michigan 48161 Company Complaining About: Comcast

Description

1 TB of data simply isn't enough and frankly shouldn't be pushed on the customers. I refuse to pay more for unlimited access and I don't think Comcast should be allowed to impose these fees.

Ticket: # 1367289 - Broadband Availability and Data Caps

Date: 12/26/2016 3:43:38 PM

City/State/Zip: Stockton, Utah 84071

Company Complaining About: Rise Broadband

Description

I live and a fairly rural town and high speed internet is only available through one company, Rise Broadband, Which is a branch of JAB Wireless. So far the "high speed" internet they advertise is 15mbps down and 3mbps up. In terms of caps they don't offer anything above 350Gbs which limits me greatly. To get a reasonable internet connection in my area I am forced to use one company that refuses to upgrade its data cap leaving me SOL. I need fast affordable internet that isn't capped.

Ticket: # 1367496 - Comcast data cap

Date: 12/26/2016 7:57:52 PM

City/State/Zip: Ypsilanti, Michigan 48197 Company Complaining About: Comcast

Description

Comcast has implemented a data cap in our area and we received a letter after filing a previous complaint saying that we were notified of this change.

We received no letter previously and the data caps are anti-consumer and only serve to force people to pay more money or to decrease the amount of internet used to speed up business providers that pay more for the internet.

Ticket: # 1367867 - Xfinity/Comcast data caps

Date: 12/27/2016 11:13:24 AM

City/State/Zip: Roseville, Michigan 48066 Company Complaining About: Comcast

Description

Comcast/Xfinity has imposed a data cap of 1TB/month in my area and many others.

When I call them to complain or inquire about it they mention that their own streaming service doesn't count against the cap. I view this as a clear violation of net neutrality. I view the cap itself as an anti-consumer measure. In many areas in Michigan and other states Comcast is the only provider that will provide service and the data cap in unrealistic and not necessary.

Ticket: # 1367968 - Data cap from xfinity

Date: 12/27/2016 12:11:04 PM

City/State/Zip: Houston, Texas 77009 Company Complaining About: Comcast

Description

Xfinity has changed the terms of their service and now implementing a 1tb data cap. They will not let one cancel services without an early termination fee.

Ticket: # 1368027 - Data caps **Date:** 12/27/2016 12:41:16 PM

City/State/Zip: Lithonia, Georgia 30038 Company Complaining About: Comcast

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

Ticket: # 1368202 - Data caps

Date: 12/27/2016 1:57:53 PM

City/State/Zip: Federal Way, Washington 98003

Company Complaining About: Comcast

Description

Account now restricted to 1TB/month which was hit the first month it was implemented.

Ticket: # 1368292 - Data Caps after the fact

Date: 12/27/2016 2:50:39 PM

City/State/Zip: Sacramento, California 95820 Company Complaining About: Comcast

Description

I signed up for a 1 year agreement with Comcast for high speed internet. Now after about 6 months into the agreement I get an email informing me that Comcast is switching to data caps and that I exceed the data usage for the new limit. When I contacted Comcast about this, they informed I could cancel the service but only after paying a cancellation charge. Given that I work from home quite a bit and a member of my household goes to school on-line which uses data, this is putting a serious burden on my household as to how to navigate around this new policy since so much of what we do is connected to the net.

Ticket: # 1368322 - Forced to pay for unlimited because of new data cap

Date: 12/27/2016 3:00:23 PM

City/State/Zip: Houston, Texas 77041 Company Complaining About: Comcast

Description

I have a lot of problems with Comcast's new 1TB data cap. Before they started implementing this new data cap, me and my family have consistently used over 1TB every month. With Comcast's new data cap in place my family is now basically forced to pay for an unlimited plan at an extra 50\$ a month that we never had to pay before.

Ticket: # 1368402 - Comcast Internet coaxial service data usage caps Indiana

Date: 12/27/2016 3:41:46 PM

City/State/Zip: Mccordsville, Indiana 46055 Company Complaining About: Comcast

Description

Description

Comcast Internet coaxial service data usage caps Indiana. Recently, Comcast instituted data usage caps in my area. Prior to November 2016, I did not have a data usage. Now without written notice and with no justification, I have been receiving notices that I am going over the one terabyte allowance that Comcast arbitrarily assigned to my area. Comcast is a nationwide service provider of Internet. It is interesting to me that they are gradually rolling out these data caps, some regions have them some regions do not. The fees for overages are inconsistent from one region to another. I several months ago switched over to use Netflix and Amazon video as my provider of content. I choose not to use the Xfinity X one TV service and rely on over the air for my television. As such I am now being penalized for obtaining my entertainment through Internet rather than through the Comcast television platform. I view this as punitive in nature, and I view it as method of ensuring that Comcast does not have to be competitive with their entertainment delivery system. Comcast is the only co-axle broadband provider in my area. I would do anything to have another choice. Also I have been plagued with routine outages and Internet problems with connectivity for the last seven years. Comcast claimed over the phone when I called to address this issue that it was necessary to institute these data caps to ensure that all customers had the required amount of bandwidth. I know this to be a fabrication and a lie. I am certain they are doing it as a means to provide leverage to ensure they can charge their customers more if their customers do not utilize the television service and they're terrible X one platform. This needs to be addressed immediately. I do not have another coaxial service provider available to me. Someone with the Indiana Hamilton county Indiana cable franchise board decided to award Comcast exclusive rights in my area. I view them as a utility, I view Internet service as a utility, and I expect that it should be regulated as a utility. It is unfortunate and it is an undesirable arrangement to have both both the content providers, and the delivers our Internet bandwidth involved in the same businesses. They should be separated. There is no reason that Comcast should be in the business of providing Internet service and entertainment service

Ticket: # 1368418 - Comcast Data Caps

Date: 12/27/2016 3:46:35 PM

City/State/Zip: Grand Rapids, Michigan 49508
Company Complaining About: Comcast

Description

Starting 11/1/16 Comcast has imposed a 1TB data cap to its Michigan customers among others. This cap was imposed onto customer who are currently in the middle of service contracts with Comcast. When signing up and agreeing to the two years of service we were agreeing to internet usage with unlimited data. I believe as current customers who are in the middle of a service contract, we should be grandfathered in until the end of our contract and if we then choose to resign, the data cap can be fairly agreed to and imposed. It is sad that through out this country, the cable companies have a monopoly on the areas that they service and two areas rarely if ever have the option to choose between two separate cable companies.

Ticket: # 1368715 - Cableone Data Cap

Date: 12/27/2016 6:28:31 PM

City/State/Zip: Boise, Idaho 83716

Company Complaining About: Cable One

Description

Cableone continues to engage in bait and switch tactics with their misleading \$35 price offer, restrictive data cap, and forced speed upgraded in order to force customers to higher priced internet plans.

They continue to run advertisements a \$35 internet plan that is really just a three month offer. The price is then increased to \$55. If you go to their website is is very difficult to find the final price after the promotion period ends. The misleading advertisement is just a small part of my complaint, but it doesn't seem right.

My biggest complaint is that they impose a restrictive data cap of 300GB per month. This is done to force customers to a higher cost package as well as limit competition from streaming TV services such as Sling TV, Playstation Vue, Directv Now, etc. They severely limit customers data with a cap to make it very difficult for the streaming services to be used, which compete with Cable One television services. They are supposed to be a neutral internet provider, but they have structured their plan and pricing to make it cost prohibitive to use tv streaming services. They implemented a forced speed increase earlier this year from 50Mbps to 100Mbps to justify a price increase and to cause consumers to use their data cap faster when streaming video and live tv from streaming providers. They do offer plans with higher data caps, but the increase is small for the cost.

I have very few option for internet service in my area and I think this is known by Cable One and they take advantage of it.

Ticket: # 1368745 - Comcast Data Caps

Date: 12/27/2016 6:42:33 PM

City/State/Zip: Seattle, Washington 98118 Company Complaining About: Comcast

Description

Comcast imposes a 1 TB a month Data Cap on my family's internet service, charging \$10 per 50 GB over the cap and asking for an additional \$50 a month on top of the base monthly fees for the standard capped internet service. Their practices are outright extortion and they get away with it because they are a monopoly & competitors like Google Fiber for example are blocked by Seattle & Bellevue local governments from operating due to lobbying by Comcast.

Streaming videos from Netflix, Amazon Prime & Youtube, Streaming Data from Google Cloud and Workplace VPNs, program files that we work with consume way more than 1 TB a month over the course of 30 days.

The Data Cap is impractical for consumers and users of this monopoly high speed internet servicedata is NOT a finite resource.

Comcast has indicated that they will not increase the Data Cap in the future but as modern quality streaming video, with youtube, browsing and some work related usage already consumes about 1GB to 1.5GB /hour for just 1 person. That is over 1/3 of the cap already reached by 1 person in the household.

The Data Cap impedes modern progress and extorts the consumer. If there were competitors allowed in my neighborhood I doubt Comcast would be so condescending and willing to rip its long time customers off

P.S. We also have them for Digital Cable and phone services and they still extort us.

Ticket: # 1369002 - Comcast Data Caps

Date: 12/27/2016 10:19:03 PM

City/State/Zip: Cypress, Texas 77429 Company Complaining About: Comcast

Description

Comcast has implemented a data cap in Houston and it has immediately affected my business. I did not agree to any limitations on my internet use under my contract.

Ticket: # 1369026 - Home Internet Data Caps

Date: 12/27/2016 10:47:33 PM

City/State/Zip: Santee, California 92071 Company Complaining About: Cox

Description

I started my service with Cox Communications and found on my account that there is a data meter. I called and talked to Cox Communications and they stated that there are data caps on my home internet. It has not started in San Diego yet but will. I pay a lot for my home services and now they want to cap my home internet? I want to file a complaint so they do not start the data caps here. This internet data caps are just getting ridiculous. Please stop the data caps.

Ticket: # 1369029 - Data caps should be illegal... ISP's need to be pulled back in!

Date: 12/27/2016 10:47:52 PM

City/State/Zip: Caldwell, Idaho 83605

Company Complaining About: Centurylink

Description

This whole Oreos reference is complete junk... This explanation works for pricing tiers but does not even come close to explaining data caps. I agree with pricing speeds at different tiers. Grandma who only posts things on facebook does not need to pay 50/month for 30mbps+ speed. Her paying 10/month for slower speed makes sense (not saying these are the prices just in general). This does not work for data caps. If you ate a truckload of oreo's you pay more because they have to make more. With data caps, they do not create data. The explanation is just a poor attempt and trying to explain a shitty practice. I dare say it is even worse than Comcast's explanation of being "fair".

It infuriates me that I pay CentryLink for a service and there is no punishment for them when they fail to provide that service. I pay for 40 Mbps and do I get that service?...occasionally. Yet my bill will never go down because they failed to provide me with that service throughout the entire month. In fact, if I call CentryLink and complain they will more than likely raise my bill and charge me a service fee for their tech to come out and tell me everything is fine. They are literally criminals.

Ticket: # 1369078 - Comcast Data Cap

Date: 12/28/2016 12:15:33 AM

City/State/Zip: Shelton, Washington 98584 Company Complaining About: Comcast

Description

Comcast, who has provided me unlimited data usage for the better part of a decade, has begun implementing data caps for home internet, which will surely stifle innovation and is clearly intent to limit streaming entertainment, which Comcast competes with with cable television.

Ticket: # 1369135 - Data cap **Date:** 12/28/2016 2:08:57 AM

City/State/Zip: Oak Park, Michigan 48237 Company Complaining About: Comcast

Description

The 1 TB data cap instituted by Comcast this November is absolutely ridiculous. We're a family of six who heavily use the internet, and this change in service dramatically affects us. We can't afford the \$50 a month extra charge for unlimited internet, and to have to pay that much extra for what we already had is criminal. That's \$600 extra a year. We use over 1 TB almost every month, but not far enough over that we should be charged so much additional money. Data caps spit in the face of net neutrality and only serve to stifle any possible innovation for future startups that require large amounts of bandwidth. The only other ISP in my area is AT&T, and they also have a data cap which cannot be exceeded. Please do not allow data caps like this to become the norm in the US.

Ticket: # 1369191 - Comcast extortion

Date: 12/28/2016 7:52:24 AM

City/State/Zip: Jacksonville, Florida 32222 Company Complaining About: Comcast

Description

Comcast's new usage plan limits my internet usage unless I pay 50 dollars more a month. I already pay 81.06 for internet service. 6 people live in my house and use internet. We use the internet for work, play, commerce, research, and communication. Comcast is in effect monopolizing usage like the mob charging "protection fees". Pay up or else. Please help fight the Comcast Mafia.

Ticket: # 1369211 - Comcast Cap

Date: 12/28/2016 9:03:19 AM

City/State/Zip: New Ulm, Minnesota 56073 Company Complaining About: Comcast

Description

I just received this pop up this morning from my internet browser. I don't have a cap on how much TV I can watch nor how much I can use my telephone, why do I suddenly have a cap on my data usage??? Please put Comcast to the rails and have them knock this crap off.

Ticket: # 1369294 - Comcast data cap and shady business

Date: 12/28/2016 10:01:44 AM

City/State/Zip: Hobart, Indiana 46342 Company Complaining About: Comcast

Description

Recently Comcast has changed there internet to have a 1024GB data cap unless you pay an extra \$50 per month for unlimited data. Consumers were given no say in this change just the choice of the two plans. I really don't agree with the change at all as I have a family of 5 who all have devices they use online and I don't feel it's right to be charged \$50 more for the service we were receiving before. In the past it was easy to see your data usage under your account page to know where you were at, but since the policy change they have hidden that information. After receiving an email today stating I had reached 100% of my data usage I wanted to see where I was at. I had to search help and support to find a like to my data usage only to see that I'm already 10GB over... some "heads up" they give you. So they change their policy, make it hard to see your usage, then let you know afterward so they can charge you more. With data limits on everything else, home internet usage was what you are supposed to be able to fall back on. My complaint is mainly that I don't believe any provider has the right to place data limits on home internet usage especially in an age where there everything is "smart" and requires internet. Please help and put some kind of regulations in place to protect us consumers around this.

Ticket: # 1369376 - Comcast - 1 TB download cap

Date: 12/28/2016 11:02:24 AM

City/State/Zip: Highlands Ranch, Colorado 80126

Company Complaining About: Comcast

Description

Good morning,

I would like to complain about Comcast 1 terabyte Internet download cap. It is currently acting as a monopoly by forcing their customers to buy their streaming service (no cap) or cable service.

By enforcing a download cap it is making it much more expensive to stream Netflix or Hulu (their competition).

Streaming 4k content is just not possible without buying in their uncapped extra 50\$ a month plan.

Please, look into these practices as they are causing serious concern.

Kind regards,

(b) (6)

Ticket: # 1369393 - Comcast Terabyte Data Plan

Date: 12/28/2016 11:12:06 AM

City/State/Zip: Buena Vista, Virginia 24416 Company Complaining About: Comcast

Description

Comcast has a TB Data Plan in effect for my area. I only have two choices for Internet - CenturyLink at 10 Mbit/s or Comcast at various speeds with a data cap. I've not had a TV or phone plan for almost two decades. How does that not restrict my choice in using Netflix, Amazon, etc.?

Ticket: # 1369409 - Comcast Data Cap

Date: 12/28/2016 11:18:30 AM

City/State/Zip: Indianapolis, Indiana 46239 Company Complaining About: Comcast

Description

I am a IT tech that works remotely. Comcast has starting capping the data I normally had on and it is effecting my work. I rely on data for my job and Comcast is penalizing me for it, I often upload/download 100+GB image files to home base. Paying an extra \$50 for the data I used to get unlimited access to is not a cost effective option.

Ticket: # 1369412 - Comcast acting as a monopoly by enforcing data caps towards

internet streaming services.

Date: 12/28/2016 11:19:45 AM

City/State/Zip: Highlands Ranch, Colorado 80126

Company Complaining About: Comcast

Description

Good morning,

I would like to place a complain about Comcast's 1 Terabyte data cap. This may seem like a lot of data, but streaming 4k content from services such as Hulu or Netflix easily can place you over that limit. Not to mention people buying games from Steam or Sony (60 gigs per game) can put them passed that limit in a very short amount of time.

By enforcing a data limit they are making it impossible (unless a user pays them an extra 50\$) to use such streaming services. To add insult to injury I have just heard their own streaming service does not count towards that limit, putting them in an unfair advantage against those businesses.

Please held address this issue as currently there are no alternatives (Century link is also enforcing a 600 gigabyte limit). As ultra high definition becomes more available more and more people will see this as a huge barrier to entry forego other streaming services towards Comcast Cable or their own streaming.

I believe this is unfair practices that should be looked into. In addition, when I signed the contract the person on the phone told me that Comcast did not enforce any type of limits, a few months after I have a limit...

Many thanks!

(b) (6)

Ticket: # 1369549 - Comcast Data Cap

Date: 12/28/2016 12:20:51 PM

City/State/Zip: Davis, California 95618 Company Complaining About: Comcast

Description

Comcasts data cap punishes users who consistently use streaming services or download digital video games. Downloading a newly purchased video game takes a sizeable chunk out of the monthly allowance. Using less than the monthly cap does not result in a lower bill.

Ticket: # 1369704 - Comcast Internet Data Cap

Date: 12/28/2016 1:15:16 PM

City/State/Zip: Colorado Springs, Colorado 80921

Company Complaining About: Comcast

Description

Description

Our family recently dropped TV service with Comcast in favor of online streaming options such as Netflix. The month after, Comcast added a 1TB data limit to our internet service, which we have already gone over. We have three children with multiple devices, and one of our daughter has autism so she streams YouTube and Netflix constantly. We also have video security cameras at our home, and I have a work from home job, so uncapped internet is very important to our daily lives. I'm quite frustrated with the unfair data cap. Please help enforce the return of unlimited data plans for an open and free internet. Thank you.

Ticket: # 1369746 - Comcast Data Cap

Date: 12/28/2016 1:34:00 PM

City/State/Zip: Kirkland, Washington 98034
Company Complaining About: Comcast

Description

I have Amazon Video, Netflix, Sling TV, Amazon Echos to stream music, and kids who use tablets all day. Due to Comcast's recent data cap rules, they are having me pay an additional \$50 per month extra to use the exact same internet I've already been using for years.

Please eradicate all data caps for the Internet.

Ticket: # 1369834 - New Data Caps with no competition

Date: 12/28/2016 2:08:29 PM

City/State/Zip: Parker, Colorado 80138 Company Complaining About: Comcast

Description

There is no ISP that competes with Comcast in my area. Data caps are being imposed and impinge on my internet usage.

Ticket: # 1370062 - Data Caps in the Maryland Region

Date: 12/28/2016 3:33:48 PM

City/State/Zip: Owings Mills, Maryland 21117 Company Complaining About: Comcast

Description

Description

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality. Data usage is only going to increase and at a rapid pace as new technologies emerge. I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

Ticket: # 1370327 - Comcast "Data Plan/Caps" on Internet

Date: 12/28/2016 4:55:09 PM

City/State/Zip: Pearland, Texas 77581 Company Complaining About: Comcast

Description

My family is now being charged "Fees/Charges" for using more than 1 TB of Data for our Internet Service. They are now classifying them as "Internet Plans" when they were "Services" when I signed up for them. Comcast is now stating that I should pay more for using more Data; however their figures and numbers are extremely outdated.

I am allowed 1 TB of Data per month on my "Plan" (now) and if I 'Consume' more than 1 TB of Data then I am charged \$10 per 50 GB I go over. With the present day data sizes of standard and basic services, this is easily attainable for any family. A single video game can be up to 120 GB; which is 12% of the monthly data cap.

Unfair "Tiered Plans" -- The plan I pay for is \$60 and I get 1 TB Data Cap. The lower 'Tier Plan' is \$40 and they also get 1 TB Data Cap. All the plans, no matter the cost, all have the same data cap; so no matter how high of a "Plan" I get... my data cap never changes.

They do offer me the chance to pay an extra \$50 a month for "Unlimited Data", however I was already paying for "Unlimited Data" before they introduced these "Plans". So essentially I'm being exploited to paying another \$50 a month.

I have a very detailed and long complaint, however don't want to drone on in this initial complaint statement, but would like to speak with someone if possible.

Ticket: # 1370603 - Comcast raising costs with data caps

Date: 12/28/2016 7:17:52 PM

City/State/Zip: Pittsburg, California 94565 Company Complaining About: Comcast

Description

Comcast sent me a letter saying it has introduced data caps to my internet service even though when I signed up for the service in 2015 no cap was in place. This is a blatant scheme to raise prices in a market with no competition and discourage the usage of online services in lieu of overpriced on demand content services.

Ticket: # 1370681 - My "unlimited" internet service has been changed to a 1024gb data plan

Date: 12/28/2016 8:11:27 PM

City/State/Zip: Salem, Oregon 97305 Company Complaining About: Comcast

Description

I've had xfinity blast internet through comcast since moving to my current location. Today I received a popup on the computer telling me I had reached my limit on my internet data plan. Being completely unaware of any data plan, I called comcast who informed me that "there's always been a 1 tb limit on your internet service in certain areas, they just didn't' enforce it until now". (I believe the problem is more likely that I have cancelled the overpriced tv service and went with a streaming service). Nowhere in my original paperwork when I had internet hooked up at this address does it say that I only had 1 tb of data thru internet; it DOES say that comcast reserves the right to change the plan at anytime (in fine print of course).

Comcast provides terrible service as it is; I've never gotten the speed that was advertised and promised (documented for last three years using various speed test sites), every single night between midnight and 1 am my internet stops working completely for at least 10 minutes, and now this on top of their poor service record. I cancelled my tv service with them a couple months ago; I feel certain this increase is their way of making up the lost revenue that all the customers fleeing to streaming services are costing them due to their over-inflated prices. There are no alternative cable internet providers in my area so I'm forced to work with this monopoly if I want to have internet service. This is a total rip off of the consumer.

Ticket: # 1370701 - Comcast data broadband data caps

Date: 12/28/2016 8:28:19 PM

City/State/Zip: Palatine, Illinois 60067 Company Complaining About: Comcast

Description

Any sort of data caps is an attempt to extort more money from customers. A 5 person household is nearing the 1 terabyte limit every month and the month of December with more time off from work and school we have gone over the limit. This needs to end. There should be no such thing as to much internet when used at is intended for streaming video, downloading video games, and browsing the internet.

Ticket: # 1370747 - Comcast Data Caps

Date: 12/28/2016 9:12:00 PM

City/State/Zip: Westminster, Colorado 80021 Company Complaining About: Comcast

Description

Comcast is now enforcing 1TB data caps in many areas including my own. This is a service I already pay for and there is no reason for caps to even be an option for these companies. They are asking \$50/mo to make my \$60/mo internet unlimited! This is an outrage and prevents users from actually being able to use the service they already pay for. Let alone them making it they can end up charging up to \$200/mo in fees due to overages. With their strong oligarchy there is nothing us, the consumer, can do. It's either data caps with Comcast, or speeds to slow to ever hit a cap with DSL.

Ticket: # 1370777 - Data Cap

Date: 12/28/2016 9:51:34 PM

City/State/Zip: Denver, Colorado 80202 Company Complaining About: Comcast

Description

Comcast has recently instituted a blanket data cap of 1 terabyte in Colorado. I believe this is a flagrant abuse of their position and a violation of the spirit of the open web. I would like to request that the FCC seek all necessary help to start regulating the internet as a utility, like the POTS lines that came before them. The internet is no longer a luxury, but a basic American necessity, similar in severity to that of energy. As a citizen, I am reminding you of your duty to protect the interests of the American people at large and not the interests of the cable industry. Thank you for your time.

Ticket: # 1370782 - Comcast datacap

Date: 12/28/2016 10:02:46 PM

City/State/Zip: Houston, Texas 77094 Company Complaining About: Comcast

Description

When I purchased my internet plan, it did not include data caps. Now Comcast is implementing data caps solely for profit with no additional benefit in Houston.

Comcast website is very deceiving -- There is marketing for dataspeed, a tiny blurb that you MIGHT be part of a datacap trial and link to pages of FAQ. Im sure somewhere in there it states that your bill could go up \$50/month. This would essentially double my internet bill. This is VERY deceiving.

This is a back door way for them to get around net neutrality and limit my access to streaming media and charge me more. Comcasts 1024GB datacap is only good for like 200 hours of 4K streaming.

Ticket: # 1370809 - Comcast data caps

Date: 12/28/2016 10:48:40 PM

City/State/Zip: Denver, Colorado 80224 Company Complaining About: Comcast

Description

Comcast is imposing data caps to force me to use their services. I have been streaming only for 3 years now to reduce my astronomical costs of having access to tv shows and movies. Services provided by cable and satellite providers is horrible from a hardware/software perspective, but also horrible customer service.

Now they want to penalize me and others for "cutting the cord" by imposing a data cap. A data cap they they themselves have said is not because of congestion issues, but for profit only. Their own steaming services are not counted against the data cap, which is highly anti-competitive.

Because I chose to purchase my own modem for my connection to them and not their hardware that r ports back, thier data cap count is very far off , by about 50% so far as told by my enterprise level firewall appliance.

This type of customer gouging will keep this country from innovating the way it should. If the gate keepers to the internet get to decide what we get to use or how we use it, then we will be stuck with the horrible products they create and destroy any chance of innovative competition.

Seriously, you guys need to do something about this!

Ticket: # 1370838 - Data Caps

Date: 12/28/2016 11:24:17 PM

City/State/Zip: Monroe, Michigan 48161 Company Complaining About: Comcast

Description

My state has recently been added to the states that comcast has placed arbitrary data caps to. As my understanding off fcc rules, this violates the net neutrality standards adopted by the fcc. They are prioritizing their TV services (that are not part of the data cap) over others.

Additionally this data cap is so low that most computers today could not even back up a single hard drive.

Also, data is not limited on the Internet. Now I pay more for a higher bandwidth, that I understand, but charging me more out of "fairness" if I go over this limit has nothing to do with "fairness" and everything to do with working around fcc regulations and scamming more money out of there customers.

Ticket: # 1370861 - Comcast data caps

Date: 12/29/2016 12:10:48 AM

City/State/Zip: Naperville, Illinois 60563 Company Complaining About: Comcast

Description

Comcast has been my cable TV and internet provider for about 5 years. Recently they implemented ridiculous 1TB data caps. They say most users won't even come close to this and my response is then...why do you need the caps when you just admitted you have tons of unused bandwidth?

They will give you unlimited data for \$50 more per month. Thing is when I started my package I had unlimited data because it wasn't an issue then. But now they say I have a 'data plan' but I never bought a data plan. I bought Comcast Blast and paid extra for 150 Mbps speed. I never paid for a set bucket of usage rather I paid for speed. How can they then alter my contract and add a cap? I can't alter the contract and just stop paying them so they should not be able to alter it by adding data caps and then forcing me to abide by them. Case in point they are just trying to squeeze an additional 600 dollars per year from me for heavy usage which is ridiculous because data is not a finite resource and should not be treated as such.

This is a greedy scheme that will hurt the economy as we move more and more towards download only and streaming services. It hurts gaming as many of my Steam games do not allow you to play offline and are constantly online when you play even if they are not a traditional massively multiplayer online game. How can we move the technology forward in this country if we have greedy corporations like Comcast just trying to squeeze the last remnants of life out of their fledgling cable business all in the name of the mighty dollar? Comcast is only doing this to hurt those who are cutting cable to move to Netflix and other streaming services. This seems monopolistic and if not that at least very unethical and downright dishonest.

Broadband is the future and fiber is the answer. Netflix and Hulu and similar services are all the future of streaming services as well as Amazon Web Services and Microsoft Azure. How can we compete with other countries if our own greedy corporations keep us pinned down with data caps?

Internet data caps only hurt the consumer and they hurt the economy in the long run. It should be illegal for these things to exist and/or at least illegal for an ISP to alter the terms of your contract when the contract is in force. Let's be honest it isn't a contract rather its an extortion scheme in which I, the consumer, have no choice but to follow their new rules or pay heavy cancellation fees.

Comcast has the right to make a profit and I am fine with that. But price gouging me to enjoy data usage I already had on my current package just b/c they altered the terms and added a data cap is a shady business practice.

Internet data caps should be illegal and are a direct threat to the health and strength of our economy in the digital age.

Ticket: # 1370867 - Comcast Usage Cap

Date: 12/29/2016 12:27:27 AM

City/State/Zip: Mishawaka, Indiana 46544 Company Complaining About: Comcast

Description

Over the past 2 months I have been billed over \$120 for excessive usage. The only remedy to this is to pay \$50 additional a month. How can this be resolved? The original email I received stated that this would be a trial. Also the original agreement I made with Comcast had no language in it for usage caps.

Ticket: # 1370874 - Data caps

Date: 12/29/2016 12:34:23 AM

City/State/Zip: East Stroudsburg, Pennsylvania 18301-7212 **Company Complaining About:** Blueridge Communications

Description

Unjust data caps in the era where internet is integrated deeply in our lives. We are nickel and dimed every month because of the data caps. There are no other options for cable providers in our area so they are taking advantage of customers.

Ticket: # 1370878 - Comcast enacting data caps - a move that should be made illegal

Date: 12/29/2016 12:57:21 AM

City/State/Zip: Sugar Land, Texas 77479-5144

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the Houston area. Comcast has instituted a 1TB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1TB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have five members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. In a household with one sibling two years old and myself being 18 there is no way that would ever work. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

In addition, with how large some forms of media have become, such as video games, this cap is impossible to avoid hitting. Something like a hard drive failure could mean having to redownload a large amount of gigabytes now that most games are larger. GTAV alone is over 60gb. Why should a user be financially punished for something beyond his or her control?

The practice of data caps is a terrible one and needs to stop immediately. It is anti-consumer (can't shop for and download games as much if it'll incur a fee), it is anti-open internet, and is an unneeded practice.

This would be like forcing all vehicles on our roads to stay under 1,000 miles of driving on public roads a month, then charging an extra tax on those that drive further than that. Sure Comcast says "99% of users wont be affected" and in this fictional scenario most would drive in the city and that's it or take a subway or something like that, and not have to worry about hitting this cap. But this affects the fringe cases greatly. Those in rural areas in this scenario that rely on traveling to the nearest large city for needed items would travel more and hit that cap easily. So now Granny has two choices because of this: pay the extra fee that she can barely afford and hope to get by or not go to said city to pick up that medicine she needs. If a government passed such a system into law citizens would be furious and major issues like protests and the like would occur. So why does Comcast get away with it?

It is ridiculous that such a system has come into existence as it is. We don't have caps on other utilities like Electricity, Water, Gas, etc that we rely on, they are metered instead, so why are we doing this to the internet?

If data caps are "hard to hit", then why do i keep hitting them simply by doing my normal routine? Buying/downloading games and having the family watch netflix has managed to bring us to hitting the cap already? Wow it's amazing how convenient it is that those paying for cable don't have to worry about hitting that. Amazing that you can handle the infrastructure to provide a large throughput of bandwidth but can't send too much along. No different from my "superhighways all over the place but you cant drive too far on them" scenario. Why do I need to be financially punished for doing my daily routine? This is not a fair "customers that use less pay less system". If it is then why hasn't my friends' bills gone down even though they don't use much internet? Oh wait, because this is not a lower bills out of convenience system, it is a "let's have our company do an even bigger money grab and kill off netflix at the same time!" system.

It is an embarrassment to our country how terrible our internet service providers are. We are ranked incredibly low compared to other areas such as countries in Europe and Asia. If we have a shred of hope in keeping this superpower from dying out we need to have reform in our systems by stopping issues like data caps. Not a "oh we'll get around to it" no. It needs to stop, today.

End data caps today. Don't send a fake response FCC because y'all are being paid by comcast to do so or I'll start paying EFF to fight back. I want a real answer: DROP THE DATA CAP. At least for a year until i move out of this city to one with a REAL ISP. Thank you for your time.

PS. See that attached image? That is evidence of ILLEGAL data injection into a video game owned and operated by VALVE Corporation, a multibillion dollar development industry located in Seattle, that happens to also own Steam, the largest digital retail store in the world. Their legal department has been sent this image as well and well, I'm sure they won't be too happy about seeing it. Enjoy the pending lawsuit, Comcast!

Ticket: # 1370886 - Upset with Comcast enforcing data caps

Date: 12/29/2016 1:26:34 AM

City/State/Zip: Circle Pines, Minnesota 55014 Company Complaining About: Comcast

Description

I am very against the idea of my internet usage being capped based on how much I use. I'm sitting here at the end of the month hoping that I don't cross over Comcast's threshold so I don't get charged extra. My connection is shared by the three members of my townhouse, and we all actively use resources for file collaboration like Dropbox, photo sharing on social media, video streaming on Netflix and YouTube, and play/download video games. It is absurd to me that I should be at risk of a fine for using too much of the internet. It is very essential in modern life and should be treated like a utility.

It concerns me that Comcast's data usage meters have been shown to not be consistently accurate, and that I can be charged because they can say I went over their artificial data limit.

Ticket: # 1370916 - Comcast Data Cap

Date: 12/29/2016 2:50:25 AM

City/State/Zip: San Ramon, California 94582 Company Complaining About: Comcast

Description

On knowledge and belief, Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast datacaps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

Ticket: # 1370945 - Comcast Data Caps Unreasonable and Deceptive

Date: 12/29/2016 4:43:01 AM

City/State/Zip: Walnut Creek, California 94597 Company Complaining About: Comcast

Description

While Comcast is claiming that the new widely-implemented 1 TB data limits cover 99% of their consumers, this is frankly a deceptive statement, given the growing number of users who stream media on a regular basis for their primary source of entertainment content. I am a household with 2 children and 2 adults, and we are regularly near this limit, and have found that we have to artificially lower our usage to avoid hitting the cap, just to avoiding paying more for a service that we already pay a ridiculous amount of money for.

What this new data cap is really about is taxing customers who have chosen to abandon traditional cable tv, with new fees that don't reflect any real added cost to providing the promised internet service. There are plenty of articles written on this topic online about Comcast itself being unable to even accurately count the data used, and there are plenty more detailing the reasons for why data caps don't even make sense.

Internet data usage is not something that costs more as you use more of it. You need to stop Comcast from placing unreasonable limitations on their internet service, and start fostering competition. It's embarrassing how much our internet infrastructure is lacking other countries at this point, and it's because of policies like this new data cap.

Ticket: # 1370964 - Xfinity's 1tb data cap

Date: 12/29/2016 6:38:21 AM

City/State/Zip: Daly City, California 94015 Company Complaining About: Comcast

Description

Xfinity's 1tb Data cap is unreasonable and completely out of the picture when it comes to real world scenarios.

I have been hitting my cap for the past 4 months and my house only contains 3 people. Every month I have to turn off my modem at 1000gb worrying of getting charged extra for nothing. Xfinity claims that 99% of their costumers don't use more than 1tb, but that is a lie and their should be no data cap.

Ticket: # 1370986 - Data Cap and Service for Vyve

Date: 12/29/2016 8:36:47 AM

City/State/Zip: Cumberland Gap, Tennessee 37724

Company Complaining About: Vyve

Description

Vyve has a data cap and there is no reason to have one. it is completely unfair for those who dont have their cable tv service. Their service goes down all the time and unless its out more then 24hrs they dont refund you anything, it doesnt matter if it goes down 3 or 4 times a week. All that adds up. That's why I refuse to get their cable service, I wont pay good money for two poor services and in this area they are the only cable company in town. The fact that they put a data cap is just plain greed and to punish those who wont pay for the cable service.

Ticket: # 1371019 - Internet Data Cap

Date: 12/29/2016 9:57:53 AM

City/State/Zip: Bay Point, California 94565 Company Complaining About: Comcast

Description

Placing a data cap and telling us there is a very rare chance we will go over is not OK. I have a family of two and we have gone over twice in the first 3 months. We use Netflix and Gaming. I want to be able to be able to enjoy my services I pay for without being limited. Someone needs to stand up to these money hungry companies that are already making unreal amounts of money. I have looked to change ISPs but Comcast and AT&T are all that available both of which use data caps.

Ticket: # 1371195 - Comcast 1tb limit.

Date: 12/29/2016 11:36:58 AM

City/State/Zip: Stevensville, Michigan 49127 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1371216 - Internet caps and competition

Date: 12/29/2016 11:45:34 AM **City/State/Zip:** Volo, Illinois 60073

Company Complaining About: Comcast

Description

There is very little choice for internet and for a long time television. When we found we could "cut the cord" and use internet based streaming we are now finding ourselves with a warning we are near our monthly cap. When the internet connection was sold to us from Comcast, I was not informed of a cap. Being upset with this limit, I looked to change service. There are only two high speed internet connections available Comcast and ATT. Looking at ATTs plan has the exact same data cap limit. Why is it that after nearly 15 years there is still only two available high speed internet options. This is effectively a monopoly especially since they basically offer the same plans. They both are discouraging "cord cutting" internet based tv as they place these caps in attempt to keep there other monopoly on television service.

Ticket: # 1371287 - Xfinity bandwidth cap

Date: 12/29/2016 12:14:44 PM

City/State/Zip: Eugene, Oregon 97405 Company Complaining About: Comcast

Description

In Oregon xfinity has recently started a monthly bandwidth cap.

My family keeps coming close to this cap.

We are a family of 4, I don't feel our internet usage is out of the norm. We have Vonage for our home phone, we watch tv shows and movies via Netflix, iTunes and Amazon, listen to music via AppleMusic and Pandora. I also occasionally work from home.

This Arbitrary cap is not limiting a "bandwidth hog" but limiting my and others options in the market place to uses services that compete with services that Comcast/Universal also sells

Ticket: # 1371353 - Internet data usage cap

Date: 12/29/2016 12:43:48 PM

City/State/Zip: League City, Texas 77573 **Company Complaining About:** Comcast

Description

Comcast (Xfinity) has imposed a data cap in my area now, charging an additional \$10 per 50 gig of usage over. I received a call stating I was over my limit and will be charged the extra \$10 per 50 gigs of data.

Ticket: # 1371608 - Comcast 1TB Data Cap

Date: 12/29/2016 2:14:51 PM

City/State/Zip: Peyton, Colorado 80831 Company Complaining About: Comcast

Description

So in a nutshell I locked myself into a 2 year agreement with Comcast for screamin' fast internet about a year ago, 8 months into the agreement (November 1st) they arbitrarily decide to cap every customer in So in a nutshell I locked myself into a 2 year agreement with Comcast for screamin' fast internet about a year ago, 8 months into the agreement (November 1st) they arbitrarily decide to cap every customer in Colorado among other states to 1TB of usage and impose a \$10 / 50GB penalty up to \$200 on top of your regular bill if you happen to go over that amount more than 2 times in a 12 month period.

For me personally, I would like for Comcast the honor the agreement that we made and consideration for all current customers that are in a promotional agreement and not impose this restriction until the pre-existing agreement has expired, at which point they can have their customers if they so choose to continue as a customer agree to new terms that include this data cap. I consider this a fair and reasonable expectation.

Further - The internet service is spectacular and the fastest you can get at home in my area (goes for most of the Colorado Springs area - believe me a checked everywhere). Granted 1TB is a ton of data and most folks probably won't approach the limit but I had a hard drive crash at the end of November (the same month they enforced this policy) and luckily had the forethought to backup all my data to a cloud backup services. I have about 800GB of data that I normally backup and needed to do a restore which took several days extending into December and ate up most of my December 1TB limit within the first couple of weeks of the month. I also own a UHD TV and had some time off for the holidays and wanted to catch up on some of my favorite shows in UHD via Amazon TV (which is currently one of the only ways to consume UHD content). This took me way over the cap. If only I had a magic 8 ball and asked it how Comcast would screw me over before I signed, I actually may have not signed up and if I did, I would have at least had known what I was getting into. I am one of those weirdo's that actually does read the AUA's (Acceptable Usage Agreements) before I sign and I can say with confidence that I could not identify any language that gives Comcast this right. This is dishonest and unfair and when you think about it how can you trust them to not arbitrarily impose some other random policy mid-way through some other promotional agreement that screws their customers over in some other way? You really can't. There are competitors to Comcast in my area so the really are not a true monopoly; however, they do offer the fastest internet (in most cases by more than double) to residential customers which does make their service unique. The cost for the service is also fairly reasonable and what I'd expect to pay if not for the cap penalty. They know that and have used this as license to do whatever they want since the only customers that are likely to leave will be on the principally outrageous wrongness of imposing this limit which likely represents very few. This sets a dangerous precedence that essentially lets Comcast arbitrarily dishonor agreements with their customers and left unchecked or checked with a minuscule fine it also sends a message to other ISP's that they can do whatever they want at the expense of the customer regardless of any mutual agreements which is not only the most egregious of acts intended to harm

their customers in the pocketbook, this.	but it's also illegal and	something simply needs	to be done to stop

Ticket: # 1371652 - Comcast Imposing Data Limits

Date: 12/29/2016 2:31:30 PM

City/State/Zip: Denver, Colorado 80246 Company Complaining About: Comcast

Description

Description

This is a violation of my ability to access an unlimited amount of free and open information on the internet. Since there are no other providers in the area that can support the speeds that comcast does, this feels like a monopoly once they begin enforcing data limits on what should be an "unlimited" service.

Ticket: # 1371670 - Data cap enforcement

Date: 12/29/2016 2:35:26 PM

City/State/Zip: Granite Bay, California 95746 Company Complaining About: Wave Broadband

Description

Signed up for a business account with Wave Broadband in northern California specifically because they specified that data caps would not be enforced. Just received a letter stating that they would now be enforced and the only plan that would give me a large enough allotment is twice the monthly cost. They gave me the typical "it's to improve the customer experience" garbage explanation instead of being honest about an outright money grab.

Ticket: # 1371676 - Comcast Data Caps

Date: 12/29/2016 2:37:08 PM

City/State/Zip: Glendale, Colorado 80246 Company Complaining About: Comcast

Description

Comcast has implemented a 1 tb data cap on our household, this is not nearly enough for 3 people who work from home. Let alone streaming movies from services such as netflix, and other recreational internet activities such as video games. This data cap imposes a heavy fine on those that exceed the data cap to the point of unreasonable. I implore the FCC to take action against amoral activities that companies such as Comcast impose on their users whom have no viable alternative to internet access.

Ticket: # 1372190 - Data caps from our internet service provider.

Date: 12/29/2016 5:48:41 PM

City/State/Zip: Milford, Michigan 48381 Company Complaining About: Comcast

Description

Our internet service provider, Comcast, has been giving our family Data Caps for the past month or so now. This is a very Anti consumer act that will do nothing for consumers and only increase revenue for this company. The email we received telling us we are getting the caps only says the our household uses about 760 GB a month and the average customer doesn't use the full terabyte they provide. They do not take into account how things can change in a month and no one can predict when you will need to download more then you need to. The provided data caps do a poor job at being prepared for the future when information downloaded over the web will get increasingly larger while Comcast's data cap size stays the same size at 1060 GB. Comcast has not given a reason to us about why we, and most other customers, are getting Data Caps. It costs little to provide internet to us with the existing infrastructure. An infrastructure that is not updated as often as it should be. Something NEEDS to be done about Data Caps for us and others. Please take note that we we would not like constant calls and emails regarding the usage of our internet. I have said as much as is needed and we do not need more questions about the subject.

Ticket: # 1372237 - Comcast Data Caps

Date: 12/29/2016 6:16:25 PM

City/State/Zip: Ogden, Utah 84404

Company Complaining About: Comcast

Description

I received notification today that I have used 100% of the arbitrary data cap Comcast has imposed on my account.

Because I am a subscriber to Amazon Prime and Netlfix I am being punished for using services that compete with Comcast's Television service.

If I were to purchase Comcast's television service it would not count towards Comcast's arbitrary data cap.

Clearly because my family and I have opted not to purchase a service from Comcast that we do not want, Comcast is punishing us financially.

Ticket: # 1372264 - Comcast Internet

Date: 12/29/2016 6:27:26 PM

City/State/Zip: San Jose, California 95132 Company Complaining About: Comcast

Description

I signed up for unlimited internet service at their Xfinity with Speed Blast and now they are telling me that my family of five is using too much. They have threatened me with \$50 per per 10GB overage. This will raise my bill by \$200 a month based on family usage. Why are we being punished because we have an above average family household? How can they be allowed to do this?

Ticket: # 1372306 - Broadband Caps

Date: 12/29/2016 6:59:31 PM

City/State/Zip: Loveland, Colorado 80538 Company Complaining About: Comcast

Description

Dear FCC,

As of October, Comcast has limited my internet to be capped at 1TB per month. I am a data professional and feel like I am being unfairly scrutinized against. Comcast admits that 99% of people do not use that much data, but I do. I think its EXTREMELY unfair to pay for a higher tier of their service, only to be capped THAT MUCH FASTER. I sincerely hope you do something about this.

Ticket: # 1372312 - Comcast data caps

Date: 12/29/2016 7:06:25 PM

City/State/Zip: Lynden, Washington 98264 Company Complaining About: Comcast

Description

I feel the Data Caps imposed by Comcast are a conflict of fair interest seeing as they offer a "television entertainment package" over the same connection but do not meter the service where as the services like Netflix and Youtube are metered. This would be like the power company charging me Electric for using Panasonic T.V.s but not Sony T.V.s Its just unfair business. Secondly, I had a contract with Comcast and it never included a Data Cap or Data Caps were never mentioned before and then they suddenly changed my Plan without my consent which I feel is somehow illegal too.

Ticket: # 1372315 - Comcast Data Cap

Date: 12/29/2016 7:09:12 PM

City/State/Zip: Vancouver, Washington 98682 Company Complaining About: Comcast

Description

I live in an area where there is no other viable alternative for high speed internet. I've tried century link DSL, but their speeds don't support a family of six trying to live as cord cutters. We can't afford cable so we turned cheaper alternatives like Hulu and recently Netflix. With four kids downloading games on Xbox and Steam and streaming videos; data gets eaten fairly quickly. One Xbox game can easily be around 50GB or 5% of my monthly allotment. Netflix can take 3GB an hour. A few months ago I did not have to worry about this issue. Now, Comcast says I have to pay another \$600 a year to keep the same level of service. There are no other cable providers to turn to to show my displeasure over ridiculous price gouging. In areas where they have competition they have better service and lower prices. Why not extend those prices to all customers?

By restricting data they are driving customer away from cheaper alternatives that use data in an effort to retain keep all profit in house. All the while many people, such as my family, don't have an alternative if we want cable internet.

Ticket: # 1372362 - Comcast instituting data limit caps to the detriment of users

Date: 12/29/2016 7:31:03 PM

City/State/Zip: San Jose, California 95110 Company Complaining About: Comcast

Description

Dear FCC.

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. Sincerely,

(b) (6)

Ticket: # 1372420 - Injecting harassing notifications about usage for data cap

Date: 12/29/2016 7:57:28 PM

City/State/Zip: St. Louis Park, Minnesota 55016

Company Complaining About: Comcast

Description

In October I received a letter from comcast announcing they would make their unlimited plan have a 1 TB cap regardless of level of service purchased. Now this month they have started injecting warning and other messages into web pages me and my household visit to warn us about overages. I would like this harassment to end.

Ticket: # 1372449 - caps Date: 12/29/2016 8:18:27 PM

City/State/Zip: Seattle, Washington 98144 Company Complaining About: Comcast

Description

I had a deal, a contract even with Comcast for my unlimited data plan. They have altered the deal, capped the service, and not lowered my rates in kind. This should be illegal.

Ticket: # 1372454 - Comcast/Xfinity Data Cap

Date: 12/29/2016 8:24:03 PM

City/State/Zip: North St. Paul, Minnesota 55109

Company Complaining About: Comcast

Description

within the last few months Comcast started implementing a 1 TB data cap on our internet and before were never coming close to our cap but now all of a sudden we are going over our cap this month for no reason whatsoever. The only reason is Comcast's wants to pay the extra \$50 a month for unlimited data and they are inaccurately reporting our usage as there is no reason a house of 4 and really a house of 3 should be going anywhere near 1 TB of data. Even by there own calculator we should be using maybe 550-600 GB a month and that would be on the high high end of usage. My router also has a usage meter and shows us at around 500 GB of Data used at most so no where near what Comcast is reporting and also charging us for because if there asinine caps.

Ticket: # 1372458 - Comcast Data Cap

Date: 12/29/2016 8:26:35 PM

City/State/Zip: Newark, California 94560 Company Complaining About: Comcast

Description

I Recently received an email from Comcast indicating that they will be a Data Cap of 1TB. We have purchased two 4K TV and will be streaming 4K videos from Netflix and other online streaming vendors. With this Data cao I'm stuck with Comcast and will not be able use other vendors for streaming with 4K videos. Comcast is blocking their Internet customers into their cable service. With this Data Cap their Internet Service customer can not cut the cord. Unfortunately, we do not have another source of Hi-Speed Internet in our area or else we would leave Comcast.

Ticket: # 1372541 - Comcast Infinity Internet Cap

Date: 12/29/2016 9:50:54 PM

City/State/Zip: Yelm, Washington 98597 Company Complaining About: Comcast

Description

Somehow I am managing to bust my 1TB limit of Internet usage. There is no way this is possible. I do moderate streaming and web browsing. I find putting a limit on internet is outdated since everything is cloud or stream based, like netflix, hulu and on demand. Comcast is not the only option but they are the most reliable. They are a very large corporation that is taking advantage of the demand. Somehow I can mange to "download" 50-75 Gbs per day. I dont see how this is possible.

Ticket: # 1372574 - Comcast Data Cap Warning and Pop up injection

Date: 12/29/2016 10:27:09 PM

City/State/Zip: Lansing, Michigan 48910 Company Complaining About: Comcast

Description

I have been a paying Comcast customer for years, today I received a pop up that was injected into some software I was using, warning me that I have reached 90% of my data cap. A data cap that was not part of my package when I signed up years ago and I do not remember ever being told my plan was changing to a data limited plan. Also the method of warning was an injected pop up sent through my network traffic. I was not visiting a comcast website and I do not have any comcast software installed on my PC yet they were able to inject the add through my Steam webstore software.

Ticket: # 1372581 - Comcast data caps

Date: 12/29/2016 10:30:12 PM

City/State/Zip: Santa Maria, California 93458
Company Complaining About: Comcast

Description

Comcast has implemented data caps on my service, in an attempt to charge me extra for the service I have paid for for years.

1TB is an unacceptably small amount of data for the modern world. A 1TB hard drive is \$50, many computers have a good deal more storage than that. To back up the hard drives in my household to a cloud backup service will literally take months of my data allotment and require us to use the Internet for absolutely nothing else, not to mention we are ALREADY paying the cloud provider for the storage AND transfer fees.

What's more, Comcast has no problem with me pulling HD video 24/7 if I did it through their cable TV service, but if I use the same cable to do it over the Internet, they want to push this upcharge on me to have the capacity to do so.

Comcast is a de facto monopoly in this area - no other Internet provider of even remotely comparable service is available. This is an anti-consumer practice from a monopolistic entity. And I intend to send FCC complaints for every data usage popup notice Comcast sticks into my browser environment without my permission.

Ticket: # 1372663 - Data cap issued mid 24-month agreement

Date: 12/29/2016 11:34:16 PM

City/State/Zip: Cement City, Michigan 49233 Company Complaining About: Comcast

Description

I feel like my last complaint was written in haste or in hopes that I would get a response that you required more information so I spent the last couple days getting evidence to support my case. I made a 24-month agreement with Comcast and they changed my service mid-term without my consent by adding a 1024GB data cap. In the attached files you can see where the data cap was added between September and December as the usage for September is much higher than that of December's, but they are only now claiming that I'm going over their limit. I feel like this is a breach of contract on their part and they should have to revert my plan back to unlimited data. Additionally, the idea of a data cap is absurd. They are treating the internet like a limited resource when it is actually virtually limitless. I feel like data caps should not be tolerated here in the United States as I'm unaware of any other first world country that uses them. Additionally, we should take a page out of the United Kingdom's book and allow competing ISPs to provide service over the same lines to create competition and lower prices for us standard users as we already pay far too much to have something that's so necessary for day to day living.

Ticket: # 1372685 - Comcast Data Cap

Date: 12/30/2016 12:05:56 AM

City/State/Zip: Green Cove Springs, Florida 32043

Company Complaining About: Comcast

Description

Comcast's data cap is robbery. We already pay over the top for internet access and now streaming tv and work related activities are just costing us more. Kids use the internet from tablets and cell phones and with all the new tech it's hard not to go over and then your raped on fees. Please put an end to a corrupt and process that is only put in place as an agenda from Comcast.

Ticket: # 1372721 - data caps on usage

Date: 12/30/2016 1:23:24 AM

City/State/Zip: Foster City, California 94404 Company Complaining About: Comcast

Description

I recently learned that last month, Comcast forced states like mine to adhere to a data cap on our internet plan (unless a fee is paid for unlimited data). This is absurd and should be illegal. Allowing companies to place limits on data usage allows companies to monopolize on data; ultimately, this means all available internet service providers can and will charge absurd, increasing costs just to access information on the internet. Please act to stop large media companies like Comcast, Time Warner, and AT&T from imposing data limits on the average consumer.

Ticket: # 1372728 - Comcast Data Cap

Date: 12/30/2016 1:32:49 AM

City/State/Zip: Salinas, California 93901 Company Complaining About: Comcast

Description

Comcast wants me to pay an extra \$50 a month for unlimited data when ive had unlimited for years. I no longer can update my windows pc/phone. Watch tv or anything online in fear of going over and being charged. Internet should not have a data cap. Why do i want to pay for a fast internet speed just to reach my data cap faster. this does not make sense. Please make a change

Ticket: # 1372785 - Xfinity Data caps for home internet

Date: 12/30/2016 3:05:39 AM

City/State/Zip: Manteca, California 95337 Company Complaining About: Comcast

Description

Comcast is trying data capping the in home internet of us and many customers and limiting it therefor limiting what a customer may do on the internet. I am now unable to browse and do research among the internet without worrying about when I may reach this cap.

Ticket: # 1372807 - Comcast not giving full speeds on top of a data limit

Date: 12/30/2016 5:46:54 AM

City/State/Zip: Colorado Springs, Colorado 80911

Company Complaining About: Comcast

Description

We recently hit our wifi data limit, something we complained before about and never got a response to. We not only hit this limit but our speeds do not match the 250 we pay for most of the time. We can't switch providers as only Comcast would provide to us. They already have a monopoly on the area we live in, and now they're milking us even more with an arbitrary data cap. They claim that most of their consumers never hit it, but that makes it unreasonable to put one on in the first place. We want Comcast to not legally be able to put a data cap on homes, and to actually provide correct speeds.

Ticket: # 1372810 - Unfair data cap

Date: 12/30/2016 5:57:29 AM

City/State/Zip: San Tan Valley, Arizona 85140

Company Complaining About: Cox

Description

I do not feel the 1 GB data cap is fair. I already pay for a higher speed(300 Mbps) then other users of this service. So why should I have the same overall limit. In practice I pay more for the same amount. And I also the 1 GB limit is absurd as for the better part of the last 20 years we as consumers have been groomed into not worrying about this limit. This seems like a money just a money grab. There difference to this company in me using 100Mb or 10 gigabyte is absolutely negligible. There is no such thing as "running out of internet" it is not a finite resource. In an ever increasing digital world were everything including my home security and banking is connected to the internet, this is sickening. This is not only limiting my ability to do normal daily functions without worry but this is limiting the growth of technology and humanity in general. Please address this, the limit is intrusive and ridiculous. The file sizes of media, device updates, emails and device interconnectivity will only get larger in time. The limiting of data will cause huge waist of consumer funds. I'm afraid to add devices to my property in fear that I will be charged excessive for just using my internet like a normal person. If my potential home security system is constantly upload video to the cloud 24 hours a day for several cameras in a minimum of 720p I would not have the capacity to using my internet for any media or business functions. That is a terrifying thought spending hundreds in overage charges just to keep my home and family safe. Please address this limit. It does nothing to benefit the consumer, internet is not finite, and in hinders other technologies/businesses.

Ticket: # 1372945 - Data Cap without Breakdown of usage

Date: 12/30/2016 10:51:36 AM

City/State/Zip: Waterford, Michigan 48329 Company Complaining About: Comcast

Description

Description

My Comcast plan recently had a datacap implemented. I have hit my data cap, but i am given absolutely no breakdown of usage to allow me to prevent this from happening in the future. This appears to be a blatant shot at the fact that i do not subscribe to Comcast for TV usage but rather use internet TV providers.

Ticket: # 1373059 - Comcast Data Caps and other fuckery

Date: 12/30/2016 12:05:25 PM

City/State/Zip: Dickbutt, Mississippi 31337 Company Complaining About: Comcast

Description

Nothing much else to say. Comcast is one of the worst companies in America right now. I know that the guy reading this probably can't do shit about it, but, hopefully, forward it to a higher-up.

Also, https://www.youtube.com/watch?v=CE9OuNK-QWg.

Ticket: # 1373552 - Comcast enacted Data Limits and didn't warn when near limit

Date: 12/30/2016 3:23:58 PM

City/State/Zip: Clarkston, Michigan 48348 Company Complaining About: Comcast

Description

Hello,

Recently, Comcast has started enforcing a 1TB a month data limit in my local area, with no area to file any grievance or complaints on the matter.

Today I finally hit said limit. According to comcast's Website (https://customer.xfinity.com/help-and-support/internet/data-usage-will-i-be-alerted-data-usage), the user, me, is supposed to receive two emails, one when trending near my limit, and one when I actually passed it. The only notice I received was from a popup on my cell phone, which I at first assumed was malware or a virus due to the lack of quality and overall shadiness of said 'notification.' Apparently, once you go over, there's no option, like with cell phone providers like Verizon, to go into a low-bandwidth no-charge mode, it's just \$10 per 50GB tacked on with no ifs, ands, or buts. This, being a brand new 'feature,' even though we've been paying customers here for over 10 years at this point, is turning into pure robbery.

Again, I rechecked all of my email accounts, including Comcast's free email, my personal email that's linked to the account, and others who are in no way linked, just in case they somehow sent it to the wrong account. I did not receive a single notification email or popup that I was near my limit.

Now, my fiance and I are heavy gamers. With christmas just passing and new games being purchased, the first thing we have to do is download data packs and all the other additional information, as games aren't fully provided on discs anymore. 1TB per month is a joke, with most new video games requiring at least 50GB for installation, and 5-10GB for patches. I have 7TB worth of hard-disc space just for my Steam (online gaming content system) library alone.

This doesn't include streaming services like Netflix, Hulu, Amazon Prime, MotorTrendOnDemand, Youtube, Pandora, Spotify, which I also use while i'm at home. A typical HD Movie can be a few GBs as well.

Also, I've called around to other network providers in the area. One of them (Charter) who just returned my call said that my local area is 'only allowed to be serviced by the Comcast network of providers.' The only way Charter gets to my area, and the representative said this directly, is if Charter 'bought out Comcast or the contract for this area. It's probably never going to happen sadly.'

How this is not defined as a monopoly is beyond me. Other than dial up (which as someone who works in a technical support position, there's no way that that is feasible) or 6mbps DSL from ATT (also, that is a joke of a speed, this is no longer 1997), I literally have no other options, no matter what different google searches keep telling me. I've called them. No one can help.

These data limits are pushing the internet in the exact opposite direction. I fear that in the next 5-10 years, especially with the pending regime change, that I'm going to be paying more and more in order to just get the same basic thing: Internet.

I can understand data limits on Wireless 3G/4G devices, as those are using Cell towers to relay traffic. But the connection at my house is a physical wire. ISPs are supposed to be me paying to use their infrastructure to access the internet. There's no reason why they should pick and choose how much Internet I 'should' be able to use. Very few people use the internet for just text-based email anymore. The information age and the social media age is here, along with online gaming.

The worst part is, I just went out on Medical Leave for my 3rd back surgery. I have six to twelve weeks where i'm going to be at home while I recover. I can only assume that my Internet usage is going to go up, and this isn't something I should have to worry about when trying to recovery from a life-changing surgery.

Also, just talked to Comcast, they said 'We can change your contract at any time regarding data limits, and we do not have to notify you, the customer.'

Isn't the point of a contract that both parties have to agree with any modified changes? This seems EXTREMELY illegal! So they could theoretically retroactively change my data cap to something lower, and then steamroll me with fines and overages. This is beyond despicable.

Please feel free to contact me if there are any questions or comments.

Thank you for your time.

Ticket: # 1373910 - Comcast Data Caps

Date: 12/30/2016 5:55:35 PM

City/State/Zip: Eugene, Oregon 97402 Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Additionally these caps are interfering with my usage of the Internet due to the need to measure what it is I am wanting to download against how close to the cap I am getting. The online services that I have paid for are at risk of causing me additional cost simply due to the method of delivery that I have purchased.

Ticket: # 1373955 - Comcast Date: 12/30/2016 6:18:34 PM

City/State/Zip: Denver, Colorado 80129 Company Complaining About: Comcast

Description

Comcast wants to data cap

Ticket: # 1374047 - Internet data Cap is like a dictatorship by comcast

Date: 12/30/2016 7:10:55 PM

City/State/Zip: Richmond, Texas 77469 Company Complaining About: Comcast

Description

as a household of 2 adults and 3 children we have a total number of 4 TV set and multiple ipads. We rely on Comcast Internet service for all our Internet and streaming services. I received warning from comcast about our data cap. They said that we are one of the 1% total customer to go over the data cap and starting next month we will be charged, How is that fair. Comcast is advertising their service to be unlimited. When I complained to the comcast representative her suggestion to me was shocking. She said to get xfinity tv service so we don't have to worry about streaming netflix. To me that sounded like blackmailing me for being a netflix customer rather then a Xfinity TV service customer.

Ticket: # 1374163 - Data Caps

Date: 12/30/2016 9:20:57 PM

City/State/Zip: Kershaw, South Carolina 29067 Company Complaining About: Comporium

Description

Found out that my service has a data cap. If I go over it then I get charged \$10 for ever 50 gigs over. There is no plans with a good data limit to allow me to use the internet like I wish to. I pay for a service that is needed for most things now days it should not be capped.

Ticket: # 1374216 - comcast data cap

Date: 12/30/2016 10:57:54 PM **City/State/Zip:** Dyer, Indiana 46311

Company Complaining About: Comcast

Description

Netflix / YouTube / internet is my ONLY source of entertainment, news, media. data caps are affecting my family now! Comcast placing data caps in an effort to stifle competing services like Netflix. there is clearly a conflict of interest here, and I am paying nearly DOUBLE what global customers are paying for half the speed WITH a data cap now?? Seems like it's time for the FCC to step up and do their job (Antitrust? monopoly?) for the people instead of lounging around in the pockets of big businesses.

Ticket: # 1374225 - Data Caps

Date: 12/30/2016 11:19:12 PM **City/State/Zip:** Joliet, Illinois 60431

Company Complaining About: Comcast

Description

I'm concerned about the Data Cap that comcast is trying to impose on their customers for internet use. Even though a terabyte might seem like alot why would they change their policy. 3 months ago I didn't have any data caps. In September I was using 600gb of data. Since there data caps took effect I was at the cap or over the their cap and I haven't changed the way I use my internet. There is no way to know how much bandwidth your using on comcast site in your account dashboard or on their bill so how do I know if they are being fair and honest on how much data I consume a month. I've even access the router which I lease from comcast yet no information on any type bandwidth usage on any of my devices that connected to the internet using their network. Comcast says their measurement is accurate but I doubt it is. There website states that 1 terabyte is equal to 12000 hours of online gaming a month and between 600 to 700 hours of video streaming a month or 21 hours of video streaming a day. Well me and my family don't even come close to amount of time we consume playing games online or streaming video like that, yet last two three months I'm over their data cap. It makes no sense to me. Don't know how these companies can get away with imposing these data caps and if you go over them charge you \$10 for every 50gb block they give you. Or an extra \$50 dollar flat charge for unlimited data on top of your bill that you already pay. What happened to Open Internet/Net Neutrality laws. Their shouldn't be any data caps on anyones internet service especially when I signed up for service there wasn't such a thing.

Ticket: # 1374231 - Data cap Date: 12/30/2016 11:25:23 PM

City/State/Zip: Ann Arbor, Michigan 48104 Company Complaining About: Comcast

Description

When I signed up for my account I was told that there where no data caps on my Ann Arbor Mi service. 5 months later, I now have a data cap. I have no other legitimate choices in my area. I have to use Xfinity/Comcast. This is an artificial limit and has no value to me as a customer. They operate as a monopoly and regularly provide worse, and worse service

Ticket: # 1374244 - Comcast data cap

Date: 12/30/2016 11:34:20 PM

City/State/Zip: Greenacres, Washington 99016

Company Complaining About: Comcast

Description

Use of Comcast data caps only allow us to use 10 hours a month of our top internet speeds (200 Mbps) without paying extra for overages. The only other service in our area is a max of 40 Mbps, which does not meet our needs.

Ticket: # 1374264 - Re: Comcast enforcing data cap while still under contract for

unlimitted data

Date: 12/30/2016 11:57:39 PM

City/State/Zip: Albuquerque, New Mexico 87109

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1301607 "Comcast enforcing data cap while still under contract for unlimited data"

This case was close while it is still unresolved. Comcast intentionally violated a contract for unlimited data and they did not comply with providing 30 days notice. I have attached the notice and when it was sent. I am asking the FCC to look into the matter.

Ticket: # 1374322 - Comcast Xfinity Data Cap

Date: 12/31/2016 1:38:15 AM

City/State/Zip: Punta Gorda, Florida 33983 Company Complaining About: Comcast

Description

Comcast has added a 1 TB data cap to its internet service. This change to the terms when I signed up for this service is not fair. What they have done is raise the rates of their plans by \$50 if you want unlimited data like what was offered as part of the service before the change. Also customers now face up to a \$200 fee at \$10 per 50 GB for exceeding their 1 TB cap and not enrolling in the \$50 unlimited option. What they have done appears to be to discourage people who want to stream internet video from services like Netflix, Hulu, etc and instead use their service more. Customers before this change should at the very least be grandfathered into the unlimited option at no cost.

Ticket: # 1374358 - Data caps for home internet

Date: 12/31/2016 5:54:27 AM

City/State/Zip: Houston, Texas 77009 Company Complaining About: Comcast

Description

I am outraged that I have no choice but to pay an extra 10 dollars per 50 gb of extra data I use a month or be forced to pay almost double the cost for unlimited data usage. I love in Houston, TX and my only options are AT&T Uverse and Xfinity Comcast. Both of these companies cap data at 1 TB a month. I have no choice but by on pay the extra costs. I use streaming Services like Netflix rather than pay for cable or a bundled package. These data caps are a way for exporting money out of customers who choose to use streaming Services their cable television services compete with. I feel like I am being extorted. I would change to another service, but there is no competition because every company offering Internet in my region is using this tactic. Data caps should be banned, or at the very least a reasonable charge should be made for unlimited data. 10 dollars for every 50 gb over 1 TV is outrageous considering how popular streaming Services have become. There is no choice in the current market, only slavery to these monopolies.

Ticket: # 1374430 - Comcast data caps

Date: 12/31/2016 10:47:49 AM

City/State/Zip: Fort Wayne, Indiana 46818 Company Complaining About: Comcast

Description

I pay for a faster internet speed to do everything I do on the internet faster then Comcast rolls out there data caps all that does is limits the use of the internet I can use because I hit the data caps faster the I would have before when I had slower internet for less money. What Comcast is doing is wrong they are just trying to get more money out of the us and its not right.

Ticket: # 1374460 - Bait and Switch by Comcast

Date: 12/31/2016 11:46:07 AM

City/State/Zip: Pearland, Texas 77581 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. Sincerely,



Ticket: # 1374480 - data caps **Date:** 12/31/2016 12:24:25 PM

City/State/Zip: Centralia, Washington 98531 Company Complaining About: Comcast

Description

This data cap issue is illogical and money-grubbing. We pay for Netflix, we pay for xbox live, we pay for internet.. but now in order to download games (sucks data to do so) or stream via netflix we can expect to go over the data cap pretty readily. Why should customers be expected to pay extra on top of high charges as is in order to use other paid services? This is described by Xfinity as "fairness" but this is a money making scheme and nothing more. Unlimited internet should be what the customer is paying for. In my area comcast basically owns the internet business and there are no other options, which is why they're getting every last cent from people that they can. We live in a world where internet is a necessity- especially for work, this new set up is criminal.

Ticket: # 1374516 - Comcast Data Cap

Date: 12/31/2016 1:19:31 PM

City/State/Zip: Longview, Washington 98632 Company Complaining About: Comcast

Description

Due to Comcast Data cap, I have to limit Amazon Prime and Netflix viewing from my children. I live in a big house and my kids often view a lot of netflix and sometimes enjoy the occasional 4k streaming or viewing Blu-ray quality videos through Amazon Prime/Netflix. This Data cap is nothing more than a ploy by Comcast to prevent users from using alternative methods of viewing shows which hurts their ad revenue on their cable network. Seems like a heavy conflict of interest. I think Comcast should default back to unlimited internet or increase the data usage to something more reasonable. (It's 2016 and no offense but the amount of gaming in my house hold takes up 500gb a month) THAT's just gaming!

Ticket: # 1374669 - Data Caps enabled Nov of this year

Date: 12/31/2016 5:02:13 PM

City/State/Zip: Boynton Beach, Florida 33426 Company Complaining About: Comcast

Description

Data caps were enabled November of this year. I have was granted a grace period of two months. This was already used up for the month of November and December. Starting in January I will begin to get charged an additional \$10 per month for every 50GB of data downloaded over the 1TB cap. This cap they claim will only affect 1% of customers but that simply is not true. There is now a market push to 4K services such as 4K TVs, 4K Games and 4K Streaming. Any customers which use these services on a regular basis will go over the 1TB cap. Comcast has mislead the public to believe only those select few will be affected but that simply is not true. Once everyone upgrades to 4K it will certainly affect everyone. At this point I do not have any other alternatives to either Comcast or AT&T. They continue to hold a monopoly over telecom services in this area. This should not be allowed to take place and other businesses should be allowed to compete in this space.

Ticket: # 1374747 - Data Cap

Date: 12/31/2016 6:57:48 PM

City/State/Zip: Oakland, Michigan 48363 Company Complaining About: Comcast

Description

Comcast has imposed a data cap on my service. This was not in place at the time the service was installed. I was not given ability to opt out without paying excessive fees. I was in a 2 year contract when this was changed without my consent. This is an unfair practice and should not be allowed.

Ticket: # 1374775 - Data Caps, speed and billing practices.

Date: 12/31/2016 7:58:40 PM

City/State/Zip: Shelbyville, Indiana 46176 Company Complaining About: Comcast

Description

Comcast's Data caps are not warranted and are unfairly levied only against residential customers. Business customers are not subject to the data caps which proves that Comcast is only instituting the data caps as a way to make money. Data IS NOT like electricity or natural gas. There is no resource 'used' to move data. Yes, Comcast may have to increase their available bandwidth if usages is high but that is covered by the tiered speed offerings Comcast has and the data caps do very little to limit peak data usage, which is what their networks have to be built to handle.

Additionally, the data caps make the different speed levels pretty much useless due to the fact that higher speeds plans generally mean using more data. However, buying a higher tiered product does not get you any additional data.

Comcast is clearly double dipping its residential customers by charging for speed and then charging for usage. Comcast is able to do this to its residential customers because most of them do not have any other viable high speed options for internet. (I am certainly in that position.) Comcast has obviously chosen not to charge business customers for usage because most business customers have other high speed options available to them and would leave Comcast if Comcast's data caps applied to them.

I urge the FCC to see the arbitrary setting of data caps by Comcast for what they are. An effort to bleed extra money from their captive customers who have no other viable options but to pay. I am hoping the FCC will not allow companies like Comcast to continue to charge you for a level of speed and then limit the data you are allowed to download without additional fees via a data cap.

Finally I have another billing issue that I have a complaint about. Comcast has repeatedly started charging me a monthly fee for cable modem rental even though I have always provided my own cable modem and have never rented a cable modem from them. I had to get ahold of Comcast again last October, because they had once again added a cable modem rental fee to my account. This is yet another attempt to bleed extra money from their unsuspecting and captive customers.

Ticket: # 1374785 - Armstrong data cap

Date: 12/31/2016 8:44:44 PM

City/State/Zip: Boardman, Ohio 44512 Company Complaining About: Armstrong

Description

Almost every month Armstrong cable in Youngstown charges me for going over my data limit. It is unfair in today's world to have such a low data limit of 300 GB. Most companies don't have data limits or their limits are very high...usually 1 tb. They will charge you for 50 gb even if you only go over by 1 gb. Very frustrated. I may switch to AT&T if they don't raise these limits. Why do they give unlimited internet to their employees by the way?

Ticket: # 1374790 - Data Cap

Date: 12/31/2016 8:52:23 PM

City/State/Zip: Hillsboro, Oregon 97123 Company Complaining About: Comcast

Description

As an At Home worker, I use the internet to connect to my companies VPN. Now with the data cap, I am required to pay more to keep regular unlimited access to internet so I can continue working. Why is this being allowed? Why can't the FCC do something about data caps.

Ticket: # 1374813 - Internet data caps

Date: 12/31/2016 9:48:32 PM

City/State/Zip: Valparaiso, Indiana 46385 Company Complaining About: Comcast

Description

After years and years of unlimited internet xfinity capped us at 1TB. Okay no problem, we average 350 GB's a month. Well since this cap our data usage has shot up with no extra usage at all in our home. They are purposely changing what we use to look like more just so we have to pay overages! And why the cap anyways, it should be illegal to put a data cap on anyone. Just because they are mad over people using Netflix and hulu? Really?? I can't even use netflix because it will put me over my data limit! This needs to be reversed now and caps lifted!

Ticket: # 1374826 - Comcast imposes impossible data cap, then refuses access to viewing data usage

Date: 12/31/2016 10:24:19 PM

City/State/Zip: Manteca, California 95337 **Company Complaining About: Comcast**

Description

Tonight I was given a popup by Comcast say I was at 90% of a 1 Terabyte "internet limit" it didn't state whether it was download or upload, and I further clicked on the usage statistics and it said "this is unavailable due to an error".

This cannot be a download or upload limit, I believe it's purely artificial as my own personal monthly logs show me at over 20+TB Down+up, and with Comcast being the only provider in my area, a 1TB limit being imposed would make my career impossible.

Ticket: # 1374828 - Unjustified data caps

Date: 12/31/2016 10:25:17 PM

City/State/Zip: Everett, Washington 98204 Company Complaining About: Comcast

Description

Placing a data cap on monthly Internet usage based upon unjustified reasoning. This tactic is a sham and needs to be stamped out. There are numerous articles online providing evidence of this. Comcast should be ashamed of these tactics being used as a method to control market competition against cable TV alternatives.

Ticket: # 1374904 - Comcast data cap, Kent wa 98032

Date: 1/1/2017 3:22:30 AM

City/State/Zip: Kent, Washington 98032 Company Complaining About: Comcast

Description

They added a data cap to my account. This will now limit my access to the internet. Their tools dont indicate where you consume the most. Unacceptable.

Ticket: # 1374917 - Data Caps

Date: 1/1/2017 4:47:06 AM

City/State/Zip: Bellevue, Washington 98004 Company Complaining About: Comcast

Description

I have service from Comcast in the Seattle area (Which is also the only internet provider in my area). Comcast has instituted a 1Tb per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1TB limit?

Ticket: # 1374987 - 1TB Internet Data Usage Cap for Xfinity Internet

Date: 1/1/2017 11:38:51 AM

City/State/Zip: Lawrenceburg, Indiana 47025 Company Complaining About: Comcast

Description

Description

The data cap for internet implemented by Comcast is anti-consumer and mostly due to the lack of competition in the market. Around the world, internet is faster and cheaper than it is in the United States. On top of our already slower and more costly internet, Comcast is trying to make more money off of folks who are switching to use mostly internet over cable television and use a lot of data. There hasn't been a good explanation as to why this is happening except for the fact that they are trying to make more money for the same service. In my area, there is no other company that offers good internet speeds for the activities that I do on the internet. This also affects online business as some companies like Netflix or independent media creators, such as YouTube creators, rely everyday on uploads and downloads of a massive amount of data. Also, instead of capping the amount of extra cost at \$50 (the same amount as the unlimited data plan), Comcast is willing to exploit uninformed customers for up to \$200 if they go over the data limit. The internet is too vital of a resource in our daily lives to have companies like Comcast capping us and charging us more for the same service. We need to keep the internet as open, free, and cheap as possible and the lack of competition in the market is causing the opposite to happen.

Ticket: # 1375262 - Complaint regarding AT&T's High Speed DSL

Date: 1/1/2017 7:54:20 PM

City/State/Zip: Austin, Texas 78747 Company Complaining About: AT&T

Description

Description

Network has been subject to many unnotified and unexpected downtimes and throttling. Large Amounts of Jitter, High Ping, and Packet Loss is very Common and can happen at near random intervals. Attempts to resolve this with AT&T Support and Technicians has failed repeatedly. AT&T Has recently instituted a Data Cap on our DSL Plan and we have been getting continually charged Asinine Fees of Eighty Dollars and Above. Attempts to lower Data Usage has not worked and AT&T has continued to Charge us Data Fees. Throttling of our Promised Speeds of 5 Mbps Down/1 Mbps up has been extremely common, as well. Attempts to resolve this with AT&T support will see our results temporarily be fixed, only to subsequently appear after a few minutes. Attempts to change or upgrade our plans has failed, as well as switch carriers, as AT&T and other providers claim the area is "Too Underdeveloped".

Ticket: # 1375542 - Comcast Data Charges

Date: 1/2/2017 10:44:24 AM

City/State/Zip: Hollywood, Florida 33021 Company Complaining About: Comcast

Description

They treat the data for packets over 1tb differently by charging more than double the price more for it which is a breach of net neutrality

Ticket: # 1375581 - Data Cap after contract

Date: 1/2/2017 11:32:15 AM

City/State/Zip: Champlin, Minnesota 55316 Company Complaining About: Comcast

Description

I moved recently, and during the move I apparently could not keep the billing cycle I had at me previous residence. This made me sign up for a new package that has a 2 year commitment. Then within 3 month's of signing this commitment. They change the terms and introduced a 1TB/month data cap. I pay for a higher speed tier of internet yet I have the same cap as anyone else. So now I could potentially with the data rate they are giving me exceed my cap within 12 hours of my billing cycle. So I'm paying extra per month for a data rate that if I tried to use it they could bill me an extra \$200 dollars a month. In order to get the service I had when I signed this 2 year contract I would have to agree to an extra \$50 dollars per month. I have come close 3 times now to hitting the cap. Especially this last month. I had a HardDrive fail in a device that was cloud backed up. When the replacement drive came only it restored the device and put me nearly to my cap. I had to stop watching movies online and had to use my Cellular hotspot function of my phone to avoid going over this month. I am incredibly angry and I have little recourse. I only have the phone company as an option and they have antiquated equipment in our area. As a result I would have to pay a fee to terminate contract with Comcast (despite I feel like they already broke contract) and then sign up with a provider that can't provide me with 1/10th the speed due to aging equiptment.

I feel like I'm being punished for not using their X1 DVR boxes with their associated fees and instead using other online services (e.g., Netflix, Hulu, iTunes) to watch television and they are trying to get those fees another way.

Ticket: # 1375683 - More Comcast profit gouging

Date: 1/2/2017 1:09:12 PM

City/State/Zip: Elk Grove, California 95758 Company Complaining About: Comcast

Description

http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion

Recently, after upgrading my data speed with Comcast, and paying more \$\$\$ to do so, Comcast also imposed a data cap on my internet service for the first time. At the time I inquired about and subsequently agreed to the service change, the Comcast customer service representative told me if I was dissatisfied, they'd reverse the changes and I'd revert back to my original internet speed and plan. 15 days later, I received the first of several notices indicating A) I had a newly imposed "data cap," and then B) I had exceeded my data cap and would be receiving data surcharges. Immediately I contacted Comcast to revert back to my former "capless" data plan. I was informed I could not do so by the Comcast customer service representative; all that was available to me wa to start a new "two-year" plan at the price I formerly paid. This is a "bait-and-switch" technique. Months earlier, after my Comcast cable bill had reached \$220.00 a month, I contacted Comcast and stopped my cable TV service plan with them, kept internet only and went to a streaming service. To recoup lost revenue from myself and thousands of other "Cable-cutters," Comcast's new strategy is to restrict internet access and my data stream by placing "caps." This is Comcast's work-around to regain lost revenue from its former cable TV customers.

Ticket: # 1375746 - Internet Cap

Date: 1/2/2017 1:48:43 PM

City/State/Zip: Macomb, Michigan 48044 Company Complaining About: Comcast

Description

Description

COMCAST IS TRYING TO IMPOSE A 1TB USAGE CAP. I HAVE 5 PEOPLE LIVING AT HOME USING COMPUTERS, TABLETS, PHONES AND VIDEO GAME SYSTEMS. I THINK IT UNREASONABLE THAT THEY IMPOSED A CAP. I BELIEVE IT VIOLATES THE OPEN INTERNET RULES. "The FCC's Open Internet rules protect and maintain open, uninhibited access to legal online content without broadband Internet access providers being allowed to block, impair, or establish fast/slow lanes to lawful content."

Ticket: # 1375749 - Comcast Data Cap

Date: 1/2/2017 1:51:24 PM

City/State/Zip: Ann Arbor, Michigan 48104 Company Complaining About: Comcast

Description

Comcast has implemented a data cap for home internet users of 1 TB / mo. This is insane. With my connected household streaming tv, playing video games, and other things, this is very easy to hit. They want to charge \$50 for capless when it should be free. The only reason theyre doing this is for money.

Ticket: # 1375964 - Low Broadband Data Caps

Date: 1/2/2017 4:13:46 PM

City/State/Zip: Forest, Virginia 24551 Company Complaining About: Shentel

Description

Shentel Cable provides low data caps (while saying they have highest vs Cell phone competitors) and high prices. There are no other high speed internet service providers available in Area. Fees are \$59/month for 10mbs download and only 300GB data cap. \$10/50GB overage fees. This is an abuse of their monopoly. Only alternative is DSL at 1mbps download too slow to stream TV.

Ticket: # 1376158 - Comcast data caps and inaccurate data measuring

Date: 1/2/2017 6:15:26 PM

City/State/Zip: Seattle, Washington 98133 Company Complaining About: Comcast

Description

I recently learned that Comcast has imposed a data cap on my service. This is was WITHOUT ANY NOTIFICATION on my monthly statements, email, phone, ect... It was however made clear to me thru popups made directly thru my browser (which is something of another concern) - again with no notifications or consent from me.

In speaking with them, they say things like "Well sir, 1TB of data is alot" to which anyone with a brain should raise red flags immediately. This is not about the amount.. this is about the act of and where these practices lead. If I steal a penny from the Salvation Army Santa outside the grocery store during Christmas season I would be hard-pressed to say to the Judge "well it was only a penny".

On their comment of "well sir, 1TB is alot of data":

I decided to monitor my data usage (as many have - with similar results) and have found that in the last 2 days Comcast claims I've used almost 3 times more data than 2 separate third party meters report.

In speaking with Comcast, they not only do not acknowledge or answer my questions or address any of my concerns but merely read from a script and in 2 instances "connect me with another department" or as I've always called it: hang up.

They refuse to show me any sort of detailed logs of the measurements. In asking how I can find them they tell me to install one of THEIR apps.. This is entirely unacceptable. You cannot expect a company to monitor and regulate itself with zero transparency.. This is basic as basic gets.

I have never complained to BBB or let alone the FCC but this is an outrage. I've not been slapped with fees or been denied service yet I am absolutely stunned - furious even - that this is happening. ESPECIALLY to millions of people that probably don't know or understand. The internet is - for better or worse - a vital part of everyday life now-a-days. Unfortunately, AMERICANS HAVE THE SLOWEST AND MOST EXPENSIVE INTERNET IN THE WORLD - and its at the hands of companies like Comcast.

It's unlikely that the internet will become the public service it should be: that's clear.

But Comcast's monopoly is appalling and of great concern. And now, they are taking their incredibly inept customer service and downright horrible public relations into new & frightening territory.

Ticket: # 1376376 - Comcast data cap is wrong

Date: 1/2/2017 9:23:09 PM

City/State/Zip: San Jose, California 95121 Company Complaining About: Comcast

Description

Comcast has recently implemented a data cap to our services. This is unfair and is taking my ability to use technology. If they say most people are not using 1000 GB of internet a month then what is the point of capping it in the first way. They are greedy and are finding ways to squeeze as much money from their consumers as possible. I disapprove of this and because I am in contract with them I am in a dead end with no options. I believe data should not be capped, and if they choose to squeeze every penny out of their consumers, then existing customers should be grandfathered in. I will change my services when my contract is up but this is ridiculous.

Ticket: # 1376545 - Data Caps and unfriendly ISPs

Date: 1/3/2017 12:10:46 AM

City/State/Zip: Hayward, California 94544 Company Complaining About: Comcast

Description

Description

With the recent data caps introduced by Comcast in CA I'm going to start breaching their limit. I'm already paying \$80 per month for the service and that seems WAY overpriced to me. The only other option in my area is ATT, but their service is significantly slower and also has a data cap just like Comcast. As file sizes all over the internet grow, the amount of data we are allowed shrinks. How does that make sense? That means the amount of information I have access to is now limited. Tax payers paid \$200 billion dollars to get this broadband infrastructure built, and now we can't even use it. How is that even possible? I pay to build it, I pay to use it, and now I pay extra if I use it too much? Where is this money going? Can someone take a look because I'm not seeing it...

Also just dealing with these ISPs is a nightmare. They hide your data usage on their site so it's hard to tell how much you are using. They use contracts to lock you in and then double your premiums after a few months. Canceling is difficult and costly. Even just finding the place on their website to file a complaint is not even possible. They just hide every way for you to tell them how bad they are doing because they know they are doing such a crappy job and they just don't care.

PLEASE! SOMEBODY STAND UP AND DO SOMETHING!!

Ticket: # 1376901 - Data Cap unreasonable

Date: 1/3/2017 11:33:59 AM

City/State/Zip: Oregon, Ohio 43616

Company Complaining About: Buckeye Broadband

Description

Buckeye Broadband is charging customers with an unreasonable Data Cap of 110Gb/month. This is embarrassing and should be illegal provided their monopoly on services.

Ticket: # 1377268 - data caps

Date: 1/3/2017 1:44:21 PM

City/State/Zip: Dallas, Texas 75204 Company Complaining About: AT&T

Description

data caps for (b) (6)

5130

T' | (// 4077070 | 1 (

Ticket: # 1377272 - data caps on plan

Date: 1/3/2017 1:45:31 PM

City/State/Zip: Dallas, Texas 75204

Company Complaining About: Verizon Wireless

Description

there should be no data cap for the amount I am paying

Ticket: # 1377318 - Comcast data cap

Date: 1/3/2017 1:56:23 PM

City/State/Zip: West Palm Beach, Florida 33401

Company Complaining About: Comcast

Description

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

Ticket: # 1378050 - Data Caps

Date: 1/3/2017 5:48:48 PM

City/State/Zip: Pocatello, Idaho 83201 Company Complaining About: Cable One

Description

Cable one has in place archaic data caps that only hinder the customer in what they can do with their internet. Cable one says that it is for there network on not being able to handle it but from what cable one has said that they have invested Cable ONE invested nearly \$80 million in upgrading its infrastructure in 2014 and will invest another \$40 million in 2015 in order to stay ahead of the increasing trend of multiple-device homes and bandwidth-intensive streaming services that are creating an ever-growing demand for fast and reliable Internet connectivity. With all this investment of their network why do we have to have data caps? i cant download the games or movies or stream what i want because of this data cap. Cable one needs to get rid of this data cap NOW!!!. Cable one if you read this dont say its because of your network bandwidth or capability you have it you just like to nickel and dime your customers.

Ticket: # 1378445 - Data Cap

Date: 1/3/2017 9:16:57 PM

City/State/Zip: Houston, Texas 77008 Company Complaining About: Comcast

Description

Today I spoke with Suzanne at Comcast about the first complaint filed. According to Suzanne, Comcast has a new policy that will now nay allow me to have 1 terabyte of data for approximately 101 dollars per month. If I go over that amount Comcast will charge 10 dollar overage charge up to 200.00 per month. Of course, I can have unlimited data as long as I pay 50 dollars more per month. How can Comcast put a limit on data. There is no reason to do this other than to get more money for customers who choose to stream. Long story short, I dropped Comcast TV services in October. This New Policy as they state went into effect in November. I am requesting that the FCC intervene in the data usuage policy. I am also going to write a complaint to my senator and representative on this issue.

Ticket: # 1378996 - Data Caps at Armstrong Cable Company, PA

Date: 1/4/2017 11:26:26 AM

City/State/Zip: Scottdale, Pennsylvania 15683

Company Complaining About: Armstrong Cable Company

Description

Armstrong Cable is still capping data starting at 200gb a month. As a customer I'm debating canceling the tv portion of my bill but keeping internet only for some streaming, however these caps are clearly in place to deter that choice. In the attached document on page 31 it states you have a 350GB cap if you subscribe to tv or phone with them, but if you choose to only have internet, they drop the cap 50GB to actually deter streaming services like Netflix.

In our area of the country Armstrong is the only choice for high speed internet, and these low data caps are hindering consumer choice. There should be no real reason why to have the 50gb difference in cap for having TV with them or not. It's clearly a move to encourage you to get the max number of services from them.

On top of those issues, there really is no way to monitor the bandwidth usage. I fear as a customer if I make the choice to go to only streaming, they can just say I used more than I did. When honestly looking back at my history of usage, we stream a lot now anyways and don't use the regular tv and have never gone over 350 limit but were close to 300, I feel like as soon as I switch to internet only they are going to drop it to 300 cap, and then tell me I've gone over it and bill me for more when my day to day routine of data usage would really be no different than it is currently.

I hope the FCC can encourage this company (and other cable companies) to either heighten the limit to allow a consumer to have a choice. I see Comcast has increased to 1TB cap, but as I said we don't really have choice to change in our area, the only game in town is Armstrong Cable.

Thank you.

Ticket: # 1378998 - Comcast 1TB data cap

Date: 1/4/2017 11:27:19 AM

City/State/Zip: Lone Tree, Colorado 80124 Company Complaining About: Comcast

Description

Description

There is no guarantee of accuracy or transparency.

Hurts ability to use competitors video streaming services.

Ticket: # 1379325 - Data Cap

Date: 1/4/2017 1:13:26 PM

City/State/Zip: Edinboro, Pennsylvania 16412 Company Complaining About: Armstrong

Description

Armstrong cable in Edinboro, Pa and also in neighboring counties has a data cap of 200gb for their internet package. 200gb is ridiculously low. You can't even stream Netflix on a decent resolution at that. Please get rid of Data cap's or at least raise it. Once 4k starts to really roll out we will be effected big time.

Ticket: # 1379506 - contract violation and fraud

Date: 1/4/2017 2:09:35 PM

City/State/Zip: Spanaway, Washington 98387 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. Despite Comcast having a third party company doing the monitoring, there are many irregularities in how much data is being used. Upon doing our own monitoring, collectively as a household we used only 550gb of data whereas Comcast is stating that we are using over 1300gb of data. I attempted to resolve this will an agent last night and was lied to on the phone.

Something needs to be done. We are a household full of students who have not changed any habits with using the internet despite what Comcast is stating our usage is. I don't want to have to pay that extra \$50 fee that I simply cannot afford. Unfortunately for my household switching internet providers means moving which is something that we cannot afford right now. I feel as though these numbers are fake, especially under the Comcast user page you can no longer see what your usage is and my contract disappeared as soon as this was implemented.

Comcast also suggested that my neighbors are using my internet. I am renting a house from my grandparents who are my nearest neighbor 1.5 acres away. In order for them or my other neighbors to have access to my internet they would have to be at the fence line and they are not. What Comcast made me realize last night is that this is fraud. I am being used for more money and I will not pay any overage fees for internet I have simply not used.

Sincerely,

(b) (6)

Ticket: # 1379906 - Comcast Data Cap

Date: 1/4/2017 4:03:52 PM

City/State/Zip: Macomb, Michigan 48042 Company Complaining About: Comcast

Description

I am on a bundle agreement with Comcast. I specifically asked if there was a data cap and they said NO so I agreed to bundle. Not even 3-4 months later I get a letter in mail telling me that now there is a data cap. I do not think this is fair, and lie to their customers to get them to commit to a bundle. I would of NEVER agreed if there was a data cap. This is very tricky way to get customers to come onboard then railroad them once you are in. Very disappointed in Comcast.

Ticket: # 1380658 - Comcast added a data cap to limit internet use

Date: 1/4/2017 9:37:20 PM

City/State/Zip: Kimball, Michigan 48074 Company Complaining About: Comcast

Description

In November Comcast added a data cap to limit internet use on our account. This applies to only users in part of my state (Southeast Michigan) but affects me. I feel Comcast added this limit because of the number of people that have cancelled their cable TV service. I believe Comcast thinks that more people will bundle TV service to their account if they can't stream unlimited HD video content. We pay about \$80 a month for only internet service and if we want to continue to use the internet as we have in the past, we must pay an additional \$50 per month to unlimited access. This nearly doubles our monthly rate at \$130 per month. Please let Comcast know that they can't force people to use less bandwidth to simply sell more TV services.

Ticket: # 1380722 - Comcast Data Cap

Date: 1/4/2017 10:12:33 PM

City/State/Zip: Tigard, Oregon 97224 Company Complaining About: Comcast

Description

Comcast's data cap inaccurately measures data usage and effectively punishes families like mine who have decided to cancel cable subscriptions and instead use streaming services. Additionally, their cap includes 1GB of data per month, however, any unused data is forfeited even though it was paid for. Comcast does not provide any ability for the consumer to independently vet the usage they are charged for and instead insists that their calculation is accurate.

Ticket: # 1380725 - Comcast data cap

Date: 1/4/2017 10:16:03 PM

City/State/Zip: Westmont, Illinois 60559 Company Complaining About: Comcast

Description

I signed up for comcast internet service in Illinois. Before authorizing service, the customer service representative confirmed there would not be a data cap. Today a man in the middle pop up came up on 2 of my home computers telling me that I was over the 1TB data cap. No representative informed me of a data cap. Data caps impede the internet and are a violation of Title II.

Not only are they using man in the middle attacks and javascript intrusions, they are enforcing a pointless data cap to gouge more money out of consumers.

Ticket: # 1381557 - Cox Internet Pensacola FI

Date: 1/5/2017 1:48:48 PM

City/State/Zip: Pensacola, Florida 32514 Company Complaining About: Cox

Description

Cox has just implemented data caps of 1 TB with an overage charge of \$10 per 50 GB. This cap is the same for all tiers of their service, whether 5 mbps all the way up to the locally available 300 mbps. This is unfair, considering the faster tiers pay more for service, and have the ability to use up the data much quicker. Cox does not offer any other options to reasonably add more data to your service. By capping service, Cox is limiting customers choice when it comes to online content. With the popularity of 4k video and "cutting the cable" households with multiple users are sure to go over the limit frequently. Cox does not add the use of their services toward the cap, giving them the edge for their content.

I have not agreed to pay any overage charge, nor was an overage charge listed in my original contract. They will charge for the overage regardless if you want to add data or not. This is deceptive.

Ticket: # 1382393 - Comcast data caps very exasperating

Date: 1/5/2017 6:07:26 PM

City/State/Zip: Modesto, California 95358 Company Complaining About: Comcast

Description

Comcast is now applying data caps in our area - a very anti-competition move by the bully player in the market. Our family is on a very limited budget with many people here, and we rely on internet for all our services. We were using close to or just over the data cap limit already, so now that they are enforcing the cap, we are experiencing excessive overcharges from Comcast.

We are of the opinion that since we dropped the bundled services from Comcast (TV/Phone/Internet) and now only have Comcast Internet service (using streaming for tv viewing and IP phone service), Comcast is simply grabbing at more money to 'punish' us for not buying their expensive service bundles (Reducing our monthly bill from \$130 to \$60 with the change - now Comcast wants to charge us another \$50/month to remove the data cap, which would bring our bill up to \$110/month, but they would not be providing any additional services for the money).

Ticket: # 1382420 - Arbitrary Data Caps

Date: 1/5/2017 6:18:15 PM

City/State/Zip: Rio Rancho, New Mexico 87144
Company Complaining About: Cable One

Description

CableOne offers the only viable high-speed internet in my zip code (87144)

On their 150 mb/s plan, they restrict you to a paltry 400 GB data cap, and when exceeded, they apply extortion to get you to the higher tier. They are abusing their monopoly position to take advantage of their customers.

On their website, the packages are more reasonable until you enter the zip code of 87144, and when they know they're in a monopoly position they raise lower the data caps knowing they have the ability to do so.

When I spoke with customer service, they claimed that the FCC REQUIRED the caps. When I told them that was a flat out lie and to show me that policy in writing, she checked with her manager, and came back to inform me that she "misspoke"

The lies, abusive market position and arbitrary data caps need to end.

Ticket: # 1382670 - 1tb cap Date: 1/5/2017 8:21:00 PM

City/State/Zip: Ann Arbor, Michigan 48103 Company Complaining About: Comcast

Description

I have comi cast 75 mb/sec plan and it has now been folded into their terabit internet plan, which was not the plan I signed up for years ago. How can I have a service that only 4 hours of usage before they charge me for going over their cap? If I stream at 75mb/sec in for hours I will reach the terabyte limit. This really stems from the fact there are no other choices to switch to.

Ticket: # 1382905 - Comcast data cap is a stress attack on families

Date: 1/5/2017 11:40:33 PM

City/State/Zip: Middleburg, Florida 32068 Company Complaining About: Comcast

Description

I have been a Comcast customer for 4 or 5 years and now we are seeing that they are charging more money, up to \$200 a month, for data usage. We never even heard of a data cap until last month when they alerted us that we were a 1024gb cap on December 16th. I checked our data usage on their site today and it says we have used 157gb already for 4 days. The kids downloaded 2 updates totalling 18 GB and they watched some Netflix. This is insane. I am taking the modem and cable boxes back at the end of this month. I have contacted them twice about the matter and both times they disconnected me. I am done with Comcast's greed.

Ticket: # 1383083 - DISH imposing 50GB data cap

Date: 1/6/2017 9:43:56 AM

City/State/Zip: Lithia, Florida 33547

Company Complaining About: Dish Network

Description

I have 5 people in my family who live with me. 3 are students. I am disabled. We all need access to the internet at high speed but live in a rural area where the broadband companies don't want to go. They expanded their fiber network to about 2 miles from my home over 5 years ago and stopped short. I am forced to use satellite internet. Dish has provided me with internet access at almost \$100 a month. When I called to complain about the data caps, they advised I could get a second dish account (another 100 dollars a month) which would give me 50 more GB. Even at \$200 a month I exhaust my data weekly. This is not free internet. This is a monopoly system that is controlling us. \$200 for 25Mbps shared by 5 people, with a 20GB per person per month cap? While 2 miles down the road, my friends have FIOS and Spectrum that offers unlimited data at 200Mbps for \$50? Why do rural people get punished? Why does the government that I fought for in the military and here as a law enforcement officer not do something about this? Is it because the politicians receive billions of dollars a year from the internet providers? We need to outlaw data caps immediately! Otherwise we might as well allow all white collar crime to be legal!

Ticket: # 1383428 - Data Cap Billing and Implimentation

Date: 1/6/2017 12:38:48 PM

City/State/Zip: Tallahassee, Florida 32304 Company Complaining About: Comcast

Description

A "Data Cap" was recently imposed on my internet account with Xfinity Comcast. I did not receive information or a warning that my data would be restricted and if I exceeded their new arbitrary amount, I would be charged up to 200 additional dollars a month. Having been coaxed into "electronic billing" leaves messages concerning contract changes hidden in a bill that is scanned usually only when the billing amount changes, Contacting Comcast I was informed that I had been given two "complimentary overage months...they added a charge then zeroed the charge on the bill, leaving a bill in the same amount as other bills. I never received any email or letter notifying me of the impending contract change.

After contacting Comcast customer service, the first representative attempted to upsell me a package that would increase my internet SPEED FROM 75MPS TO 150 MPS. SHE INSISTED THAT INCREASING THE SPEED WOULD TAKE CARE OF THE DATA CAP. I asked her what the new data cap would be and she said "You don't have to worry about that because your speed is doubling". She did not know the difference between data caps and data speed.

The next representative informed me that I could purchase "a Data Unlimited" plan for an additional 50 dollars, but it would not begin until the first of the next month. I asked what was I to do for the month of January? I requested a "plan" that included the additional data, or one that qualified for no cap at all. On Xfinity's website they list several plans that do not have a cap. Business class, Prepaid internet, and Gigabit Pro are three that are listed.

After four and a half hours on the phone, being transferred and being hung up on, I decided to cancel my relationship with Comcast as I cannot afford an additional 200 dollars added to my bill. The representative told me when I return I would be treated as a new customer and would be able to get a cheaper monthly package that would help offset the 50 dollar a month unlimited internet charge. The 17th of January was set for the turn off date for the internet and television programming.

Today, (the 6th o January), the television service was cut off. I had to call Comcast back to find out what happened to the agreement we made the prior day. The first tech informed me that the service rep from the prior day had set the disconnect for the 6th. The new rep said he would fix the problem, and could he see if they had another package for me so I would not have to cancel the service. Another chance to try to pressure me into an expensive internet package with a cap. He also told me that Comcast did not have any pre-paid internet program, and chastised me for reading stuff about Comcast on other third party sites. I took the opportunity to direct him to the FAQ page that was owned and created by Xfinity with the information about prepaid internet.

It appears they shut off the tv service to get me back on the phone. I use Hulu, Amazon video, Netflix, Sling, and Playster. Putting an internet cap on my internet is Comcasts attempt to keep me and my family FROM USING STREAMING SERVICES other than their own. You-tube movies is also an issue. Comcast will NOT provide me with any tools that show how much bandwidth each of these services use. I have bought my own router and the data use is significantly lower than the usage

listed on the Comcast site. When I asked three separate reps what my current monthly total was, I RECEIVED THREE TOTALLY DIFFERENT ANSWERS ranging from 206 megabytes to 3,406 Gigabytes!! All three answers were given within an hour and a half. Currently, the site has 370 gigabytes listed for use between January 1st thru January 6th. Three HUNDRED, not three THOUSAND!

I was told today that after I cancel the service, if I try to get service back in February, I will NOT be considered a NEW customer, in fact, I will be a RETURNING customer and will NOT be eligible for a new customer package, instead I will loose my currently lower priced package and will be forced into a higher priced package with fewer services. On top of that, then there will also be the additional 50 dollar charge for unlimited data.

I have been lied to, had my services jerked around and I cannot even believe the written word on their site. A day out of the hospital I had to spend over four and a half hours never being told the truth and having the agreement we reached not entered into the system correctly so that I would have to call back again and the customer retention center given another chance to try to upsell and change my current package.

One supposed supervisor suggested monitoring the internet use and stop using items such as Apple or Google tv, to not use Hulu or Netflix, then I wouldn't have to worry about this month's charges. The meter provided does not provide real time information, so there is no real way to monitor internet use. Even if I use a third party software program to monitor use, Comcast will not explain or acknowledge the huge differences between their data measurement app and any other companies.

I am trapped and being monetarily forced to ONLY use Comcast television and being told not to use Apple, Google, Hulu, Sling, Netflix, or Playster so that I can stay within their arbitrarily determined data cap. One representative even tried to convince me how great Comcast is because they raised the limit from 300 gb to 1024 gb (a terabyte). The 300 limit was YEARS ago before technology took off with tablets, game systems, and televisions all requiring internet connections and data exchange.

No representative tried to make the old claim that the fifty dollars was to help with data congestion, as it has been proven that was a fallacy that it cost them more money when some uses used more data than others. Everything I have gone through with the numerous reps I spoke with was to upsell or pressure me into purchasing uneeded services that would not fix the problem. They are crating a monopoly through pricing data expenditures, and verbally suggesting the discontinuation of third party apps and services. What happened to net neutrality? Is Comcast exempt? I cannot get any other provider where I live, so I have no options and they are maneuvering my account with contract changes that I don't get notified about, or have time to make changes to when they slide the information into a bill that does not get read because IT CHARGES MORE DATA USAGE TO OPEN THE BILL. I didn't even get a simple email detailing the contract change for internet data capping.

Ticket: # 1384715 - Data capping by comcast

Date: 1/6/2017 9:23:01 PM

City/State/Zip: Naples, Florida 34109 Company Complaining About: Comcast

Description

Forced data capping- why should I have to watch my data usage- and why should someone else have access to my data??? No notification, no explanation

TILL 4 # 4004 TO 14 400 4 TO 14 TO 1

Ticket: # 1384779 - Internet Service Provider keep doing shady practices claiming

reasonable usages

Date: 1/6/2017 10:37:35 PM

City/State/Zip: Oxford, Pennsylvania 19363

Company Complaining About: Armstrong Cable Services

Description

when i first got my internet in late 2007 after i moved to oxford Pennsylvania i love this area because there was no data cap and i was happy for years to come. until maybe 2012-2013 i don't quite remember when the change happened though i didn't actually take notice of when it happen since my bill was on auto-pay, though i don't mind auto-pay so much it does give the providers of services to change rules as they please, as i have said so before my internet used to be unlimited because when i moved here i had start to transition my usage to digital services such as iTunes video downloads and eventually streaming services such as Netflix hulu etc. anyway i some how found out that my internet my being metered which if i had signup and found this out years prior i would not have signed up actually i do remember distinctly that it was one of the awesome perks that this internet service provider offered with out mention of course but none the less i do more of my entertaining and usage through this internet such as gaming work and learning so. the main problem i have now is that i recently downgraded from an double internet usage plan which only offered me about 900gb per month for 150 a month at a speed of Mbps which as far as speed was reasonable. I consistently pass that threshold as i'm a gamer and download and re-download digital content. i payed for the new plan for about 8 months anyway i'm just let you know of this regional isp that act like and cell carriers practices. I'm kinda just hoping you help the people in this area that seem to end up paying more then what they get from your only decent provider! download are only getting bigger and to make things worst its only 300GB limit that i have on my account they count upload and download so its really 150gb download and 150gb upload as far as I can see. i hope that we get other carriers in the area but since Comcast and other providers have these so called no-competitive agreements across the country its getting hard to find decent companies.

sorry for the horrible writing. I just hope you guys can talk a bit of since into the company that used to be awesome!

Ticket: # 1384929 - Comcast Data Meter inaccurate

Date: 1/7/2017 3:30:35 AM

City/State/Zip: Saint Paul, Minnesota 55106 Company Complaining About: Comcast

Description

Hi - I have went over Comcast's 1 tb data cap twice now with my internet plan. Prior to their internet cap in my area - St Paul, Minnesota, my entire family has used anywhere between 300-450 GB a month. Since November 2016, we have used over 1100 GB a month. Since then - I have changed my internet password and scanned all of my household computers for viruses, but December was no different - we used over 1100 GB and used our two courtesy months. Attached is a picture of our data usage over three months. Seems strange to me that our internet usage TRIPLED as soon as Comcast had their 1 TB data cap policy in place. It seems this month we will be on our way to hit the data cap AGAIN this January despite no behavioral changes.

Ticket: # 1385291 - Comcast

Date: 1/7/2017 3:15:24 PM

City/State/Zip: Bellevue, Washington 98007 Company Complaining About: Comcast

Description

Comcast has put a data cap on their customers then raised the data speed to insure that everyone will go over the data cap and have to pay exorbitant fees.

I have also paid to upgrade my speeds which they cannot deliver even half of the promised speed. This is terrible since they have a monopoly and will continue to get worse if nothing is done.

Ticket: # 1385317 - Internet Usage Fraud

Date: 1/7/2017 3:42:21 PM

City/State/Zip: Spanaway, Washington 98387 Company Complaining About: Comcast

Description

Description

Dear FCC,

I recently was able to look at the past three months of data usage on the Comcast website after it being down for the last two months. I have enclosed a screenshot that needs to be looked at very closely. The screenshot shows an actual page of my data usage over the last three months. Something that I thought was kind of funny is that when I added up the amount we "used" in October and the amount we "used" in November they both equaled the exact same amount as the amount we "used" in December. I invite you at this time to pull out your calculator as well and total the numbers. The amount used in October was 655GB and the amount used in November was 908GB. When you add 655GB+908GB=1563GB.

This is fraud. I have tried to work through this issue with Comcast. We even unplugged our internet for 48 hours to see if our usage continued to go up. Upon our finding it did unfortunately despite not even using the internet at all.

Comcast is scamming customers and now I am considering getting a lawyer and suing for fraud. Something needs to be done about this. Please investigate them and their monitoring "devices". I am sure that I am one of many that are caught in this scam.

Sincerely,



Ticket: # 1385886 - Data cap / Lack of Providers

Date: 1/8/2017 2:10:36 PM

City/State/Zip: Commerce Charter Township, Michigan 48382

Company Complaining About: Comcast

Description

Comcast is the sole provider for cable based internet in my area and they put a Cap on Data. As other nearby cities and providers have no data cap on the internet. Also Comcast does not count data if you are using their video stream sites. This is goes against net neutrality. I have no other options for Cable internet of this speed required for work. So forcing a Data cap or charging an additional 50 dollars a month to remove it is unacceptable. Fiber providers and other Cable providers (Wow and Charter) that available it cities and areas around my town but not allowed in my town do not have data cap.

Ticket: # 1385921 - Comcast Data Caps

Date: 1/8/2017 3:18:55 PM

City/State/Zip: Springfield, Illinois 62711 Company Complaining About: Comcast

Description

Comcast data caps should not be allowed in the age of streaming TV. I feel its a monolply as you have 2 options if you go over the cap they set (1TB). Pay \$50 for no cap or get there TV service so you dont stream you TV.

Ticket: # 1385947 - Comcast anti-consumer data caps

Date: 1/8/2017 3:52:31 PM

City/State/Zip: Dallas, Georgia 30132 Company Complaining About: Comcast

Description

I am a customer of Comcast cable/Xfinity's internet service and am unhappy about how they treat their customers as well as myself with unncessary data caps. In such a digitally-driven age, internet is a necessity in most of America and as files get larger, such as for PC games and video streaming, so does the required bandwidth of each household. There are 4 people in my household that will regularly stream YouTube videos and download steam games, which uses a large amount of bandwidth each month. Comcast recently implemented a 1TB data cap that would require users to pay extra money to go over the cap and a huge monthly fee of \$50 to get unlimited data. \$50 is huge for a lower-middle class household to deal with each month. this overcharge and the data cap itself is highly anti-consumer as other services provide unlimited data for a lower price.

Ticket: # 1387073 - Armstrong Cable's abusive data caps

Date: 1/9/2017 2:31:59 PM

City/State/Zip: Crown City, Ohio 45623

Company Complaining About: Armstrong Cable

Description

I respectfully ask the Federal Communications Commission's to initiate an investigation against Armstrong Cable, located in Butler, PA, under the general misconduct rule of the Open Internet Order, as confirmed by the D.C. Circuit Court of Appeals. Armstrong Cable is impeding their consumers from reaching content providers on the Internet.

Ticket: # 1387595 - Verizon disconnect unlimited data plan customers for usage

Date: 1/9/2017 5:17:14 PM

City/State/Zip: Doylestown, Pennsylvania 18902 **Company Complaining About: Verizon Wireless**

Description

Verizon Wireless is requiring unlimited data plan customers to switch to tiered data plan or disconnect service if they have "averaged" 200GB per month or more of data usage. The unlimited data plan includes UNLIMITED data use, there is no mention of caps. This is unfair and Verizon must allow unlimited data plan customers to continue with their plans with no change. http://arstechnica.com/information-technology/2017/01/verizon-cuts-off-unlimited-data-users-who-

use-more-than-200gb-a-month/

Ticket: # 1387677 - Comcast is imposing data caps on my internet service at 1TB.

Date: 1/9/2017 5:46:50 PM

City/State/Zip: Denver, Colorado 80247 **Company Complaining About: Comcast**

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1388146 - Comcast Data Cao

Date: 1/9/2017 10:22:53 PM

City/State/Zip: Katy, Texas 77494

Company Complaining About: Comcast

Description

Comcast is putting data caps on users and forcing exorbitant rates in overage and removal fees.

Ticket: # 1388203 - Comcast Internet Data Usage Policy

Date: 1/9/2017 11:50:34 PM

City/State/Zip: Oak Forest, Illinois 60452 Company Complaining About: Comcast

Description

Comcast has enjoyed a nationwide monopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their muscles and begin charging customers more for the same service.

In October Comcast implemented 1TB per month data caps for on their home internet service. A service that I have been paying for and using for years without such limitations. If I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an extra \$50 per month to enjoy unlimited data in my home.

I have anywhere from 15-20 Wifi devices connected in my home at any given moment with mutliple people living in the home. Since the data cap has been imposed we have exceeded it every month. We now have to monitor our internet usage, pay the fee to Comcast, or look elsewhere.

Look elsewhere is what I did. Only to find that my other option is AT&T which the highest tier of internet is 1/3 the speed I currently enjoy. These business practices are completely unfair. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer.

Ticket: # 1389419 - Re: Data Limits And Unfair Business Practices

Date: 1/10/2017 3:37:25 PM

City/State/Zip: Weston, Florida 33327 Company Complaining About: Comcast

Description

This is a follow-up to your previous request #512425 "Data Limits And Unfair Business Practices"

To review:

- Comcast customer for over 10 years (multiple addresses)
- March 2014 New internet only (non-contract) service at current address with no data caps enforced.
- 7/31/15 Coerced into 2 year package to avoid internet only price hike.
- September 2015 Notified that data caps would now be enforced.
- 9/26/15 Filed FCC Complaint # 512425. No resolution was offered by Comcast.
- January 2016 Forced to pay an extra \$30 per month to avoid overage fees
- 01/11/16 Filed FCC Complaint # 748475. No resolution was offered by Comcast.
- November 2016 Cancelled Comcast service. Paid an extra \$330 (total) for 11 months of internet service over the original contract rate to avoid overage charges. Paid \$80 in early termination fees.
- March 2014 to November 2016. Also noting that my posted internet speed provided by Comcast were automatically increased (no charge) by 33% over this time period. Which is self serving with the implementation of enforced data caps.

Note: This is follow up information for tickets #512425 and #748475. I am submitting this information for public records, as no resolution was offered by Comcast. As I am no longer a Comcast customer, I do not wish to be contacted by a Comcast representative.

Ticket: # 1389998 - Re: Unexpected Data Cap

Date: 1/10/2017 6:32:59 PM

City/State/Zip: San Jose, California 95136 Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1245259 "Unexpected Data Cap"

Ticket: # 1390325 - Comcast Price Gouging Consumers with no other options

Date: 1/10/2017 9:31:05 PM

City/State/Zip: Elgin, Illinois 60123

Company Complaining About: Comcast

Description

When I moved in to my home about 5 years ago comcast was the only available ISP. The pricing was \$30-\$40 for their basic 25MB internet. Within a year or two a Comcast sales person knocked on my door and signed us for the same package but also included basic cable TV for only \$35 per month. However about a year later Comcast increased prices so we dropped the TV service and kept the 25 MB internet but were then paying \$50 per month for just internet. The price was later raised again to \$60 per month. Shortly after the last price raise we received a bill for about \$120 including around \$40-\$50 in data overage charges. Over a period of 12-24 months Comcast quadrupled the monthly cost of our internet service. Within a week of initiating the data cap the Comcast service it's self also deteriorated. We no longer get anywhere close to 25MB speeds and in high traffic times the internet is sow slow it is unusable with speeds of less than 1MB. It appears not only is comcast caping data but now they are also throttling data as well. It is blatantly obvious Comcast is aware that they are the only provider in my area and are taken advantage of residents with no other options for internet. I cannot see how Comcast can be allowed to discriminate and price gouge consumers in one neighbor hood and offer much lower pricing a few blocks away because they have competition there. These predatory, unfair and abusive practices should not go unpunished.

Ticket: # 1390369 - Comcast Internet data cap

Date: 1/10/2017 10:13:14 PM

City/State/Zip: Santa Rosa, California 95403 Company Complaining About: Comcast

Description

My family pays a premium for a high speed Internet connection from Comcast. We have 5 people using the Internet every day. Despite paying for a high speed, comcast limits their customers to 1 terabyte of data usage a month. My family easily surpasses this with regular usage. The only way to get unlimited data again is to pay an extra \$50 a month on top of our already very expensive bill. This is ridiculous. Other countries around the world have much cheaper Internet and are often times much faster as well. My family has to cut back on all of our usage just to meet the cap, including watching videos in low definition and not downloading anything from the Internet (video games, music, videos etc). I think the cap needs to be removed, as do many other people on online forums. We should be able to use the fast Internet speed we are paying for.

Ticket: # 1390422 - Data cap issue

Date: 1/10/2017 11:02:20 PM

City/State/Zip: Alvin, Texas 77511

Company Complaining About: Comcast

Description

Comcast never informed me about any data cap or data cap rise.

Ticket: # 1390456 - Interent caps

Date: 1/10/2017 11:33:10 PM

City/State/Zip: Battle Creek, Michigan 49017
Company Complaining About: Comcast

Description

My internet provider (Comcast) as set a cap on my internet and risen the price with out any sort of announcement to me.

Ticket: # 1390531 - Data Cap

Date: 1/11/2017 1:46:38 AM

City/State/Zip: Poulsbo, Washington 98370 Company Complaining About: Comcast

Description

Comcast has enacted data caps in my market which have been proven to be nothing more than a revenue-generating scheme.

Ticket: # 1391358 - Make data caps illegal

Date: 1/11/2017 2:49:59 PM

City/State/Zip: Colorado Springs, Colorado 80920

Company Complaining About: Comcast

Description

The amount of money that Cable + Internet costs is already ridiculous and to further limit it by adding data caps and to charge more money if you go over or if you want truly unlimited is not fair.

Ticket: # 1391651 - Comcast data cap 1TB

Date: 1/11/2017 4:09:54 PM

City/State/Zip: San Ramon, California 94583 Company Complaining About: Comcast

Description

I just learned that Comcast has a data cap of 1TB for monthly internet usage. It is the only company available where I live, so the government has a responsibility to step in and prevent abuses such as this. It is outrageous that I get a notice about going over the data cap without being notified at time of contract or in my agreement there would be a cap.

This month I've had to stay at home and I've streamed 4K shows on Netflix plus video chat with family out of the state and have after 10 days completed my data cap. I'll keep in mind to reduce my usage but the overcharge of \$10 per 50gb over the limit seems to much. Luckily they will waive the fee for the first 2 months. But I'm afraid I might have to pay extra for this service in the future.

I've read that Comcast has acknowledged that there is no congestion issues with its network and they started the data cap three of four months ago.

Thank you.

Ticket: # 1392096 - Unjust Data Cap

Date: 1/11/2017 6:13:04 PM

City/State/Zip: Naperville, Illinois 60540 Company Complaining About: Comcast

Description

When we signed up for service, the datacap was not applicable to our service, now all of a sudden there is a datacap and overage charges.

Ticket: # 1392433 - Unfair Data Caps

Date: 1/11/2017 9:17:21 PM

City/State/Zip: Houston, Texas 77066 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1392464 - additional charges for data over 1TB per month

Date: 1/11/2017 9:41:16 PM

City/State/Zip: Gainesville, Florida 32608 Company Complaining About: Cox

Description

Last month I was advised I would be charged 200 dollars more per month for my data since I exceed 1tb per month. Data in my household supports 4 children and 2 adults. We homeschool. We had to get rid of cable tv to save money and turned to streaming by way of Netflix and PlayStation vue. Now we can no longer let the kids play their games as that's a large use of bandwidth and we limit our streaming. We can no longer use the services we pay for the way the were once intended. I'm sad that I have lived in this era. Era of corporate greed. Era of virtual merchandise that you buy and own but eventually find out its no longer yours or available.

If cox wants to cap data then they need to be government regulated and I need to be able to vote.

This is unethical. I would never run a business in this manner.

Ticket: # 1393753 - Cable One's Unreasonable Data Caps

Date: 1/12/2017 3:42:08 PM

City/State/Zip: Borger, Texas 79007

Company Complaining About: Cable One

Description

Cable One enforces relatively small data caps on their plans. The base package starts out at an embarrassingly low 300 GB for home internet! that plan cost \$50 per month. The highest plan is only 500 GB for the exorbitant amount of \$175 per month! Granted, that plan offers speeds up to 1 GB up, but the plan just below that has the same data cap of 500 GB at a price point of \$105 per month. This is still a ridiculous cost for limited broadband internet. I cannot stand these infuriating data caps! I am literally paying more for my internet service (with Cable One) than I am for television service with Directv. On top of that, I just received a notice that I went over my data limit for this billing cycle! I currently have the 500 GB plan for \$105 per month. I very recently moved from an area that had Verizon Fios. With them, I paid less per month, had fast internet, and NO DATA CAPS! If I could switch providers I would. Believe me, I've tried, but unfortunately, there is no other provider in my area. If I want internet service I am forced to have my wallet robbed each month by Cable One. I do not think it is right to be tied to one broadband internet provider in my area. If they are the only provider available in the area they should offer fair plans based on other areas that have more competitive providers. As it stands right now, they are the only game in town, they know it, and they are going to take us (their customers) for all they can! The sad thing is, they are aloud to get away with this!

Ticket: # 1394072 - Comcast 1tb data cap

Date: 1/12/2017 5:09:11 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

I felt it was important to register a complaint to you in regards to Comcast's data cap policy here in Washington state. I live in the city of Federal Way, where no other high speed internet options are available other than Comcast. (DSL is not high speed, and performance in my area has been reported to be terrible by neighbors who previously had the service.) Therefore, as I noticed I have used 700+gb of my January TB limit already by 1/12/17, I will almost certainly exceed this limit. This is due to using legitimate products, such as Netflix, Steam (downloading large game installation files and patches), streaming audio, and others. I find it to be ridiculous that I am subject to additional charges by Comcast, the unchallenged gate keeper of high speed internet in my area, simply because I choose to spend my hard earned income on products I can only obtain through my internet service. If Comcast was not the only option in my area to provide similar bandwidth, I would select another companies service. I do not have this option. As the government agency that represents me, as a US citizen, I implore the FCC to recognize that Comcast holds a virtual monopoly on high broadband internet and data caps allow them to engage in anti competitive suppression of competing entertainment services to their own traditional TV offering.

Why is the FCC allowing Comcast to operate as cable monopoly that is now unfairly limiting my ability to choose my media, entertainment and other internet provided services with data caps? A 1TB data cap is not the generous above average amount that Comcast frames it as. With Netflix HD video, new 4K video options sure to become common, and large gaming files (installation files, patches) pushing even the average user closer to 1TB (including myself), 1TB has become an unfair limit to my ability to spend my income on products as I see fit, when I see fit.

It is my understanding that allowing Comcast to use data caps to drive business towards their own products (xfinity TV) by discouraging my use of competing media entertainment options (streaming video and online gaming) is an inevitable negative result of a virtual monopoly. Their 1TB data cap is an anti competitive business practice. I beg you to take any action you can to challenge Comcast limiting my ability to use my service. They have been able to provide this service, that gets more and more expensive every year, just fine without data caps for years. Why must I pay more for using my service more? A cellular company such as Verizon charges me for how much data I use, but does not charge me more for faster data services. Comcast is now being allowed to raise my price if I want higher bandwidth AND if I use more data than 1TB. I am not able to exercise my right in a free market economy to choose another provider because Comcast is the exclusive franchise partner in my city. PLEASE help me by excising your regulatory powers to stop data caps with Comcast!

Ticket: # 1394357 - Cable One Data Caps

Date: 1/12/2017 7:03:27 PM

City/State/Zip: Pocatello, Idaho 83201 Company Complaining About: Cable One

Description

Cable One forced me into a much more expensive home internet plan because I exceeded 300gb in a month. 300gb is an unreasonable limit in today's tech driven world.

Ticket: # 1394549 - Comcast Data Caps

Date: 1/12/2017 9:01:37 PM

City/State/Zip: Napa, California 94558 Company Complaining About: Comcast

Description

I'm outraged Comcast has decided to implement a data cap on my internet usage when there wasn't one previously. Limiting it to 1TB in a family household who constantly uses the internet for entertainment, business and schoolwork is insane. It's clear Comcast is implementing these internet data caps now to hopefully scare off consumers from canceling their TV subscription services. This needs to be strongly investigating by the FCC as soon as possible.

Ticket: # 1395052 - Data-caps by comcast hurting ISP choice in my area - Redmond,

WA

Date: 1/13/2017 11:38:32 AM

City/State/Zip: Redmond, Washington 98052 Company Complaining About: Comcast

Description

Hello,

I live in Redmond, WA and my only choices for ISP are Frontier FiOS and comcast. Up until a few months back, comcast had no data-caps on their internet plans, which, in spite of the ISP duopoly, was still some level of competition. After November 2016, the introduction of the artificial 1TB cap, there is no reason for FiOS (which has no caps) to provide competitive pricing to their customers who now have effectively lost a choice if they don't want an internet connection without caps.

Comcast's justification for these caps is "fairness", which makes no sense. Fairness depends on bandwidth usage, not total traffic as saturation of a pipe is caused by the amount of data flowing through it simultaneously, not the historical sum.

Please declare these caps illegal and against interests of customers, especially considering their calculation of 1TB usage depends on HD!! video streaming, it's 2017, 4k is almost common in most households, especially in comparatively wealthier areas like Redmond, WA.

Thank you,



Ticket: # 1396259 - Data usage policy terms are very unclear on Upload.

Date: 1/13/2017 5:34:25 PM

City/State/Zip: Eugene, Oregon 97404 Company Complaining About: Comcast

Description

Comcast has their AWESOME SUPER FAIR FOR EVERYONE terabyte cap now.

They do not say if upload counts towards your data usage but they will happily charge you for it without telling you this. This among MANY other reasons encompasses why this policy is hurtful and illegal. They run a meter like a utility yet there is no real ability to tell what they are doing there. It has been proven several times that this meter is fundamentally flawed yet this is allowed to continue. Quit your job and hire someone who will actually act for THE AMERICAN PEOPLE not the corporations.

Ticket: # 1396770 - Ridiculous and Unreasonable Data Caps

Date: 1/14/2017 12:07:11 AM

City/State/Zip: Prescott Valley, Arizona 86314 Company Complaining About: Cable One

Description

I'll try to make this short. I am sick and tired of CableOne's ridiculous data caps. We are "cord cutters" and consume all of our entertainment (YouTube, Netflix, Hulu, Amazon, Steam Etc) through the internet and their unreasonable data caps make it impossible to use their services to its full extent.

CableOne, to my knowledge, is among the worst offenders in unreasonable data caps, exceeding the likes of even one of the most hated companies on the planet: Comcast.

Because it is virtually impossible to stream 4k media, download video games, backup hard drives to the cloud etc. on a 300GB data plan, we are forced to pay for a business line, at nearly TRIPLE the rate of the residential plan. We currently pay \$123.50 a month for for their business plan so we can have an uncapped data plan. They do not offer this option at all to their residential customers. When we found out they had upgraded their internet speeds in our area we called to inquire. Their 500Mb download tier would be over \$400 a month!! We'd love to upgrade and give this company more of our hard earned money but are appalled at the rates.

When we inquired on their 800 number about switching to a residential plan, our questions about the data caps and what would happen if we exceeded them were evaded and not clearly answered. We got bounced around from four different reps until we finally gave up.

CableOne likes to use misleading marketing material to try and justify their ridiculous caps. They site examples of how much of the internet you can enjoy with their "generous" data caps, however, they fail to include anything relevant like 4k streaming, cloud backups or downloading very large video game files from digital distributors such as Steam, Xbox, Playstation etc. To top it all off, they're kind enough to offer tips on how to reduce your bandwidth (aka how to significantly reduce your enjoyment of their service) such as watching crappy, lower resolution video streams on Netflix.

We'd love to upgrade to their "GigaOne" service and reward them for upgrading their infrastructure, but instead, are forced to sit here on a business plan paying triple rates. CableOne offers an "extra large" 500GB data plan with their 1000Mb service. This "extra large" data plan can literally be exceeded in 1 hour and 11 minutes when using the service to it's full extent.

I am not naive. I realize there is virtually nothing I can do to influence any change in this monopolistic company (my only alternative is inferior DSL), but hopefully this complaint doesn't totally fall on deaf ears. To whoever you are, thank you for taking the time to read this. Hopefully if enough people complain these companies will finally stop being so incredibly anti-consumer.

Ticket: # 1397008 - Data cap

Date: 1/14/2017 1:27:44 PM

City/State/Zip: Jackson, Mississippi 39216 Company Complaining About: Comcast

Description

The data cap constitutes taxation without representation, in that on top of charging unsuspecting customers for accessing the internet at an already stagnated speed, a limitation of how much data can be consumed is imposed.

Data caps, therefore, suppress one's ability to broadcast live streams to the internet, upload motion picture, or recording industry related files, and actually enjoy "watching" high definition content to their fullest.

The data cap also oppresses those on limited incomes who can not afford to buy television based plans on cable on top of internet access.

Data caps also represent manufactured debt, and financial entrapment, because most customers are unaware of how much data they consume. It's interesting to note the caps are being rolled out in areas of the country where the majority of low income, and less educated customers exist.

Therefore, data caps are unconstitutional, and must be banned, and outlawed as gouging, financial entrapment, and taxation without representation.

Ticket: # 1397152 - Re: Data Caps

Date: 1/14/2017 3:41:32 PM

City/State/Zip: Lemont, Illinois 60439 **Company Complaining About: Comcast**

Description

This is a follow-up to your previous request #1264729 "Data Caps"

For several months after my initial complaint, the overage charges were removed from my bill. The bill for January, however, has \$320 in overages. I spoke with a representative today and was told that they've introduced data caps because people like me are inconveniencing our neighbors by using more than our allocated share of data. My bill for January as \$469. There are 8 people living in my house; we're going to use more than 1TB of data every month. I'm at a loss for what to do at this point. Data caps, while a convenient loophole, are fundamentally anti-net neutrality. Comcast Billing Dispute Ticket # 040253447

Ticket: # 1397472 - Data Cap

Date: 1/14/2017 9:38:42 PM

City/State/Zip: Springfield, Oregon 97477 Company Complaining About: Comcast

Deceription

Description

COmpletely wrong to have a cap when everything relies on the internet. A game alone is 50g just to download and it's only sold online for example. Internet is not a resource like water or gas. There is absolutely no other reason to cap data other then to steal money from their already robbed customers. REMOVE THE DATA CAPS. 10 games and my cap is up and then I have to pay \$10/50g? This is robbery and nothing more then a cash grab. How can the FCC even let this slide. It's absolutely disgusting. It was also changed WITHOUT my consent. I never agreed to this plan and my plan was unlimited before this. ROBBERY!

Ticket: # 1397485 - comcast data caps

Date: 1/14/2017 9:54:01 PM

City/State/Zip: Eugene, Oregon 97405 Company Complaining About: Comcast

Description

My first complaint is that I have been a comcast customer for six years, but several months ago they imposed a data cap that I never agreed to.

The next complaint is that when they imposed that cap, they promised a website that would easily track my data usage and send me alerts if I was getting close to my data limit. At the time the data cap was imposed however that website did not exist. There were some dead web links that went nowhere and I tried for weeks to set up the alerts, but there was nothing. Now, several months in to the data cap implementation, they do have a semi-functioning alert system however the data usage monitoring is horrible.

The month my data usage reached nearly 50% of my monthly allotment in the first 10 days of the month. I have not used any excessive internet this month compared to previous months. I have an advanced router that is able to monitor my data throughput and it is directly connected to the cable modem, so all data over the comcast connection should be captured.

Comcast reports my data usage at 461 GB used as of 1/14/17, but my router indicates 69GB uploaded and 88GB downloaded over the same time period.

First I went on to the comcast website to see if I could narrow down when the data usage was occurring so that I could find some pattern or see if there was a correlation with our TV streaming. The data usage monitor on Comcast's website is wholly inadequate. It only provides your total usage for the month and does not further break down usage by either day, type of data, or anything that would be useful to troubleshoot high data usage.

I then contacted Comcast over their online chat. They basically told me what the website told me and tried to assure me that 1TB of data was a lot of data.

I have several concerns. One is that I don't think it is fair that they impose data caps after I have already been a customer there for years. The second is that I believe Comcast is not accurately tracking data usage and therefore may over-bill me if an overage occurs. The third concern is that their website is not adequate for tracking data usage. If they are are going to impose a data cap they should be able to provide granular usage data by the day, hour, and type of data so that I can track the usage after doing anything that uses data, such as streaming a movie.

I dropped Comcast cable a year ago and stream the TV and Movies we want to watch. I feel that this is Comcast's way of trying to force me to use their cable service and is anticompetitive against the streaming services.

Ticket: # 1397529 - Comcast Data Caps

Date: 1/14/2017 11:17:20 PM

City/State/Zip: Denver, Colorado 80219 Company Complaining About: Comcast

Description

I've been a Comcast customer for around 2 years and have never had data caps till last year November 1st and the amount of atrocities that have occurred since then are soul wrenching. This 1tb data serves no purpose and only serves to feed the greed that is known as Comcast. In this day and age where 4K and many more bandwidth heavy task are appearing a data cap only serves to restrict the customers of Comcast and every other ISP that has these foul data caps. I am with the thousands and maybe even millions of others that despise this data cap and would love to see it abolished.

Ticket: # 1397782 - Comcast data caps

Date: 1/15/2017 1:27:52 PM

City/State/Zip: Daly City, California 94014 Company Complaining About: Comcast

Description

Comcast has implemented 1TB data caps nationwide. Last month, I signed up for PS Vue, an ondemand streaming "cable" TV service and I hit my data cap 3 weeks into the month. Data caps are protecting the big cable and internet monopolies (Comcast is the only high speed internet provider in my area) by discouraging the use of alternative TV services.

Ticket: # 1398224 - Data Cap on High Speed Internet

Date: 1/15/2017 10:07:30 PM

City/State/Zip: Broomfield, Colorado 80023 Company Complaining About: Comcast

Description

I just signed up for Xfinity cable internet service. There is a data cap on my service, which I suspect is a way for the company to stifle competition from streaming video services.

Ticket: # 1398236 - Data cap **Date:** 1/15/2017 10:15:59 PM

City/State/Zip: Houston, Texas 77099 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. Sincerely,



Ticket: # 1399588 - Poor Tools for Monitoring Hime Internet Usage

Date: 1/16/2017 7:58:25 PM

City/State/Zip: Colorado Springs, Colorado 80918

Company Complaining About: Comcast

Description

Xfinity has recently implemented a cap on my home internet use. Unfortunately, the tools they provide to monitor it are very poor. I have complained about this once already (ticket # 1335961). See the attached file of a screen shot showing the inaccuracy their data usage tools. How can they do this without providing the proper tools to keep track of my internet usage and then bill me when I go over that limit? Not cool...

Ticket: # 1399933 - Data caps

Date: 1/17/2017 1:28:48 AM

City/State/Zip: West Valley City, Utah 84128 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line? In my area they didn't even give us notice of this change and the timing of the rollout of the change being timed to coincide with the election makes me feel like they were trying to get away with something.

Ticket: # 1400207 - Data Caps

Date: 1/17/2017 11:16:29 AM

City/State/Zip: Missouri City, Texas 77459 Company Complaining About: Comcast

Description

Description

As of November 1, 2016 Comcast has revamped it's data cap plan from 300GB to 1000GB. In my household, internet is a necessity and speed and reliability is of the essence. I'm a computer programmer and avid entertainment consumer, so naturally I spend most of my time on the internet, as does the rest of my household. I also have a 16 month old daughter and I like having access to all of her favorite shows via Netflix. This data cap that Comcast has enacted affects me in an uncomfortable way. Before I made the switch, there weren't any data caps in place. Now I'm having to monitor my account everyday to avoid paying over 100 dollars a month for internet. This means cutting off devices and products that connect to internet so my bill stays at the agreed upon price. As the world moves towards a more connected and internet reliant state, Comcast is there to make sure that the transition is as painful, costly, and trudging as possible.

Ticket: # 1400287 - Data Caps

Date: 1/17/2017 11:44:26 AM

City/State/Zip: Brookhaven, Georgia 30319 Company Complaining About: Comcast

Description

Data caps are in violation of Section 706 in the Telecommunications Act of 1996. Furthermore there is documented cases of Comcast data caps being inaccurate. I would like to be able to use my Internet without restrictions.

Ticket: # 1400403 - Home Internet data capping

Date: 1/17/2017 12:27:25 PM

City/State/Zip: Statesville, North Carolina 28625

Company Complaining About: AT&T

Description

AT&T is capping monthly data usage on home internet service. For an extra fee, they allow you to have unlimited data...OR if you buy their TV service they allow it. Ultimately, this is unfair and deceptive. There is not one justifiable reason for this data cap. This is going to hurt 4k adoption, and is ultimately a way for AT&T to hurt competitors, such as Netflix, by being allowed to strangle the data connection.

Ticket: # 1401165 - Comcast/Xfinity: Data Cap during contract

Date: 1/17/2017 3:55:58 PM

City/State/Zip: Philomarh, Oregon 97370 Company Complaining About: Comcast

Description

I am writing to report Comcast/Xfinity adding a 1tb data cap to monthly bandwidth during an active contract. I am locked in an unable to receive unlimited bandwidth which I previously agreed to. Comcast now wants me to either pay for overages in 50GB increments or pay a \$50 fee each month on top of my service. This prevents me from using competitive streaming services like Netflix and Hulu on their network.

Ticket: # 1401532 - Comcast Imposes Data Caps

Date: 1/17/2017 6:05:23 PM

City/State/Zip: Houston, Texas 77008 Company Complaining About: Comcast

Description

Comcast is imposing Data Caps on every account. This not only violates Net Neutrality, but also the contract that I have with Comcast. I have reported this issue once already, Comcast was supposed to respond by US Mail and never responded!

Ticket: # 1401881 - Data Cap on Comcast

Date: 1/17/2017 8:45:24 PM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: Comcast

Description

I've been for a customer over a year and we just started a new streaming service, DirecTV now, and I find out my ISP, Comcast, just imposed a data cap on 1024 gigs per month, we are going to go over this month, and most likely every moth there after. I feel it is unfair to have this new requirement.

Ticket: # 1401968 - Data Cap Price Increase

Date: 1/17/2017 9:54:10 PM

City/State/Zip: Parkland, Florida 33076 Company Complaining About: Comcast

Description

Comcast is being really abusive on implementing their data caps.

I - They sell a lot of plans with extreme speed but put a CAP on the amount of data you can download. It's like selling a Ferrari but you can only drive up to 1000 miles.

II - In a outrageous attempt to limit customers, they increased their unlimited data option from 30 to 50 dollars. Beyond already charging me a lot of money to get me beyond the data caps.

What I believe it would be fair, is that more advanced plans shouldn't be capped. I agree based on the resolution from FCC that you can allow data caps on limited plans, but they are putting 1T data cap even on their 1Gbits system. That is you can run out of the cap in a couple hours if you really used what you hired.

What is that, a joke? you first sell extremely fast internet to customers and then put a cap on them?

At least I think it would be fair to return me all the fees I paid for unlimited data.

Ticket: # 1402037 - Data Caps Violate Net Neutrality Doctrine

Date: 1/17/2017 11:00:11 PM

City/State/Zip: Savoy, Texas 75479

Company Complaining About: Cable One

Description

I have just received a "2nd Notice" from Cable One in regards to my internet bandwidth usage. I used 517.04 GB of bandwidth. Cable one has data caps on all their plans available to consumers, ranging from 300GB to 1,100 GB, at hugely increasing costs. I am on the 300GB plan, and have been since I moved to this address two years ago. At that time I was told by the installer that "there are data guidelines, they don't really matter", and in the past 6 months many of my acquaintances have been forced into higher priced plans do to "excess use" this used to be going over the "data plan" 3 times in a 6 month period. This has now changed without notice to 3 times in a 12 month period. These caps and their enforcement are anti-open internet and violate Net Neutrality doctrine in that they're forcing us to move back to paying for T.V. with Cable One in lieu of streaming T.V. services such as NetFlix. There simply is not enough bandwidth to stream video at the resolutions modern TVs require and avoid violating these arbitrary caps. This leads to consumers paying over 6 TIMES the cost of the initial starter plan to have internet, with ZERO choice. In almost all of the areas served by Cable One (and definitely in my small town), there is no other choice for high speed internet service. They're trying to force us back to paying their absurd rates for T.V. service, or at least force our internet rates as high as if we were!

Ticket: # 1402235 - for 2 months i want over this new cap.

Date: 1/18/2017 5:42:14 AM

City/State/Zip: Suisun City, California 94585 Company Complaining About: Comcast

Description

if you look at my bill before it start i never want over the data cap something is not right is going on.

Ticket: # 1403880 - Comcast Internet Cap

Date: 1/18/2017 6:28:06 PM

City/State/Zip: Happy Valley, Oregon 97086 Company Complaining About: Comcast

Description

Comcast is imposing a data cap on any data (both upload and download).

Ticket: # 1404068 - AT&T Uverse penalizing unbundling and using competitors with

data limits

Date: 1/18/2017 8:01:41 PM

City/State/Zip: Miami, Florida 33144 Company Complaining About: AT&T

Description

I recently switched TV providers to PlayStation Vue. When cancelling my current AT&T Uverse, I was told that because I am electing an alternate TV provider, my internet plan would then incur monthly data limits and charges for overages. I can only receive unlimited internet if I use Uverse's own TV plans and my existing internet will effectively be significantly reduced in data allowance which means the cost per Gb is being predatorily inflated to coerce me into not using streaming competitors. This is an artificial restriction being placed on the market's evolution to cheaper and more efficient transmission services.

Ticket: # 1404239 - Data Caps on wireless service - additional fees

Date: 1/18/2017 9:43:08 PM

City/State/Zip: Southgate, Michigan 48195 Company Complaining About: Comcast

Description

Recent Comcast policy changes limit our households internet data usage, and we just hit the cap. Comcast customer service refuses to speak to me, demanding the primary account holder despite multiple attempts to add me to the account by the primary account holder. Refused to discuss Data usage caps, including information regarding which devices in the household are drawing that data.

Ticket: # 1404319 - Data overage

Date: 1/18/2017 10:46:03 PM

City/State/Zip: Broken Bow, Oklahoma 74728 Company Complaining About: Pine Cellular

Description

I have 7.5GB on each line in my oak plan with Pine cellular. I somehow go over each month without hardly ever being on my phone along with my husband who leaves his phone at home during the work day because he does not have service at his job and he continues to go over as well when the phone is turned off and at home. We pay \$200 plus dollars a month and cannot even use our phones unless we pay extra for data. We also have wifi at our house with 25GB that we constantly go over as well and the only thing we use the wifi for is our phones so we don't go over our data. But at the end of the month we still go over about 40GB all together then get charged \$15 per line we go over. I have contacted the company every month for the past 6 months and nothing is done about it nor do they ever have an answer for why it's happening.

Ticket: # 1404460 - Comcast Capped My Internet without providing me with ANY information. Nothing whatsoever.

Date: 1/19/2017 5:06:44 AM

City/State/Zip: Sugar Land, Texas 77498 **Company Complaining About: Comcast**

Description

I upgraded my Comcast internet service in which the Comcast Customer service representative said: "Nothing will change in regards to your internet speed."

They have caped my internet speed, and I am just finding out about it now. Through a pop up on a browser.

Ticket: # 1404473 - Comcast data cap. We never signed up for a cap of 1 terabyte.

Yet being charged. **Date:** 1/19/2017 7:04:45 AM

City/State/Zip: Pittsburg, California 94565 Company Complaining About: Comcast

Description

Even tho we never signed up for a plan with a data cap. I am now getting messages in browser that say you have reached your cap of 1 terabyte. And now they are planning to charge 1\$ for every extra 5 gigs I use with a cap of 200\$. Looks like I am not the only one. The only thing in the the Comcast comment section is complaints. The is no technical reason why they would have to do this. Not sure on the legality but is definitely morally wrong. It is effecting many poor families and the disabled on low budget... Please help resolve this.

Ticket: # 1405397 - ISP Data Caps

Date: 1/19/2017 2:11:01 PM

City/State/Zip: Fombell, Pennsylvania 16123 Company Complaining About: Armstrong Cable

Description

My ISP has a data cap of 350 gigabytes in a month which might appear generous since many users do not use much data. I work from home, we do not have cable and radio signals are poor so we stream a lot of content, and my kids have tablets as well as an XBox. I'm paying for higher than the base internet which provides 100 Mbps but if you take 350 gigs across the 720 hours in a month I am actually only getting 1Mbps. If any cap were reasponable it should be >= 32.4 Tbps to provide me access to all the potential data I'm paying for.

Ticket: # 1405522 - Comcast Data Caps

Date: 1/19/2017 2:44:39 PM

City/State/Zip: Brooklyn Park, Minnesota 55443

Company Complaining About: Comcast

Description

Comcast has recently implemented a data useage cap on my internet, causing me to either pay more for the same service j have been using or to use less of said service. I feel this is just comcasts way of deterring customers from using competitors streaming services like netflix or sling.tv and instead use their service. This should be illegal.

Ticket: # 1406718 - COMCAST 1 TB cap is momopolistic and against all free market

ideas and disturbing

Date: 1/19/2017 10:13:13 PM

City/State/Zip: Peoria, Illinois 61540 Company Complaining About: Comcast

Description

Dear FCC.

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. Thank you. (b) (6)

Ticket: # 1406750 - Data caps on my account were changed without notification

Date: 1/19/2017 10:30:54 PM

City/State/Zip: Ramona, California 92065 Company Complaining About: Cox

Description

I am currently on the cox ultimate plan. I was receiving a 2TB data allowance every month per my tier plan. Cox recently lowered my data plan to 1TB per month without telling me or anyone else. They also did not give me any discount on my service for cutting my data in half. When I contacted cox, I was told that there was nothing they could do about it. I also brought up how cox customers on the ultimate plan in cleveland were grandfathered in, being allowed to keep their 2tb cap, when I asked for the same treatment I was turned down. I spoke with customer service about this issue and talked to a supervisor.

Ticket: # 1406808 - Comcast Data Caps

Date: 1/19/2017 11:23:15 PM

City/State/Zip: Saint Paul, Minnesota 55116 Company Complaining About: Comcast

Description

Comcast Internet Service Provider (ISP) in Saint Paul, MN has implemented an unlawful cap on data usage with no corresponding decrease in price and no opportunity to select a reasonably similar ISP. Such practices fly in the face of long standing net neutrality, and represents a regressive policy with respect to the ability of citizens to access digital information. The more data is restricted, the less access to knowledge the citizen has. The FCC is forced to confront this issue: will the FCC bow down to private internet service providers or will the FCC uphold the rights of the American people and eliminate capitations on data? Whose side is the FCC on? Big business or American consumers?

Ticket: # 1406960 - Comcast

Date: 1/20/2017 8:13:28 AM

City/State/Zip: Denver, Colorado 80206 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,



Ticket: # 1408722 - Comcast charging for data usage

Date: 1/20/2017 11:29:36 PM

City/State/Zip: Venice, Florida 34293 Company Complaining About: Comcast

Description

2 months ago comcast announced that they would be imposing data usage fees on their internet service in my area. They stated they would provide 1TB data and every additional 50GB would incur a charge of \$10. They also stated that most of their customers would not reach the 1TB of data. This is not the case with me as both my children and myself are avid gamers. Plus we are also cord cutters and all of the movies and TV we watch comes from streaming videos to our computers and Roku. Plus I also maintain a server where I allow my clients to transfer large video and audio files for music and video projects. Our usage is closer to 2TB a month. Comcast is the only provider of high speed internet in my area. There is no other options for me but to pay an additional \$50 a month for unlimited internet on top of the inflated \$80 a month I already pay for their mid-tier service. Please help!

Ticket: # 1408734 - Comcast's New Cap Policy

Date: 1/20/2017 11:40:00 PM

City/State/Zip: Kenmore, Washington 98028 Company Complaining About: Comcast

Description

I've been a comcast customer for years, this is only because they've done everything they can to force a local monopoly. I have no other choice in high speed internet that meets the need of my corporate VPN. They are now instituting data caps. It will cost me another \$50/month to get the service I had been paying for. This extra \$50 gets me absolutely nothing, it's a pure cash grab.

To add insult to injury Comcast is now rerouting my traffic to insert messages into websites. They do this to get around pop up blockers. If you look at the page code you can see Comcast's completely unacceptable traffic modifications. This should be criminal, it's entirely unacceptable.

The FCC absolutely needs to step in and stop Comcast from modifying it's customer's traffic to insert it's messages into webpages, masquerading as the page itself.

Ticket: # 1409133 - Comcast data usage cap

Date: 1/21/2017 3:04:16 PM

City/State/Zip: San Leandro, California 94577 Company Complaining About: Comcast

Description

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1410251 - 1 TB Comcast plan is a monopoly

Date: 1/22/2017 6:15:38 PM

City/State/Zip: South Jordan, Utah 84095 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1410432 - Comcast Data Caps

Date: 1/22/2017 10:18:32 PM

City/State/Zip: Houston, Texas 77026 Company Complaining About: Comcast

Description

After being told Id be paying 150 a month for unlimited internet Comcast has decided to change the rules and enforce a 1tb cap which is very anti-consumer.

Ticket: # 1410434 - Data Caps

Date: 1/22/2017 10:19:03 PM

City/State/Zip: Houston, Texas 77022 Company Complaining About: Comcast

Description

Data caps go against the rule of thumb that allows for the Internet to be the last bastion of freedom from political control. Unfortunately, ISPs have recently decided to take advantage of consumers and implement their own forms of limitations in the names of "caps". This is nothing more than a scam -- an attempt to milk more money out of consumers, while leaving them with no other option (due to the fact that other companies are adopting this monetary scam, as well).

Ticket: # 1410602 - Data caps / unfair competition

Date: 1/23/2017 5:44:54 AM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

I live in the Cleveland Ohio Cox market we are subject to a I quote "1 TB (1,024 GB) combined download and upload" with all residential plans even at the highest tier not to mention this market does not have the Gigablast package after subjecting us to this data cap atleast with the Gigablast package it offers a "2 TB (2,048 GB) combined download and upload". This isn't fair considering AT&T offers no cap when you bundle all their services at a lower price! I am considering the switch to AT&T because I can't stream 4K video in my area because of Cox. My option but it doesn't seem valid even though I know I am fair in what I am saying in how Cox is following Comcast business practices. My parents have been a loyal customer for 20+ years I might have them switch tomorrow.

Ticket: # 1410613 - Comcast Data Caps Incorrect Metering

Date: 1/23/2017 7:18:13 AM

City/State/Zip: Vancouver, Washington 98661 Company Complaining About: Comcast

Description

Description

I've voiced my concern with the data caps that Comcast has implemented, with regards to their own, self admitted in leak internal documents, anti-competitiveness including their ability to limit my choices in content providers with such tactics. Now that they have altered the terms of my contact, without my consent, and I am now forced into a data plan I have discovered they cannot even meter the amount of data I have used in a given month correctly. Currently I am, based on the data meter they provide, have exceeded my 1TB limit by 131GB. Based on my router, that resets the data meter at 00:00 on the first of the month to match the monthly data meter comcast provides, I have a combined usage of 1075GB, only exceeding my limit by 75GB not 131GB as they would bill me for. This again raises the question of legitimacy in Comcast's billing practices. Simply put this data cap is another revue stream for them that they cannot properly manage and thus are charging unsuspecting customers for overages they have not reached. When I previously complained I was told that Netflix would be available via my set-top box and it would NOT use data from my data plan as this was a partnership with Netflix. As I have currently found out this is incorrect and I was lied to about this. In my market this is currently no competition for Comcast that can provide a comparable product thus allowing Comcast to continue to monopolize the Portland/Vancouver Metro area with profiteering based data plans. Additionally I pay for 105megabit service and as soon as the Data plans went into effect my service was bumped to 200megabit. Considering they are charging for exceeding a set amount of data and then choose to increase the speed of the service for no reason other then making it easier for the consumer to exceed said data plan adds to the argument these data caps are nothing but a shady way to earn additional profits.

Ticket: # 1411349 - Cox Cable of NWF

Date: 1/23/2017 1:59:38 PM

City/State/Zip: Destin, Florida 32541 Company Complaining About: Cox

Description

Cox cable has rolled out a 1tb per household data cap. If an account exceeds 1tb it is 10\$ per 50gb thereafter. This may be doable for a single person but a family of 4 it is ridiculous. We have no other option in the Destin area. But most upsetting they exempt their own services from the limit at a premium cost. Excerpt from website: "Content managed by Cox included in Cox-provided services do not count toward data usage.

TV and On Demand content accessed in the Contour app while connected to Cox in-home WiFi Cox Digital Telephone

Cox Homelife "

http://www.cox.com/residential/support/tv/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-00000000000

Ticket: # 1412107 - Data Caps Deployed Unfairly and Implemented Poorly

Date: 1/23/2017 5:59:41 PM

City/State/Zip: Brooklyn Park, Minnesota 55428

Company Complaining About: Comcast

Description

A while ago, Comcast deployed data caps for their services around October which was set at 1TB at default. Our family, which does not frequently look through the Comcast website and news outlets in regards to their changes, were not aware of this change.

Our family only noticed once we had Comcast contact us informing us of reaching over our 1TB data cap. They also informed us that as a "courtesy" they have called us to inform us and "will let it slide this month."

We were unaware that there was such a data cap, so we assumed we might have used a little too much data and shrugged it off. However, over the course of three months we have seen that our family is always proceeding above our data cap every month.

Through some research, my family has discovered our average data usage is either 1.1TB or more before the cap and within these recent months, therefore this change has restricted us. Some additional research allowed our family to discover how Comcast poorly implemented this data cap and other customers are experiencing the same situation as we are.

The way Comcast informed its customers about this data cap and the reasons to why it was implemented has made us feel deceived and ignorant about their changes. Especially for families who regularly use more than 1TB of data monthly (as we do) this change seems impromptu and should only be applied to new customers.

If Comcast wishes to stretch it a little bit, current customers who are usually under data cap might also have the cap imposed on them. However, if a cap is NECESSARY for the company to operate, have it work off the average data usage of a customer, as people will always have different data consumption rates in correlation with the family size, internet activities, etc.

Comcast has handled the news and implementation of this data cap in an unprofessional manner. Ourselves and several customers were not aware of the change until we had received data-cap "courtesy" calls. The performance and effects of this change have been poorly handled as well.

Comcast also explains that 99% of their customers have not reached this data cap, however this information is doubtful. How many of those customers are active and what services do the majority of these customers have? Data usage will vary between people, and as mentioned previously, family size (devices) and internet patterns are a cause. This data cap is unwarranted to hundreds of customers.

Comcast's reasoning, encompasses the lines of having people pay for what they get within their plans (between the lower and higher priced plans), however we are aware of one thing. Our family did not intend to nor did we purchase a plan that would limit us in such a way. If we were aware Comcast would issue such a cap, we would've tried another service/company. Informing customers to pay an additional '\$50' fee for unlimited data usage implements a monopoly like status upon their plan and is not very welcome with their customers.

Ticket: # 1412656 - Comcast Data Caps Strongly Deter Me From Watching Digital

Media

Date: 1/24/2017 12:19:07 AM

City/State/Zip: Santa Cruz, California 95060 Company Complaining About: Comcast

Description

I live in a house with two other people. All of us are heavy data users. We don't pay for cable TV and instead utilize streaming services like Netflix and Hulu. Between the three of us we tend to use 1.2TB a month. A huge impact of that on top of streaming media is that we frequently purchase video games digitally (where a single game can be 50-60GB) and when I work remotely I frequently end up having to do >50GB downloads once a week. This effectively imposes an extra \$10 fee to actually download the digital game because of the data limits. Because of the newly imposed data cap for me my bill is effectively going to be increased by \$50 a month. Unfortunately Comcast is the only internet provider in my area that can provide me more than 6mbps download which is way too slow. It feels very unreasonable that I will start paying \$130 or more for internet and have no option to switch. I also am concerned for the future of 4k video streaming. 4k content is ~12GB/hour. That's only 85 hours of streaming 4k video before hitting Comcast's data cap.

Ticket: # 1412755 - Termination of Unlimited Data Plan

Date: 1/24/2017 7:02:45 AM

City/State/Zip: Colbert, Washington 99005

Company Complaining About: Verizon Wireless

Description

When does Unlimited mean unlimited? I've been a Verizon customer since 2009 and am extremely upset about the way they have to decided to terminate the data plan I have been paying for since that time. If I had unlimited voice minutes and was constantly connected, how is that different from data? I spend a lot of time streaming audio and video and have recently noticed my usage in the 200-300GB range, but taking into account several YEARS of very light usage, claiming that I am abusing the network using a cap of 200GB average doesn't seem to take into account many months of usage far below even 5GB/month in arriving at this figure. Additionally, it should not matter as the service was sold as UNLIMITED. There is no indication of this action on the online customer-access portal other than a paragraph within the bill itself; and, they are even trying to sell me a new phone at this time. Very, VERY upset about this and currently looking at options from other carriers, but believe this action is just another money-grab by Verizon.

I would like Verizon's actions reviewed and a clear, concise methodology provided for how they determined their current course of action. I would like to keep my plan, as is, unless and the "Unlimited" data plans are eliminated COMPLETELY.

Ticket: # 1412763 - Comcast Data Cap

Date: 1/24/2017 7:32:47 AM

City/State/Zip: Vancouver, Washington 98682 Company Complaining About: Comcast

Description

Comcast has initiated a data cap on all customers in my area. They have substantially changed the deal I made with them when I committed to a service contract yet I am expected to abide by the change.

In practical terms Comcast has a monopoly on internet access. Since the municipalities allow them to use utility trenches and ways to run their cable and it's exclusive for them to use there needs to be more oversight.

I want to use internet sources for watching tv and movies and they are using this cap to drive me to use their TV services. This seems to be a unfair use of their monopoly on internet access.

Ticket: # 1412999 - Data caps Date: 1/24/2017 10:57:06 AM

City/State/Zip: Hailey, Idaho 83333 Company Complaining About: Cox

Description

Cox will start issues internet data caps in Feb in the Sun Valley Idaho area. Not only should this be illegal for using the service we already pay for, but they have cut the suggested cap to 1/4 its size in the last few months. We should not be charged more for using the service we already pay for because they're afraid of losing their TV business.

Ticket: # 1413020 - Data Usage Caps

Date: 1/24/2017 11:02:59 AM

City/State/Zip: Omaha, Nebraska 68124 Company Complaining About: Cox

Description

I am being charge for the data I use for my internet. Cox Communications is the only internet I can get in my area. I have the choice of either usig Cox and letting them charge me whatever, or not having internet. How is this legal?

Ticket: # 1413056 - Imposed Data cap and fees for Cox Communications

Date: 1/24/2017 11:12:09 AM

City/State/Zip: Omaha, Nebraska 68114 Company Complaining About: Cox

Description

I just received an email from Cox Communications. They state that a hard data cap and fees will start in my area starting at the end of February. There are many reasons why this is ridiculous and illegal.

In my area, Cox 'provides' 1TB of data usage to all tiers of internet. Their ultimate tier @ 300mb/s down provides 1TB. Their starter tier at 3 mb/s also provides 1 TB. An individual on that tier is mathematically unable to break their 'cap'.

I pay for the highest end service possible at my address. Due to lack of competition, Cox Communications is the only option for internet usage at my address.

According to Cox's email, I will have to pay \$10 per 50gb over the 'limit'. Since November, I have been over the data limit. I would have been charged a total of approximately \$350 in fees. MORE than what I've paid for my service for the last few months.

I have had issues with Cox in the past when it comes to data caps. I always receive the same feedback. "We're not implementing data caps in your area, when we do we'll have gigablast available." Awful response that provides no information to those of us who will go over these 'caps'.

I expect to pay \$0 in fees for the insane data usage model. Cox has had their infrastructure in Omaha in place for decades. This is not a method to pay back their debts, this is a model of greed. They are hemorrhaging cable TV subscribers and need to make their money off those of us who only subscribes to internet.

Ticket: # 1413078 - Cox communications new data caps

Date: 1/24/2017 11:16:59 AM

City/State/Zip: Lavista, Nebraska 68128 Company Complaining About: Cox

Description

These are unreasonable. As a small business owner who relies heavily on the internet these caps will cost me more than it is worth. Everything these days is in the cloud and we are being forced to put it there with new and improved technology.

Ticket: # 1413115 - Data Caps

Date: 1/24/2017 11:28:17 AM

City/State/Zip: Omaha, Nebraska 68135 Company Complaining About: Cox

Description

My internet provider, COX cable, is rolling out a data cap. I received an email that I will be charged \$10 for every 50GB over 1TB. This cap happens regardless of the speed tier, from the 5mb plan up to the 300mb plan!

I feel like this is an anti-competitive measure meant to harm users who do not subscribe to Cox's cable television plans. While most users do not currently reach 1TB, it will happen in the future. With the advent of 4k and more internet connected devices in the home. Data caps should not be allowed, period.

Ticket: # 1413119 - Cox is starting data caps

Date: 1/24/2017 11:28:57 AM

City/State/Zip: Southington, Connecticut 06489

Company Complaining About: Cox

Description

Cox has sent me an email saying it has instituted data caps and will automatically charge for overages. I believe this is against an open internet and not only hampers competition amongst content providers not on cable, but strengths COX's already monopolist market position.

Ticket: # 1413126 - Cox Data Caps

Date: 1/24/2017 11:31:17 AM

City/State/Zip: Omaha, Nebraska 68104 Company Complaining About: Cox

Description

Cox has decided to be anti-competitive and implement data caps in the Nebraska/Omaha area. This move is solely so they can push their own streaming services for profit and cut out the popular services like netflix/hulu etc. A data cap does absolutely nothing but hurt the consumer so Cox can drive more profits in the age of cable cutting. They are not hurting for bandwidth capacity. This is a massive technological step backwards for everyone solely due to corporate greed. Cox should find a way to be competitive with their streaming service instead of pulling this move because they are failing to do so. They also have basically a monopoly in this area so there is no alternatives for the consumer.

Ticket: # 1413142 - DATA CAPS

Date: 1/24/2017 11:35:28 AM

City/State/Zip: Omaha, Nebraska 68104 Company Complaining About: Cox

Description

Hello,

My internet service provider, Cox Communications, just updated my account with a data cap. Consumers like myself *rely* on the internet. Its no longer an option to maybe have internet to be successful in modern times. I NEED CONSUMER PROTECTION from company policies like data caps. This is a FALSE SCARCITY. We as consumers fear that the caps will become more targetted and more restricted on a product that we know to be limitless. I cannot stand for this and I demand the FCC enforce stricter title 2 regulations.

HELP ME.



Ticket: # 1413171 - Data Caps

Date: 1/24/2017 11:42:29 AM

City/State/Zip: Elkhorn, Nebraska 68022 Company Complaining About: Cox

Description

Good Morning,

I was encouraged to file a formal complaint against Cox Communications in response to the following article posted on 1/23/2017

http://www.cox.com/residential/support/phone/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-00000000000

To start, their "tiered" plan for internet speeds, and the data caps are in direct violation of Net Neutrality. Even if I were OK with the tiered speeds, they are never consistent. Typically they are much lower than what I pay for each month, and the premium is high (nearly \$80 per month). We live in a digital age. These restrictions within the home are unacceptable. My primary issue now is I have no recourse. The other ISP in Omaha does not provide the same speeds in my area and also employ data caps, but do not charge for them initially. Its a soft cap.

I am just looking for guidance, help, anything. These companies can essentially charge or do whatever they want without fear of affecting their bottom line because there are few to no legitimate alternatives. When you complain to them they tell you its an equipment issue and you go round and round with tech support trying to justify why your speed is not what it should be or what you are paying for. Data caps are just another thing. Please advise.

Ticket: # 1413204 - Cox Communications (Hailey, Idaho)

Date: 1/24/2017 11:50:50 AM

City/State/Zip: Hailey, Idaho 83333 Company Complaining About: Cox

Description

Cox will begin charging customers for internet depending on usage beginning on February 1st. This appears to be a targeted attack on customers who do not use their cable services and is a violation of net neutrality. We have limited internet companies in our area.

Ticket: # 1413281 - COX Data Caps Not Acceptable

Date: 1/24/2017 12:08:32 PM

City/State/Zip: Hailey, Idaho 83333 Company Complaining About: Cox

Description

COX is implementing a data cap on peoples usage, without reasonable competition in the their service areas. In other states when competition comes into town i.e. Google Fiber. All data caps by other ISP are abolished to compete with Google Fiber. COX in Ketchum, Idaho has no other competition and is implementing a data cap as a pure profit driven approach.

Ticket: # 1413295 - Comcast Violating Human Rights Article 10 and Other Hazards

Date: 1/24/2017 12:11:45 PM

City/State/Zip: Shoreline, Washington 98155 **Company Complaining About: Comcast**

Description

Internet communications usage frequency is being limited by the Comcast company. This is a clear and present violation of Human Rights Article 10. The aforementioned actions are also a flagrant and obvious use of extortion. Anyone wishing to communicate in excess of the "pre-approved" amounts must now provide Comcast with additional funding. Comcast, in addition to having a monopoly on all communications within the United States, now has complete control over how much communications are available to all civilian parties. Furthermore, the alarming ability of any singular non-governmental agency to deny or cease authorization of any method of communications can severely hamper the ability of the government to gain control of said methods of communication during times of crisis. In addition, Comcast, by limiting the amount of communications available during non-emergency times. has created an environment where hesitation to use such means of communication will become prevalent even during times of emergency. This psychological deterrent will undoubtedly become a hazard during all emergencies where other traditional mean of communication have been shut down or have inevitably failed. Such dangers MUST be considered for the safety of all individuals involved in active participation of the United States government and citizenry.

Ticket: # 1413350 - Cox implementing data caps

Date: 1/24/2017 12:27:25 PM

City/State/Zip: Omaha, Nebraska 68102 Company Complaining About: Cox

Decembelon

Description

1TB data caps are being implemented beginning 2017-02-20 in Omaha, NE.

Ticket: # 1413365 - Cox Communucation in Wichita, KS

Date: 1/24/2017 12:30:19 PM

City/State/Zip: Wichita, Kansas 67207 Company Complaining About: Cox

Description

Data Cap enforcement. They are imposing these caps because there isnt another residential data provider that can match their speeds. Capping data is censorship especially as a work from home tax payer. I am a software engineer and some DB files can reach 2GB or higher. Data cap can literally put a stop to being a tax payer.

Ticket: # 1413368 - COX Internet

Date: 1/24/2017 12:31:02 PM

City/State/Zip: Omaha, Nebraska 68107 Company Complaining About: Cox

Description

Applying data cap

Ticket: # 1413373 - Cox Comm Data Caps

Date: 1/24/2017 12:31:43 PM

City/State/Zip: Wichita, Kansas 67203 Company Complaining About: Cox

Description

Cox Communications is starting to enforce data caps in my area after an allotted amount of internet usage. This is unacceptable and this was done with out my approval. The only reason they are doing this is to push people to higher speeds to charge more.

Ticket: # 1413419 - Cox communications data caps

Date: 1/24/2017 12:46:09 PM

City/State/Zip: Omaha, Nebraska 68127 Company Complaining About: Cox

Description

Cox has notified its customers that they will now be charging for using more than the 1tb of data per month, \$10 per 50gb. A lot of people no longer find value in paying for cable, so streaming content has become the staple source of entertainment for a large majority of the populace. Really wish the FCC will pursue action against these practices, because right is it feels like every cable company is trying nickel and dime consumers into abject poverty.

Ticket: # 1413427 - Data Caps

Date: 1/24/2017 12:48:30 PM

City/State/Zip: Wichita, Kansas 67211 Company Complaining About: Cox

Description

I've used this service for years! I pay for a service! Not limited access to that service. I should be able to use my service as frequently as I need. Just because they are losing money on the Cable side does not give them to right to charge me extra for something that does not cost them. When will the corporations be put in check? They are putting caps on our right to free information. This should not be tolerated in any way.

Ticket: # 1413428 - Re: [FCC Complaints] Re: data limits/caps

Date: 1/24/2017 12:48:50 PM

City/State/Zip: Omaha, Nebraska 68116 Company Complaining About: Cox

Description

This is a follow-up to your previous request #1292203 "data limits/caps"

Their response to me, was 100% lies. I just received email stating that they ARE starting data caps. Their reponse to my complaint was just them saying "they have no intent to set data caps" and then now this email stating otherwise. What a terrible company.

On Monday, November 21, 2016 5:59 PM, FCC <consumercomplaints@fcc.gov> wrote:

#yiv0806984872 table td {border-collapse:collapse;}#yiv0806984872 body .filtered99999 .yiv0806984872directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 1413437 - Comcast Data Cap

Date: 1/24/2017 12:50:38 PM

City/State/Zip: Tinton Falls, New Jersey 07724

Company Complaining About: Comcast

Description

Comcast is arbitrarily adding data caps and fees to their internet service across the country. Comcast's own documents show this is a money making scheme only and that data limits have not effect on their expense to provide the service.

Ticket: # 1413446 - Cox Cable anti consumer caps

Date: 1/24/2017 12:51:46 PM

City/State/Zip: Omaha, Nebraska 68135 Company Complaining About: Cox

Description

Cox Cable, despite assuring me a month ago when I first filed a complaint, has implemented Data caps to exploit their monopoly of Internet service in the area.

Ticket: # 1413569 - Cox Communications - Omaha - Data Cap

Date: 1/24/2017 1:18:26 PM

City/State/Zip: Elkhorn, Nebraska 68022 Company Complaining About: Cox

Description

Just received this via email:

"Your Cox High Speed Internet service currently includes a data plan of 1 TB (1,024 GB). Beginning 02/20/2017, if you exceed your monthly data plan we will automatically provide additional blocks of data for \$10 per 50 gigabytes (GB), as needed. This will not impact 98% percent of customers, but instead only charges the heaviest Internet users."

This is just another way for them to milk money out of the people that opt to not purchase their cable tv package.

Ticket: # 1413606 - Data Caps

Date: 1/24/2017 1:31:37 PM

City/State/Zip: Manchester, Connecticut 06040

Company Complaining About: Cox

Description

Cox has instituted Data Caps, with overage fees. This is against competition for video services other then theirs.

Ticket: # 1413730 - Anti-Competitive actions

Date: 1/24/2017 2:01:49 PM

City/State/Zip: Omaha, Nebraska 68132 Company Complaining About: Cox

Description

Cox is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services, like Netflix and Hulu, would be forced to compete in against Cox's own entertainment services, which are not subject to the same restrictions. This dangerous precedent will allow Cox to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1413796 - Cox Communications in Omaha, Nebraska is installing a data cap.

Date: 1/24/2017 2:15:43 PM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

Description

Cox Communications is installing a mandatory data cap which allows them to artificially introduce scarcity, therefore allowing them to charge more.

Ticket: # 1413913 - Cox Data Caps

Date: 1/24/2017 2:41:18 PM

City/State/Zip: Omaha, Nebraska 68132 Company Complaining About: Cox

Description

Cox recently instituted data caps on my home internet in Omaha, NE. Everyone with a brain knows it's a blatant money grab by a monopoly provider in this market.

Ticket: # 1413927 - Cox Communications Data Caps

Date: 1/24/2017 2:44:51 PM

City/State/Zip: Council Bluffs, Iowa 51503

Company Complaining About: Cox

Description

Good afternoon,

A few months ago, I wrote to the FCC to complain about Cox's pending data caps (Ticket #1290453). I wrote about my limited options for broadband internet in the area. I wrote about how Cox's flat data cap made it impossible to select a tier appropriate to my data usage. I'd be happy to upgrade to a higher data tier, but one was simply not available.

I received a generic response from Cox that indicated that they "had no immediate plans" for data caps in my area, and the complaint was summarily closed.

It's clear that this statement was blatantly false. Now, less than three months later, I've received an official notice that data caps will now be implemented in my area. My usage last month was higher than usual; if caps had been in place then, my bill would have nearly tripled. A call to Cox support indicated that there were simply no options for me. There's no other plan to upgrade to. My sole choice is to simply pay any overages that accrue, month after month.

I've cancelled my service with Cox, and shifted to the nearest competitor, CenturyLink. The services offered are nowhere near what I'd previously had with Cox, but at least I don't have a data cap yet.

Here I sit, a "digital native", a skilled tech worker, a child of the industry that supposedly will lead America into the 21st century of cyberspace, and I can't purchase a simple broadband service.

Ticket: # 1413954 - "Unlimited Data"

Date: 1/24/2017 2:50:30 PM

City/State/Zip: Rogers, Arkansas 72756 Company Complaining About: Cox

Description

Data caps are a major concern and are unnecessary considering the steep decline in internet provisioning and transit costs and the extremely high price (and profitability) providers already get from offering unlimited broadband service. I would like to see you ban data caps as unnecessary and discriminatory against competing online video services.

Ticket: # 1414116 - cox charging for going over 1 tb

Date: 1/24/2017 3:32:28 PM

City/State/Zip: Omaha, Nebraska 68105 Company Complaining About: Cox

Description

Under Title II, of the Net Neutrality policies. Usage caps and charging additional fees to customers looking for an alternative to the cable television package. I want this fixed because I use DirectTV NOW to stream my television service. I have a signed contract where this in not in it and I did not agree to these charges and will not authorize any additional charges on my credit card. I am willing to pay for what I agreed to on my contract but I did not agree to these additional charges. I have attached the email they have sent me.

Ticket: # 1414252 - Discriminating Data Cap

Date: 1/24/2017 4:03:40 PM

City/State/Zip: Omaha, Nebraska 68144 Company Complaining About: Cox

Description

Cox is adding a data cap to the Omaha area. First, this does nothing to lower peak usage times and is just used as a method of squeezing more money. Second, the CURRENT lines are ALREADY not stable. Last, they are discriminating in that services provided directly through Cox websites (tv/video services, etc) are not adding to the data cap to strong-arm usage of their services. This is disgusting.

Ticket: # 1414277 - Caps seem to be arbitrarily set to 1TB

Date: 1/24/2017 4:11:10 PM

City/State/Zip: Omaha, Nebraska 68116 Company Complaining About: Cox

Description

Cox has recently announced that they are instituting data caps on their internet connections. After 1 TB of usage they will start charging \$10/50 Gigs usage over that cap in addition to your normal rate.

There is currently no way to subscribe to a higher data cap to avoid these fees if your usage usually exceeds these caps. There also does not seem to be an upper limit to these extra fees.

Ticket: # 1414366 - Data Caps

Date: 1/24/2017 4:30:08 PM

City/State/Zip: Hailey, Idaho 83333 Company Complaining About: Cox

Description

I live in a small community in Ketchum, Idaho. We do not have many options for Wi-Fi/Internet services. Many of which are very expensive compared to living in other areas and now they're going to put a data cap on our Internet use. This does not seem fair as all they're trying to do is drive us to go back to using their cable services versus using things like Netflix and Hulu with our Wi-Fi which is a lot more affordable than having cable television. Please stop the data caps going forward our future generations is only going to be using data more and more and the cost of using is not actually going up for the company itself so why is it going up for the consumer?

Please advise at your earliest convenience.

Thank you in advance for your assistance in the matter.

Kind Regards, (b) (6)

Ticket: # 1414373 - Data Caps implemented with Cox Internet, no viable competition creating internet monopoly for necessary utility

Date: 1/24/2017 4:31:13 PM

City/State/Zip: Council Bluffs, Iowa 51501 Company Complaining About: Cox

Description

A data cap is being implemented in the Omaha, NE market of Cox internet service. This cap is set to 1 TB no matter the tier (unless paying for the most expensive and then it will be 2 TB). This is not something that will limit network congestion but instead is a ploy to stop the cord cutters. Cox is using their power as a content delivery system with no viable competition to place arbitrary limits on its customers. By forcing a data limit on its consumers, it is an attempt to push them away from watching online content and into subscribing for their cable service.

With streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is unfeasible to have a data cap limit. This is just a ploy to create an anti-competitive market for content.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers while lining the ISPs pockets. This is a statement that has been repeated by CEO's of large cable companies, admitting that it is a way to increase the profit per customer.

Ticket: # 1414376 - Data Cap

Date: 1/24/2017 4:32:00 PM

City/State/Zip: Ralston, Nebraska 68127 Company Complaining About: Cox

Description

I filed Ticket No. 1289893 back in October about this issue and was told it would not be coming to Omaha. Less than 3 months later, here it is. Cox is the monopoly cable provider in Omaha. There is no other cable provider. Internet is a critical public utility and this is just a case of monopoly abuse reaching for more money out of customers that use more data. There isn't even an option for paying more to get a higher limit. The use of more data over a network costs no additional money to transmit, blatant cash grab.

Ticket: # 1414441 - Cox data caps

Date: 1/24/2017 4:48:18 PM

City/State/Zip: Omaha, Nebraska 68154 Company Complaining About: Cox

Description

This newly implemented data caps are going to limit the use of Internet for everyone in my area, especially since cox has no competition in my area to compete against

Ticket: # 1414482 - Anti Competitive Business Practicies - Data Caps

Date: 1/24/2017 5:00:10 PM

City/State/Zip: Omaha, Nebraska 68127 Company Complaining About: Cox

Description

Cox Communications is implementing data caps which are anti-competitive to other services for receiving video content as their On Demand content does not count against their imposed data caps.

I believe this policy is to force consumers to pay them to use their service to obtain content instead of cutting the cord to use other, competing, content providers such as Netflix, HBO Now, Hulu, etc.

Ticket: # 1414576 - Unfair, Unjustified and Anti-consumer Arbitrary Data Caps

Date: 1/24/2017 5:26:15 PM

City/State/Zip: Omaha, Nebraska 68102 Company Complaining About: Cox

Description

Description

The data caps Cox is implementing is treating customers and their plans unfairly. These data caps are the same across all tiers of Internet service, so someone paying more for increased speeds is limited to the same amount as someone with the lowest speed plan. This makes no logical sense since someone in a higher speed tier is able to use this data much quicker and more likely to use it. For instance, I use online backups for my personal video and photos that I take (not for business or generating income). I can easily exceed the data cap and be expected to pay \$10 per 50 GB over that, just to keep my data safe. In addition, I enjoy playing games and some of these I have played have exceeded 60 GB in download size. It doesn't take many of those to exceed the arbitrary limit. Given my download speed of 150 Mbps, I could exceed the data can in under three days. As higher quality media is being created, this will become more of a problem to more people.

They have done nothing to justify the implementation of the data caps or a reason for having them. As more and more moves to the Internet, data caps limit the usage of what is being paid for. While they state that this will impact few users, those that are impacted will be paying more added onto multiple increases in price implemented by Cox over the last couple years.

The behavior exhibited by Cox through implementing these data caps is anti-consumer. If I had an option in ISPs at near equivalent speeds, I would happily and immediately switch to someone else.

Ticket: # 1414607 - New 1TB Data Cap

Date: 1/24/2017 5:36:16 PM

City/State/Zip: Omaha, Nebraska 68124 Company Complaining About: Cox

Description

I was just informed that my data usage was now capped at 1TB/month, with excess usage subject to a \$10/50GB punitive fee. Because I do not have any other viable ISP options in my area, I am a captive customer. I believe that Cox Communications has instituted this cap to discourage me from "cord cutting" and using non-Cox streaming services. I think this is an unfair practice of limiting my service in a way that was not part of my original agreement with the company.

Ticket: # 1414611 - COX Communications Data Cap

Date: 1/24/2017 5:37:49 PM

City/State/Zip: Bellevue, Nebraska 68005 Company Complaining About: Cox

Description

1TB Data cap that I believe to be unlawful. If it's not unlawful it downright dirty and wrong. A complete money grab by a company who already charges exorbitant amounts for their terrible service.

Ticket: # 1414653 - Omaha NE Cox Communications Data Cap

Date: 1/24/2017 5:45:16 PM

City/State/Zip: Omaha, Nebraska 68104 Company Complaining About: Cox

Description

Cox is implementing a data cap and it would seem that the spirit of Title II of the Telecommunications Act should not allow this.

Ticket: # 1414670 - Cox Data Caps

Date: 1/24/2017 5:50:06 PM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

Description

Cox cable just implemented data caps on all their internet options without providing any sort of mitigation measures. Attached is my chat log with Cox about this issue.

Ticket: # 1414818 - "data caps" added after I've used the same plan for 2 years with no caps.

Date: 1/24/2017 6:49:04 PM

City/State/Zip: Omaha, Nebraska 68144 Company Complaining About: Cox

Description

Part of the problem is they say "98%" of their users won't hit the cap and yet I have 1/3 months they show and the other 2 are close, and I'm alone. Seems like complete BS that they can limit something and then say they'll penalize me for going over that arbitrary limit AFTER I've already bought the service.

Ticket: # 1414842 - Data caps introduced

Date: 1/24/2017 7:00:19 PM

City/State/Zip: Omaha, Nebraska 68136 Company Complaining About: Cox

Description

Cox Omaha just introduced, today, a 1TB datacap for all consumer users. This goes against net neutrality ideals.

http://www.wowt.com/content/news/Cox-announces-data-cap-for-metro-internet-users-411685905.html

Ticket: # 1414846 - Cox data cap with overages

Date: 1/24/2017 7:02:08 PM

City/State/Zip: Alma, Arkansas 72921 Company Complaining About: Cox

Description

Has has started charging overage FEE for wire line internet service. they need to be shut down

We are writing to inform you of an upcoming change to Cox High Speed Internet service in your area related to data usage.

Your Cox High Speed Internet service currently includes a data plan of 1 TB (1,024 GB). Beginning 02/20/2017, if you exceed your monthly data plan we will automatically provide additional blocks of data for \$10 per 50 gigabytes (GB), as needed. This will not impact 98% percent of customers, but instead only charges the heaviest Internet users.

To help you get accustomed to this change, you will be provided a grace period for your first two billing cycles after the effective date. You will not be charged if you exceed your data plan during this grace period.

Ticket: # 1414857 - Data caps for home Internet

Date: 1/24/2017 7:07:31 PM

City/State/Zip: Omaha, Nebraska 68116 Company Complaining About: Cox

Description

Cox communications in Omaha nebraska applied a 1 TB data cap per month, charging for overages.

Ticket: # 1414890 - Cox Communications Data Caps

Date: 1/24/2017 7:22:01 PM

City/State/Zip: Bentonville, Arkansas 72712

Company Complaining About: Cox

Description

I live in Bentonville, Arkansas. On 02/20/17 a data cap will go into place limiting consumers bandwidth and charging them should they exceed this cap. It has been shown that these caps are there simply as a benefit to the company as bandwidth is not a limited resources, especially in a community the size of the one I live in. In today's world of online streaming and video I have chosen to move away from costly cable plans, this cap is a direct attack of myself and others who have chosen a similar lifestyle and is an attempt to extort additional money from consumers who already pay more than their fair share. Broadband is labeled a basic utility and is not a finite resource. This action benefits no one Cox.

Ticket: # 1414893 - Datacaps instituted in city

Date: 1/24/2017 7:22:34 PM

City/State/Zip: Omaha, Nebraska 68137 Company Complaining About: Cox

Description

Cox has instituted data caps in Omaha, Nebraska. Most of the city has only one option for carrier, in rare instances you have two options. I am in an area with only one option and data caps would hurt my bottom line as a consumer.

Ticket: # 1414905 - Cox Communications - 50% reduction in bandwidth cap

Date: 1/24/2017 7:30:33 PM

City/State/Zip: Mulvane, Kansas 67110 Company Complaining About: Cox

Description

I have the Ultimate Tier (Internet) with Cox Communications. This has had a 2TB cap on bandwidth usage for a long time. Suddenly and without notification Cox has cut this bandwidth cap by 50% down to 1TB. Still paying the same amount of money with 50% less availability. Now there are sending out notification that they will charge if you go over your bandwidth cap! Well not that they cut it in HALF, of course people are!

I am not the only one complaining of this stealthy, unethical business change:

http://forums.cox.com/forum_home/internet_forum/f/5/t/14239.aspx

or

http://stopthecap.com/2016/06/09/coxs-data-limbo-dance-slashes-ultimate-allowance-half/

This is what is was before there 50% cut:

Last Updated: Wed, 31 Aug 2016

Starter 200 GB

5 Mbps / 1 Mbps

Essential

250 GB

15 Mbps / 2 Mbps

Preferred

350 GB

50 Mbps / 5 Mbps

Premier

700 GB

100 Mbps / 10 Mbps

Ultimate

1000 GB

200 Mbps / 20 Mbps

Note: 300 Mbps / 30 Mbps in select areas

Gigablast (Where Available)

2000 GB

1 Gbps / 1 Gbps

Ticket: # 1414924 - Cox announces data cap for metro internet users

Date: 1/24/2017 7:37:13 PM

City/State/Zip: Omaha, Nebraska 68164 Company Complaining About: Cox

Description

In an email, Cox Communications informed metro internet users they will start getting charged for additional data usage that goes higher than one terabyte per month. A terabyte is equal to 1024 gigabytes

The company told customers it will charge \$10 for every 50 gigabytes used above that limit.

According to Cox, 98 percent of customers will not be affected by the change. Still, the heaviest internet users will be charged extra.

The change is set to go into effect on February 20, but the company said there will be a grace period for the first two billing cycles after that date. That way, customers can adjust to the change.

Ticket: # 1414926 - New Cox Data Caps

Date: 1/24/2017 7:39:50 PM

City/State/Zip: Omaha, Nebraska 68154 Company Complaining About: Cox

Description

With how heavily we rely on the Internet these days, data caps are a hinderance to access to the digital world. Cox Communications has just rolled out data cap enforcement in Omaha, Nebraska as of today (1/24/2017). Being a tech enthusiast myself I depend on the Internet so much for my daily life, from simple things like checking my email to placing calls to people over VoIP. Data caps would mean that in order to avoid excessive surcharges, I would have to turn off my router, as devices do so much in the background nowadays that it is not so simple to just "stop checking my email" because there is so much that all my devices can be doing in the background. This makes it hard for me to control the amount of data flowing out of my house.

While I don't go over the data cap often, I still have a problem with this. It's not that I'm worried about my Internet usage now, it's that in the future this could slowly dwindle to 900GB, 800GB, 700GB, etc. until I am being forced to pay ridiculous overage fees.

Another issue is that if I am setting up a new computer, downloading all the apps and games to it would push me to the 70-80% mark on its own - not accounting for the streaming our house does on a daily basis.

With the monopoly that Cox Communications has in my area, I have no choice but to stick with them. This outrages me.

Ticket: # 1414933 - Data Caps

Date: 1/24/2017 7:46:10 PM

City/State/Zip: Bentonville, Arkansas 72712

Company Complaining About: Cox

Description

I've been a Cox customer for a year and a half now since moving to Arkansas with no issues. Suddenly I've been informed that my database will be capped going forward with \$10 per each 50GB overage.

Ticket: # 1414936 - Internet data caps being imposed

Date: 1/24/2017 7:48:19 PM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

Description

Cox network has announced that the Omaha area will be getting 1 Tb data caps starting in February. I believe this wrong, as our bill will cost the same when we previously had unlimited data. Clearly this change has a root in greed, as data caps only hurt the consumer. I believe this limits internet usage, and hurts the open internet every American has access to. I belong to a household that does not use cable for TV, which requires us to stream our entertainment. This data cap hurts us and has no other foundation but that of greed. The internet today is a necessity, as I not only use it for entertainment, but I also use it for banking, school work, research, shopping, and social networking. Today, the internet is a part of life and unfair data caps force consumers to limit their lives.

Ticket: # 1414945 - Cox imposes datacap in Kansas, claims required by federal

regulation

Date: 1/24/2017 7:50:55 PM

City/State/Zip: Topeka, Kansas 66606 Company Complaining About: Cox

Description

Earlier this morning I received an email from Cox informing me that they were imposing a 1024 GB data cap on all tiers of their service, and charging \$10 to temporarily add 50GB anytime someone exceeded their allotted amount.

When I contacted Cox customer service via on-line chat, representatives told me a variety of things, including that the caps were to enforce fairness among all customers, transmitting/receiving more data than the cap allows constituted abuse of the Internet service, and that data caps were required by federal regulation.

Under the policies Cox has now implemented, the basic Internet service plan provides 1024 GB at \$0.039052734 per GB, but charges \$0.20 per GB beyond the first 1024 GB, for a price hike of 512.1280369%.

As Internet connection speeds serve as a limitation on the amount of data that can be transmitted and received at any point in time, imposing a data cap on customers serves no purpose than to artificially limit the use of an already limited service the customer has already paid for and provide Cox the opportunity to charge their customers for "abuses" that do not harm Cox or its network.

I've attached the email the initiated this concern along with my conversations with Cox. The timestamps on the transcripts provided by their on-line chat application are inaccurate, so I have provided screen-shots and a saved HTML file (with supporting files) of the second chat session.

Thank you.

Ticket: # 1414965 - Cox Data Caps

Date: 1/24/2017 7:58:23 PM

City/State/Zip: Omaha, Nebraska 68164 Company Complaining About: Cox

Description

Cox cable in Omaha, NE just introduced that they are instituting data caps of 1 TB next month. My wife and I work from home and stream a lot of videos since Cox's cable plans are outrageously expensive. Cox holds a monopoly on cable in this city and since I live in an apartment complex I have no other option for internet connectivity.

Ticket: # 1414978 - Internet Data Cap

Date: 1/24/2017 8:03:11 PM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

Description

Newly imposed data cap by Cox communications.

Ticket: # 1414982 - Cox Cable Adding Data Caps

Date: 1/24/2017 8:05:05 PM

City/State/Zip: Gretna, Nebraska 68028 Company Complaining About: Cox

Description

Cox Cable is implementing data caps on Internet packages. These data caps punish me for using the service that I pay for. There is no option to increase the data cap in my location, I am on the highest plan available. Going over the cap forces a payment of \$10 per 50gb over. They offer no voluntary increase at a reasonable price. On the subject of cost, the cost of the package I have been on has increased by \$20 per month within the past 3 years with minimal improvements to the service I receive.

Ticket: # 1415016 - Cox Instituting Data Caps in Omaha Market

Date: 1/24/2017 8:29:59 PM

City/State/Zip: Omaha, Nebraska 68127 Company Complaining About: Cox

Description

Cox has sent out a message that they are instituting a 1000 Gig datacap soon, with a charge of \$10 per 50 gigs for overages. As a household with multiple 'cordcutters' who use their internet for gaming and streaming, this is blatant price-gouging, intending to take us for more money regardless of our impact on their networks. There are no provisions for data used at non-peak hours that would be fitting if this were just a network capacity issue, and I believe is intended to drive people back to their television services, and in-house streaming options which will no doubt be excluded from these caps.

Ticket: # 1415037 - Data Cap

Date: 1/24/2017 8:40:53 PM

City/State/Zip: Omaha, Nebraska 68122 Company Complaining About: Cox

Description

Cox is implementing data caps on their users. At this time, we are paying for an unlimited amount of data, and the fact that they are now wanting to charge more is ludicrous. For those of us that work at home, this is completely unacceptable, as my bill may go up hundreds of dollars as a result. This is purely a money-making scheme, due to the fact that many are refusing to pay the exorbitant and increasing prices for cable through Cox.

Ticket: # 1415052 - Comcast Data Caps not fair, "unlimited plan" is FAR TOO

EXPENSIVE (extra \$50/month)

Date: 1/24/2017 8:50:59 PM

City/State/Zip: Chanplin, Minnesota 55316 Company Complaining About: Comcast

Description

Comcast is imposing data caps on my Father's internet service at 1TB.

It is not right that their own video streaming service is exempt, because he can watch it utilizing other servers and internet backbone that is far outside of comcast's own network, putting pressure on them - without making any extra money for themselves.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1415059 - Cox Implementing 1 TB Data Caps On Customers

Date: 1/24/2017 8:56:11 PM

City/State/Zip: Macon, Georgia 31201 Company Complaining About: Cox

Description

I find it unnecessary for Cox Communications to be adding data caps to our internet service. They say that 98% of their consumers don't reach 1 TB of data, so why implement a data cap in the first place? I would like for this data cap to be removed. They're also trying to automatically charge those \$10 for each 50 GB they go over their data plan. I find this to be a money hungry tactic. I'm hoping something can be done about this data cap that internet companies are implementing. There is no limit to data usage so why add a data cap to it?!

Ticket: # 1415062 - Comast Data Limits

Date: 1/24/2017 8:57:34 PM

City/State/Zip: Naples, Florida 34116 Company Complaining About: Comcast

Description

I have automatic billing on my Comcast account so there is never really a reason for me to go online and check my account. I found out today that Comcast has started to place data limits on internet usage through a friend. I was never notified with a letter in the mail or anything like that. My current contract with Comcast is me paying \$49.99 a month until January of 2018. Now I am being forced to pay more than that because my family and I go over the 1 terabyte data limit. My family and I use up a lot of data because of stuff such as work, school, and other entertainment purposes. I believe that this day and age the internet is something that everyone needs or they can benefit from and it is ridiculous that Comcast has started placing data limits on its customers and requiring them to pay more money than their contact says just so they can continue to use the internet.

Ticket: # 1415064 - Data Cap

Date: 1/24/2017 8:58:42 PM

City/State/Zip: Omaha, Nebraska 68116 Company Complaining About: Cox

Description

Description

The ISP in my area is introducing forced data caps.

Ticket: # 1415104 - Cox imposing additional fees for exceeding data cap

to generate more revenue, and the reasoning behind this fee is not technically sound.

Date: 1/24/2017 9:23:55 PM

City/State/Zip: Council Bluffs, Iowa 51501 Company Complaining About: Cox

Description

I received an email from Cox Communications stating that they would be imposing a \$10/50GB fee if I exceed my data allowance of 1TB/month. This is unfair in that I am paying for the speed of my internet connection, not for the amount of data I use. Data is not a finite resource like water; it does not cost them any more for the additional data I use over 1TB. This is simply a money grab and is not in keeping with the practice of free and open Internet. I think that Cox is using its position in the duopoly of ISPs in the Omaha metro area to target consumers using over-the-top streaming services

The text of the email from Cox is below:

Dear (b) (6)

We are writing to inform you of an upcoming change to Cox High Speed Internet service in your area related to data usage.

Your Cox High Speed Internet service currently includes a data plan of 1 TB (1,024 GB). Beginning 02/20/2017, if you exceed your monthly data plan we will automatically provide additional blocks of data for \$10 per 50 gigabytes (GB), as needed. This will not impact 98% percent of customers, but instead only charges the heaviest Internet users.

To help you get accustomed to this change, you will be provided a grace period for your first two billing cycles after the effective date. You will not be charged if you exceed your data plan during this grace period.

What does this mean for you?

Sep

Oct

Nov

Your recent data usage history indicates you are unlikely to exceed your Cox High Speed Internet data plan of 1 TB per month. We will notify you by email and browser alert when you reach 85% and 100% of your monthly plan.

To view your data usage and learn more about data usage, visit cox.com/datausage. You can also view your data usage by downloading the Cox Connect mobile app.

Thank you for continuing to choose Cox as your Internet provider.

Ticket: # 1415125 - Data caps with Cox communications

Date: 1/24/2017 9:35:01 PM

City/State/Zip: Kechi, Kansas 67067 Company Complaining About: Cox

-_-----

Description

Cox communications today issued a data cap today for users of my tier. I currently have their highest internet package and I have a 1 TB data cap. Unfortunately I routinely use between 1.5 to 2 TB of data a month. This will result in an additional 150 to 200 dollars if they charge me the anticipated 10 dollars per 50 GBs. Also frustrating is their gigablast service which is 99 dollars a month, the same price as my ultimate package, has a 2 TB limit. This service is not provided in my area, so the one viable solution I have isn't available here. I contacted their corporate offices and they told me they have no plans to offer a higher data cap for a fee, presumably because they would rather charge me a premium for tiny amount of data. This is very frustrating as I run a stream for charity once a week and due to the nature of the new charges I'll have to discontinue raising money for children's miracle Network because my data allowance won't allow me to run a stream to do this.

Ticket: # 1415141 - Cox Communications Data Cap

Date: 1/24/2017 9:41:32 PM

City/State/Zip: Omaha, Nebraska 68154 Company Complaining About: Cox

Description

Cox Communications is implementing an unnecessary data cap.

Ticket: # 1415143 - Internet data cap

Date: 1/24/2017 9:42:12 PM

City/State/Zip: Omaha, Nebraska 68127 Company Complaining About: Cox

Description

With Cox Communications new data caps I would love to switch ISP. Given that there isn't truly another option this smells of monopoly.

Ticket: # 1415170 - Cox Data Limits

Date: 1/24/2017 10:03:32 PM

City/State/Zip: Omaha, Nebraska 68122 Company Complaining About: Cox

Description

Cox is limiting data usage citing "reasonable network management."

Ticket: # 1415171 - Data caps

Date: 1/24/2017 10:03:50 PM

City/State/Zip: Omaha, Nebraska 68105 Company Complaining About: Cox

Description

Cox communication is imposing a data cap on residential customers. This anti consumer practice violates the principles of the net neutrality. Net neutrality is what has given the internet such a great and transformative role in our society. Without net neutrality we will lag behind other great countries, and our citizens will suffer due to decreased competition.

Ticket: # 1415175 - Cox Internet Data Caps

Date: 1/24/2017 10:10:56 PM

City/State/Zip: Omaha, Nebraska 68112 Company Complaining About: Cox

Description

I was just notified that Cox Communications will begin punishing customers/users by enforcing unrealistically low data caps on 2/20/17. With modern computing and network-based content delivery systems data caps are punitive attempts to drive people back to old fashioned cable TV over services like Netflix - this appears to happen most frequently in areas that have no viable competition.

Ticket: # 1415179 - Cox data caps

Date: 1/24/2017 10:14:05 PM

City/State/Zip: Bellevue, Nebraska 68123 Company Complaining About: Cox

Description

(b) (6)

Ticket: # 1415223 - Data Cap on Home Internet

Date: 1/24/2017 10:43:58 PM

City/State/Zip: Omaha, Nebraska 68131 Company Complaining About: Cox

Description

Cox Communications put a 1 TB data cap on my internet plan out of nowhere. There is no other viable company to switch to, either, due to their monopoly in the Omaha market. It's not fair for them to make these changes when I have no option but to accept them.

Ticket: # 1415225 - Cox Communications Data Cap

Date: 1/24/2017 10:44:36 PM

City/State/Zip: Bellevue, Nebraska 68147 Company Complaining About: Cox

Description

Cox communications suddenly introduced a 1tb data cap even though I was already on a contract.

Ticket: # 1415243 - Cox Communications Data Cap

Date: 1/24/2017 10:55:35 PM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

Cox Communications in Omaha, Nebraska, has recently introduced a data cap on all of their residential internet service tiers. Though I have subscribed to the second highest tier available from them--and, accordingly, pay an increased amount--I am subject to the exact same data cap as their lowest residential tier, though that plan is nearly half the price. The services provided by my ISP and the limitations on these services are no long commensurate with the price paid. This reveals the fact that this cap is nothing but a punitive measure against those who have moved from traditional cable plans to streaming services such as Amazon Prime or Netflix. Though I am a paying customer of both my ISP and of several streaming content providers, I am prevented from using the streaming services I pay for because of inordinate data overage costs instituted by Cox. When I purchase software or video games off of digital providers such as Steam, which are often 50 gigabytes or larger, I cannot download the items I have paid for without risking incurring further punitive fees from my ISP. Rather than attempting to competing with these streaming services in a fair, open market, Cox is engaging in anti-competitive behavior and abusing through their monopoly on service in the Omaha area and killing off competition by instituting this arbitrary data cap. Additionally, I will be prevented from working from home due to the large data transfers via VPN required to perform my job duties.

When monopolies like Cox use extortion rackets like this newly instituted data cap, they threaten the innovation developed through internet usage and harm both the state's and country's economic competitiveness.

Ticket: # 1415257 - Cox Kansas data cap beginning

Date: 1/24/2017 11:12:18 PM

City/State/Zip: Wichita, Kansas 67216 Company Complaining About: Cox

Description

(b) (6)

Ticket: # 1415262 - Monopolistic data caps Without warning.

Date: 1/24/2017 11:17:11 PM

City/State/Zip: Bellevue, Nebraska 68123 Company Complaining About: Cox

Description

Cox Communications is instituting a 1 TB data across Omaha. There is no competition with comparable speed in many parts of the city. This is clearly attempt to clamp down on Netflix users who "cut the cable", and is clearly an abuse of their position as the largest ISP of this city. In their plan to stem their losses in the failing cable business they are negatively impacting people like me, a professional software developer, who can use large amounts for professional tasks.

To make this matter worse they have not informed me about, I had to learn about this second hand from an online community reddit.com/r/Omaha. I called cox to confirm and they did confirm this is their new policy.

Ticket: # 1415277 - Cox... You had 2.. but now you have 1... Pay extra so you can

have 2 again.

Date: 1/24/2017 11:24:42 PM

City/State/Zip: Bellevue, Nebraska 68005 Company Complaining About: Cox

Description

We have had a 2TB limit on our internet, and we are on the highest possible tier of internet that we can be. We have 4 gamers who live in our house and of those two play/stream/etc at 4K. We all watch Hulu/Amazon/Netflix... between all of us we have 6 mobile devices, and we regularly use over a TB of data. I was told that I could just get their next tier of internet... but I cant because they do not have it here! So I am just expected to pay their outrageous fees because they decided they did not get paid enough.

Ticket: # 1415286 - Cox Date: 1/24/2017 11:28:03 PM

City/State/Zip: Council Bluffs, Iowa 51501 Company Complaining About: Cox

Description

Cox just recently Enforced a data cap on all their customers in a Omaha NE service area they said "It won't effect 98% of its users but i don't believe so we are commonly on the internet whether its watching Netflix or hulu and now if we watch it to much we get charged extra? Now im afraid there just gonna Increase there prices on the internet since there cable service WAY overpriced!

Ticket: # 1415305 - Data Caps

Date: 1/24/2017 11:39:03 PM

City/State/Zip: Omaha, Nebraska 68102 Company Complaining About: Cox

Description

I just received an email from Cox Communications that there is now a data cap on my home internet. I want to know why this is happening and when it will stop. There are not any other options in Omaha bc they own the other company.

Ticket: #1415311 - Omaha data cap.

Date: 1/24/2017 11:46:10 PM

City/State/Zip: La Vista, Nebraska 68128
Company Complaining About: Cox

Description

Cox communications has emplamented data caps which they say will only effect 2%, so there purpose of this must be to stop or deter "cable cutters" or just greed. I never agreed to a limit which is only 1tb across all plans except fiber, which isn't available to me.

Ticket: # 1415316 - Cox communications Fort Smith, Arkansas data overage fees on

cable internet

Date: 1/24/2017 11:49:09 PM

City/State/Zip: Fort Smith, Arkansas 72901

Company Complaining About: Cox

Description

I just received an email stating that in 30 days, my data usage for the 100 dollars a month I pay will be capped at 1tb. They are asking me to pay 10 dollars for every 50gb I go over. I have 3 children, Two bedridden old people, and a stay at home mom in my home who all rely on the Internet. With my usage the way it stands, my home cable Internet will rise to 400 dollars a month. There are no competitors in the area to switch to that can meet my needs. This is the same supply and demand price gouging that the mobile carriers did when they itemized Internet for smartphones, and it will hurt people.

Ticket: # 1415345 - Data Caps in the Omaha, Nebraska Market

Date: 1/25/2017 12:22:47 AM

City/State/Zip: Omaha, Nebraska 68164 Company Complaining About: Cox

Description

Cox recently implemented a 1TB/month data cap on their Ultimate package. This is down from the previous 2TB/month "soft" cap, something they failed to inform their users of (http://forums.cox.com/forum_home/internet_forum/f/5/t/14239.aspx). There is no "unlimited" plan, incidentally, as though Cox had ever sold their service as a utility.

As someone who frequently works from home, pulling and pushing substantial amounts of code, this places an undue burden on my household. This is in addition to the typical usage of an internet-connected household in 2017, e.g. 1080p/2160p Hulu/Netflix, audio/video streaming, gaming, etc.

It is apparent that Cox has decided to outright ignore previous decisions in close concert with Ajit Pai's elevation to his new post within the FCC. I am aware this will ultimately render the FCC toothless, given Ajit's telecom-oriented history, and his shamefully apparent intention to create a gated internet.

That said, I am hopeful that the FCC will continue to behave as one of the few, respectable organizations remaining in American politics. Please, support the citizens' interest, as opposed to the bank account of an unethical, slimy corporate stooge.

Ticket: # 1415365 - Re: New Data Cap by Comcast

Date: 1/25/2017 12:40:13 AM

City/State/Zip: Galveston, Texas 77550 Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1240911 "New Data Cap by Comcast".

I never received a response from Comcast regarding my previous complaint.

However, I have already felt the effects of Comcast's unnecessary 1TB data cap. I have already used 833 GB of my 1024GB data cap as of yesterday (1/23/17). This is roughly broken down into:

- 50 GB for a digital Xbox One game (5% of my data cap just for a game)
- 200 GB for iTunes shows and movies
- 600 GB for streaming TV (Playstation Vue, Netflix, Amazon Prime, and network apps. I watched only 8 episodes in 4K, the rest in HD).
- (I'd like to note that I do not torrent. Everything on my network is 100% legal)

This amount of usage is only for my wife and I. Now that I'm nearing my data cap, I have to cut back on my streaming to make sure I don't go over and be forced to pay their overage fees. This means I have to choose carefully which items I want to watch before the end of the month. I can't leave Playstation Vue running in the background like people with cable can. I can't watch a 4K movie or a 4K series on Netflix. I can't stream any shows, movies, or games over my home WiFi. I can't buy a new digital game on my Xbox One. Comcast's superficial data cap has imposed on what I can and can't do with the services that I pay for.

Yes, Comcast will say that I could get unlimited data, but that costs \$50 a month. That's would more than double my normal internet bill! (\$42 for 25 Mbpsdownload, 5 upload). Obviously that's not a viable option, especially when considering the costs of my TV services. If I had to pay \$50 a month for unlimited internet, that would push my monthly bill to \$122 a month. (\$42 internet, \$50 unlimited internet, \$30 Playstation Vue). That is more than the \$90 a month (plus about \$15-20 in taxes and fees) what Comcast charges for 100 Mb internet and 140 channels. Thus dropping Playstation Vue and getting Comcast cable would actually save me \$10-15 a month when compared to getting unlimited data. It is evident that Comcast is trying to use data caps to push cord cutters like me back towards cable. This is anti-competitive behavior and should not be allowed.

Ticket: # 1415369 - Cox Cable data caps

Date: 1/25/2017 12:42:22 AM

City/State/Zip: Omaha, Nebraska 68104 Company Complaining About: Cox

Description

Charging a surplus because I use Netflix and not them is unfair. This company is limiting my use of the Internet is pay for. They are limiting me, while streaming in 4k is becoming more popular and will raise my data usage. Things out of the consumers control will give rise to more data use, why are the charging us for this? This should not be legal!

Ticket: # 1415379 - Cox Data Caps

Date: 1/25/2017 1:20:39 AM

City/State/Zip: Newington, Connecticut 06111

Company Complaining About: Cox

Description

Cox will implement data caps in CT in two months. Data caps are anti consumer and go against net neutrality.

Ticket: # 1415382 - data usage limits on home internet

Date: 1/25/2017 1:23:52 AM

City/State/Zip: Omaha, Nebraska 68132 Company Complaining About: Cox

Description

Data usage limits on home Internet usage is being imposed on all current customers of Cox home Internet services for home residents, including myself, residing in Omaha, NE.

Ticket: # 1415390 - Cox Communications Data Caps

Date: 1/25/2017 1:52:05 AM

City/State/Zip: Wichita, Kansas 67230 Company Complaining About: Cox

Description

As a Cox customer, I am subject to a total data transfer limit of 1TB a month. This is not out of question to surpass with myself, wife, and son whom all stream online media. I game heavily online on a near daily basis, my son does school work that is required to be complete online, my wife who works from home uploading and downloading photos and files for her business.

A data cap is completely anti-customer and I would switch to an alternate provider, but it looks like AT&T is the only other option in my area, which is also providing data caps.

Ticket: # 1415443 - Data caps

Date: 1/25/2017 7:05:49 AM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

Description

Cox just instituted data caps in my area. There is no competition in my part of town and I feel this is anti-consumer.

Ticket: # 1415445 - Cox data caps

Date: 1/25/2017 7:42:29 AM

City/State/Zip: Omaha, Nebraska 68114 Company Complaining About: Cox

Description

Hello,

I am submitting a formal complaint regarding the data caps that Cox has implemented. If you have more than one person in your household you're almost guaranteed to go over their cap in a month. This is a play for money, and as a consumer I will immediately switch providers if they do not change their policy within the two billing cycle leniency they've provided.

Thank you.

Ticket: # 1415454 - Cox communications usage data caps

Date: 1/25/2017 8:09:11 AM

City/State/Zip: Valley Center, Kansas 67147

Company Complaining About: Cox

Description

Stuck with only one provider and now being forced to pay overages if data limit exceeded. This is ridiculous and seems that the company is trying to force my hand for options of entertainment. If I don't stream and use cox cable, I won't go over the limit. But because I have online classes and choose to stream usin services like netflix and hulu I will have to pay more. Not to mention the fact that these limits are only being implemented in certain states. It is unfair for a company to force me in this manner. Using their cabe services does not eat away at the data usage, but streaming does. We already have caps on phones and using WiFi helps limit that but now I'll still be charged extra for things like email and communication for work, school, etc. We already have issues where we loose connectivity frequently and are being told that it's our fault. When contacting them about it, the state we should've been informed of an outage, sometimes 3 times a week even when their system shows no outages. They don't reimburse us for time lost but we would have to pay for using more?? Seems like cox is trying to recover their losses because of streaming services. SeemS to me my options are either pay less and use their cable, or pay overage fees so I can continue streaming.

Ticket: # 1415510 - Data Cap

Date: 1/25/2017 10:02:24 AM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

My ISP (Cox) recently started adding a data limit to my internet service. The limit is 1,000 gigs which is high for a regular user. I am a student that is studying Cyber security so I have all of my class notes and homework on the computer using the internet. I have used the "helpful" data usage meter to see how much internet I use on a monthly basis and have now realized that I have gone over that mark before. I do not think ISPs should be able to do this, especially not to a 20 year old student that is already getting over charged for terrible internet service. I am filling this complaint about Cox because of this. The internet is not a luxury anymore and definitely not for students. I have had several classes while in college that are totally online classes and the last thing a student should ever have to worry about is that they are going to use to much data studying and learning for a career. The other issue with Cox is I am paying for 50 mbps yet I have reset my router and done all of the trouble shooting yet am not even getting close to the speeds I am paying for.

Ticket: # 1415529 - Cox Data Caps, Omaha NE

Date: 1/25/2017 10:14:10 AM

City/State/Zip: Omaha, Nebraska 68134 Company Complaining About: Cox

Description

Cox is introducing data caps on their service next month. As a consumer I find this frustrating, especially since they are the only ISP I can get at my house. The limit doesn't currently seem like a big deal, but with the rise of streaming and our expanding digital lives, this data cap will affect a great many people.

Ticket: # 1415549 - data caps

Date: 1/25/2017 10:25:31 AM

City/State/Zip: Burbank, Illinois 60459-1534 Company Complaining About: Comcast

Description

1tb limit on comcast

i have 75mbs and if i use that speed i hit the limit in less than two days also they count data on a calendar and they bill on another day so it seems odd that i pay by month say from the tenth to the tenth and they count my use from the first to the first

i have internet tv and game with an online playstation now and listen to music and i haven't been able to use the internet for the last ten days of the month

comcast is putting this limit in to make people buy their cable

its unfair and they know it and there is no easy way to watch the data you have to log in to account and click through their ads and other junk should show up somewhere easy then you can look every day and cut back when you need to they warn when your almost there and it is difficult not to go over

Ticket: # 1415557 - Cox data cap rules

Date: 1/25/2017 10:29:36 AM

City/State/Zip: La Vista, Nebraska 68128
Company Complaining About: Cox

Description

Hello and thank you. Cox Communications has recently put a 1TB cap into place for Omaha Cox customers. Although I disagree with this portion, it is the second part of that announcement that is my main concern. Anyone going over the 1TB cap is charged \$10 per 50GB. This model of \$10 per 50GB is too much for too little. If you used twice your limit it could increase your \$70 internet bill by \$200. These prices are inconsistent and unfair given how quickly 50GB can be used up. A single game download could account for 50GB. I'd just like these overage charges to be more inline with a fair price.

Ticket: # 1415597 - Cox Communications Internet Changes

Date: 1/25/2017 10:46:41 AM

City/State/Zip: Newton, Kansas 67114 Company Complaining About: Cox

Description

Cox had recently implied charges that will make their current contracts void as I am paying for a certain amount bandwidth.. now if we go over that limit they are applying charges.

Ticket: # 1415663 - Cox 1tb data cap

Date: 1/25/2017 11:10:12 AM

City/State/Zip: Omaha, Nebraska 68124 Company Complaining About: Cox

Description

I was just informed that my data usage was now capped at 1TB/month, with excess usage subject to a \$10/50GB punitive fee. Because I do not have any other viable ISP options in my area, I am a captive customer. I believe that Cox Communications has instituted this cap to discourage me from "cord cutting" and using non-Cox streaming entertainment services. I think this is an unfair practice of limiting my service in a way that was not part of my original agreement with the company, and it's an exercise of their local monopolistic powers.

Ticket: # 1415685 - Cox Internet Caps

Date: 1/25/2017 11:16:32 AM

City/State/Zip: Omaha, Nebraska 68154
Company Complaining About: Cox

Description

Cox has indicated that they plan to implement data caps on our existing account that we have had for years. Under the proposed terms, our monthly costs will more than double. This would be an anti-competitive and anti-growth abuse of their government-granted monopoly-like market share.

Ticket: # 1415758 - Cox Data Caps

Date: 1/25/2017 11:40:56 AM

City/State/Zip: Bennington, Nebraska 68007

Company Complaining About: Cox

Description.

Description

I am complaining due to Cox's recent decision to institute data caps onto their customers. This feels like it will lead to monopoly abuse, it's anti-competitive behavior, and no competition. I use the internet for Digital game purchases (GOG, Steam, Origin etc.), Netflix, HBO Now, software updates and so on. Keep in mind that video games can easily top 60GB each, with updates running into the gigabytes as well, and a single episode of House of Cards (2160p60, HDR, surround sound) could be as much as 40GB or so; multiply by 13 for a season (520GB). Modern use cases require large data transfers. If state-sponsored monopolies use extortion rackets like these to obstruct those use cases, that stifles innovation, which harms America's economic competitiveness, thereby interfering with our dear leader's mission to Make America Great Again(TM). America can't be great without affordable, unrestricted access to the Internet, of course.

Ticket: # 1415841 - Data Caps

Date: 1/25/2017 12:03:19 PM

City/State/Zip: Omaha, Nebraska 68110 Company Complaining About: Cox

Description

So you are enforcing a data cap on my account? I pay for the Ultimate Tier of internet which is 300mbps down. And you lowered my cap also. This is clearly for raising profits.

So I pay a premium for my internet and I get the same data cap amount as your entry plan which is 5mbps down.

We are a family of 6. With all of our devices. Which the package was recommended by your sales team. Due to gaming and streaming along with the number of devices within the household. Still isn't enough.

So as of this moment if we were billed with the overages. We would be looking at a \$832.85 bill. That is a far far cry from my \$110.68 which is my base amount for internet alone.

Pretty bad when you pay that much a month for internet. And have problems backing up or updating devices as needed.

But yet you offer non capped WiFi connections via Cox WiFi hotspots. Guess I might have to start using those.

Or just cancel my Cox Communications account all together.

Ticket: # 1415940 - COX DATA CAPS

Date: 1/25/2017 12:32:16 PM

City/State/Zip: Omaha, Nebraska 68114 Company Complaining About: Cox

Description

COX is implementing data caps. goes against net neutrality

Ticket: # 1415949 - Cox Data Caps

Date: 1/25/2017 12:36:18 PM

City/State/Zip: Omaha, Nebraska 68122 Company Complaining About: Cox

Description

Cox just recently decided to start to enforce data caps here in the Omaha Network area. As a cord cutter and with Cox being my only viable option at my address, I believe this is firmly an anti-competitive measure by them.

Ticket: # 1416025 - 1 TB Data Caps in Omaha

Date: 1/25/2017 12:56:23 PM

City/State/Zip: Bellevue, Nebraska 68123 Company Complaining About: Cox

Description

Cox is planning on implementing a 1 TB data cap to households in Omaha, fining \$10 for every 50 GB over. This is an absolutely unreasonable, unfair practice. We live in a digital age: movies and TV shows are streamed in HD or 4K (which can be 40+ GB per episode, or ~500 GB per 13 episode season: half of the cap!), computer games are downloaded and updated (coming to more than 60 GB per game), and operating systems on Windows and Mac are both downloaded rather than bought. Considering that Cox has business in cable as well, it's a clear ploy to encourage customers to purchase expensive, unnecessary cable packages to be able to watch shows and movies without going over the data caps. Us customers have been leaving cable for streaming services such as Netflix, Hulu, and HBO Go, where we can watch their own or 3rd party shows easily and on our own time. Data caps would make this nearly impossible. Cox is being uncompetitive and violating net neutrality by forcing customers to limit media use from sources other than their cable.

The second reason the data caps are unreasonable is the fact that Cox has a monopoly in many parts of Omaha. Century Link is their only competition in other areas of the city. Thus, many customers have no choice but to accept Cox's abuse of their monopoly. They would either have to purchase expensive, unfair cable packages to watch some shows of their choice (assuming it airs when they can watch it), or pay exorbitant prices for going over their data cap. Cox needs to be told the customers do not want this cap, and they should not be allowed to put it in place! They must not abuse their monopoly and put net neutrality in jeopardy in the manner they plan to. You, the FCC, work for US: the people! We need you to stand for us!

Ticket: # 1416098 - Cox Comm in omaha data capping

Date: 1/25/2017 1:12:36 PM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

Description

Cox is introducing data caps as a brazen money grab and to limit service that was advertised as unlimited access. This is price gouging and corporate greed. America has the slowest speeds of internet access as is with the highest cost. Internet access is a utility in this modern age and cannot be treated as a commodity.

Ticket: # 1416253 - Institution of Data Caps on Internet Service

Date: 1/25/2017 1:51:45 PM

City/State/Zip: Bennington, Nebraska 68007

Company Complaining About: Cox

Description

In the Omaha metropolitan area, Cox Communications is the principle internet service provider. Recently, they have imposed data caps on their service, with charges for overages. More troubling, Cox Communications is the only land-based internet service provider (ISP) in our neighborhood, thus they possess a monopoly on our general home internet access.

Multiple articles have been published (see below) regarding the use and effectiveness of data caps. In summary, these articles point to data caps as being a poor tool to moderate internet use activity, a mechanism to increase the revenue of ISP's that are loosing cable TV subscriber base to online streaming services (an example of anti-competitive practice), and these articles suggest that transmission of data or not across already established communication lines does not incur significant cost to the provider. As a consumer with few options, these are serious troubling behaviors for a company to demonstrate. Because Cox exists as a monopoly, and because many other ISP's exist as the sole provider in many municipalities, regulations should be in place to protect consumer from anti-competitive practices that Cox Communications is demonstrating. Are there an avenues for recourse against this practice?

Thank you for your time and consideration.

http://arstechnica.com/search/?ie=UTF-8&q=data+caps

https://www.dslreports.com/testsearch?q=data%20caps

Ticket: # 1416288 - Cox Internet data caps

Date: 1/25/2017 1:58:15 PM

City/State/Zip: Omaha, Nebraska 68137 Company Complaining About: Cox

Description

Cox communications has sent out notice that they will soon be applying data caps to internet users in the Omaha, NE area. I feel this is a very low blow and disproportionately affects users such as myself in the graphic arts and visual industries who receive and transfer image and video files for a living. It is an obvious attempt to deter users who want to "cut the cord" and drop Cox's cable services for more modern streaming television services. Since no other providers are available we are stuck with no other option besides letting them get away with this. I feel that we should be able to use our internet in any amount that we need, and that this will only get worse from here if this is allowed to happen.

Ticket: # 1416352 - Google's view limit caps

Date: 1/25/2017 2:11:35 PM

City/State/Zip: Maryville, Illinois 62062 Company Complaining About: Google

Description

When I was trying to access info on Jan. 22 from a D&D reference site (http://www.d20pfsrd.com/skills/appraise), I received an error message that the site's pageview limit was exceeded. Although the site was back up later, this is inexcusable. Pageviews are irrelevant in the face of open access and Google had no right to block my access for such a reason.

Ticket: # 1416380 - Cox Data Caps in Omaha, NE

Date: 1/25/2017 2:20:41 PM

City/State/Zip: Omaha, Nebraska 68105 Company Complaining About: Cox

Description

Cox has started enforcing data caps on consumers with a 1TB limit, charging more for going over the limit. This is an anti-consumer policy that restricts a growing portion of consumers, like me, that consume the majority of our media over the internet. Additionally, there are no reasonable competitors in my area, so we have no other options than the monopoly of Cox.

Ticket: # 1416414 - Cox - Data Cap

Date: 1/25/2017 2:26:55 PM

City/State/Zip: Salina, Kansas 67401 Company Complaining About: Cox

Description

Cox has implemented a new data cap. I will now have to pay twice for a service I already had/pay more if I want to keep using the open web. I'm sure this is all just to push us to their content vs something like Netflix or Hulu. I can just see these caps getting smaller and more expensive as other companies and locations follow along.

If you hit the cap, they automatically allocate you more bandwidth for a price, so clearly this isn't to help with network congestion. But to simply make more money and frustrate the customer.

Ticket: # 1416462 - Cox data cap

Date: 1/25/2017 2:37:42 PM

City/State/Zip: Topeka, Kansas 66605 Company Complaining About: Cox

Description

Cox is limiting customer's data usage by inserting a call on data at 1TB. Cox already caps the available network speeds and is now going to control how much data can be used until being charged additional fees. In this generation of the internet there should be no limit on the internet usage since most devices if not all are going to be connected to the internet. Please stop Cox from enforcing data caps on customer's!

Ticket: # 1416513 - Cox 1TB Data Cap

Date: 1/25/2017 2:50:46 PM

City/State/Zip: Wichita, Kansas 67217 Company Complaining About: Cox

Description

Cox has decided to place a data cap on data plans that is at 1TB. I use close to if not all of that cap and would be in jeopardy every month to going over that. Which I would assume that there would be extra fees associated with that.

Ticket: # 1416587 - Cox internet Data caps

Date: 1/25/2017 3:06:06 PM

City/State/Zip: Omaha, Nebraska 68116 Company Complaining About: Cox

Description

Cox recently sent an email to my family and numerous others saying that there are now charges and when the monthly amount of data used is above 1 TB. This is ONLY for households that don't have gigabit internet.

Recently published article about the issue:

http://www.theverge.com/2017/1/24/14375232/cox-communications-home-internet-data-cap-broadband-fcc

Ticket: # 1416603 - Cox putting cap restrictions on internet usage

Date: 1/25/2017 3:11:51 PM

City/State/Zip: Topeka, Kansas 66604 Company Complaining About: Cox

Description

Cox announced data cap restriction under net neutrality / open Internet. It's bad enough Cox raised rates last year twice in one year but now expects clients to pay extra for usage.

Ticket: # 1416733 - Cox Internet

Date: 1/25/2017 3:48:45 PM

City/State/Zip: Junction City, Kansas 66441

Company Complaining About: Cox

Description

Cox is now planning on charging for going over 1T/month in internet streaming. It's like they are penalizing their customers that also use Netflix and Amazon streaming.

Ticket: # 1416787 - Cox starting data caps on internet

Date: 1/25/2017 4:01:05 PM

City/State/Zip: Council Bluffs, Iowa 51501 Company Complaining About: Cox

Description

Cox will be instating 1TB data caps per month. I believe this is going against what the internet was intended for.

Ticket: # 1416979 - New Internet Data Cap

Date: 1/25/2017 4:48:41 PM

City/State/Zip: Omaha, Nebraska 68124 Company Complaining About: Cox

Description

Cox Communications is instituting a 1 TB data across Omaha. There is no competition with comparable speed in many parts of the city. This is clearly attempt to clamp down on Netflix users who "cut the cable", and is clearly an abuse of their position as the largest ISP of this city. In their plan to stem their losses in the failing cable business they are negatively impacting people like me, a professional software developer, who can use large amounts for professional tasks.

To make this matter worse they have not informed me about, I had to learn about this second hand from an online community reddit.com/r/Omaha. I called cox to confirm and they did confirm this is their new policy.

Ticket: # 1417287 - Harmful and Hostile Consumer Data Caps

Date: 1/25/2017 6:03:24 PM

City/State/Zip: Logan, Utah 84321

Company Complaining About: Comcast

Description

I received a very unsatisfactory reply to my last complaint. Comcast Communications insists that their new 1TB data cap policy is consumer friendly. I don't see this. I have been assured that my usage is far under the cap. I have also been assured that the point of the data cap is for users who are far under the cap, supposedly saving them money. My bill has not changed. Strange. If Comcast Communications cannot supply the bandwidth they are selling, then they should not be selling said bandwidth. Google Fiber is a company that can supply 4x the download bandwidth and 28.6x the upload speed that Comcast Communications supplies me (many tests from both Comcast's website and Ookla's Speedtest.net show an average of ~250 Mbps download and ~35 Mbps upload). Google Fiber has no overages, no data caps, no fees. Their 1000 Mbps plan is \$70. Comcast Communications has been in the ISP business for a lot longer (more than a decade), leaving this customer two real reasons. Comcast Communications does not know how to run an internet service or it knows how to squeeze money out of consumers who have no choice due to gross monopoly.

I expect that I will receive another copy and paste reply. I will continue to submit complaints each month until I have received a satisfactory response.

Ticket: # 1417526 - Data Caps

Date: 1/25/2017 7:50:47 PM

City/State/Zip: Omaha, Nebraska 68144 Company Complaining About: Cox

Description

Cox Communications, as well as all other TV and Internet providers have been losing money hand over fist because TV/Cable/Satellite packages are obsolete. Why pay extra money for channel packages you don't want to watch, watching commercials that you don't want to watch, and paying extra for a device that you have to record a show to fast forward said commercials? The solution? Cap everyone's data so they won't be able to stream movies and TV shows from services like Netflix and Hulu and iTunes at will. The size of movies and TV shows and video games will guarantee that everyone will go over this limit and will be charged extra. This is all in the name of making up for lost profit from all these cable tv subscriptions they've been losing. This is unacceptable. A 1 terabyte cap will easily be exceeded by a 1 person household in no time at all. Something has to be done about this.

Ticket: # 1417538 - Recently Imposed Data Limits

Date: 1/25/2017 7:55:08 PM

City/State/Zip: Omaha, Nebraska 68134 Company Complaining About: Cox

Description

Cox Communications in Omaha has recently decided to impose a monthly data cap of 1 TB. Comcast has already admitted that high data users do not impact network quality. ISPs have the infrastructure and capability of handling significantly more data usage. This is simply to pad their bottom lines.

Ticket: # 1417562 - Cox has implemented a data cap in Kansas

Date: 1/25/2017 8:16:39 PM

City/State/Zip: Wichita, Kansas 67235 Company Complaining About: Cox

Description

Cox has now implemented a 1TB data cap in the state of Kansas on all of the internet packages that they sell. From 5Mbps, all the way up to 300Mbps. I cannot fathom the logic behind having such a low data cap, especially as the world moves forward with bigger and bigger data and video.

At full 300Mbps speed (which is their highest tier, and the one that I currently pay for), this cap would be reached in about 7 and a half hours. Not days, but mere hours. This is totally unacceptable. Especially in a world where purchasing and downloading a game on a modern game console can easily consume over 60GB!

The price that Cox wants to charge for going past 1TB is \$10 per 50GB. This is an extra \$10 on top of the cost of the game that I have previously mentioned. For most of America, that is a material change in the terms that they have purchased their internet connection under.

I would switch providers, but there are simply no other residential internet service providers available in Wichita, KS that can come anywhere close to broadband speed. Cox has a monopoly in Wichita, plain and simple. I do not count wireless providers, as they also have data caps, and tend to have high latency connections which simply will not do for playing internet based games.

To resolve this issue, I would like Cox to reverse themselves and remove the data cap from their residential internet packages, as people are already paying a large amount of money for the service. I can almost guarantee that if other internet providers, such as Google Fiber, were to expand into Wichita that Cox would not have enacted data caps here, as they would have to compete!

Ticket: # 1417907 - Internet Data Caps

Date: 1/26/2017 2:02:08 AM

City/State/Zip: East Palo Alto, California 94303

Company Complaining About: Comcast

Description

These new data caps are unreasonable if you stream at all. Very obvious attempt to stop people cutting cable. Prices are ridiculous as well. We already pay 70 dollars a month so another \$50 out of the blue a month is stupid.

Ticket: # 1417908 - Cox instituting data caps in Omaha, NE

Date: 1/26/2017 2:02:35 AM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

Description

Cox will begin capping data to 1TB/month in my area soon. It may not be intended as an anticompetitive move, but it has the effect of suppressing use of Netflix, a competitor to Cox's cable television product.

I received the following email from Cox on January 24:

"Dear (b) (6)

We are writing to inform you of an upcoming change to Cox High Speed Internet service in your area related to data usage.

Your Cox High Speed Internet service currently includes a data plan of 1 TB (1,024 GB). Beginning 02/20/2017, if you exceed your monthly data plan we will automatically provide additional blocks of data for \$10 per 50 gigabytes (GB), as needed. This will not impact 98% percent of customers, but instead only charges the heaviest Internet users. "

Ticket: # 1417932 - Comcast Data Caps are not fair!

Date: 1/26/2017 2:45:38 AM

City/State/Zip: Elk Grove, California 95624 Company Complaining About: Comcast

Description

Hi,

Comcast recently implemented a data cap of 1TB. I know this cap is not enough for most families out there with several children. With most families now a days strictly streaming all of their entertainment content hitting that cap could easily be done within 2 weeks. This leaves families without vital Internet access for the rest of the month as they would be charged more money by going over their caps.

Comcast simply is doing this as a mean of having people go back to their cable TV service. If they claimed that 99% of people don't go over 1TB then what's the problem here? Why start at 1TB then? Why not start at a higher mark of maybe around 5TB? Why implement a cap when only 1% of customers are going over 1TB. This isn't an issue then for Comcast. It's just all about them making more money at the end as they are giving customers the ability to have unlimited Internet for another \$50 fee.

This practice should stop and I can't believe that the government hasn't step in yet to say this isn't fair to the millions of customers out there. I'm not against caps as long as they are reasonable. This isn't one of those time. I'm planning to leave Comcast as soon as possible and will not give them another dime until things are changed. I shouldn't be without Internet cause a company decided that money is more important then it's customers!

Thanks,

(b) (6)

Ticket: # 1418107 - Comcast/Xfinity Internet Data Cap

Date: 1/26/2017 10:28:09 AM

City/State/Zip: Bremerton, Washington 98311 Company Complaining About: Comcast

Description

The proposed and enacted data caps on my internet are not in my best interest as comcast has insinuated. The cost of data traversing the internet has gone down yet they are in fact raising the price of data and making claims that there is a shortage of bandwidth in the USA. This is not true. They claim that 99% of their customers aren't anywhere near the 1TB. I would like them to prove that statement and I would like them to justify the data cap need with actual facts and numbers. There is no data to back them up currently.

Estimated cots per Gigabyte are between .01 to .07 cents according to numerous independent sources. Comcast is charging .10 per Gigabyte

Ticket: # 1418214 - Cox Internet Data Caps

Date: 1/26/2017 11:23:14 AM

City/State/Zip: Bellevue, Nebraska 68123 Company Complaining About: Cox

Description

Cox intends to begin automatically charging \$10 per every 50GB over their flat 1TB/month data cap. This is blatant gouging and an attempt to unfairly restrict access to streaming services that use more data. Our service is already quite expensive and there are regular quality issues. There is no legitimate excuse for these charges, especially when the company is not improving our service. Cox has a practical monopoly on Omaha and the surrounding areas. In a truly free and competitive market, they wouldn't dare implement such a policy at the expense of their customers.

Ticket: # 1418288 - Cox Communications in Omaha, NE data caps

Date: 1/26/2017 11:52:23 AM

City/State/Zip: Omaha, Nebraska 68132 Company Complaining About: Cox

Description

Cox Communications in Omaha is an anticompetitive monopoly, given that depending on your area in Omaha, they are the only option available. The lack of competition in the area has let them to abuse their position in a way that limits their customers' ability to use their internet services. Modern internet use requires large data transfers, and the extortion by companies like Cox stifles my ability to transfer files for my small business, harming my economic competitiveness.

Ticket: # 1418315 - COX Data Caps in Omaha

Date: 1/26/2017 12:02:11 PM

City/State/Zip: Omaha, Nebraska 68116 Company Complaining About: Cox

Description

Cox is rolling out Data Caps for internet customers. As someone who doesn't subscribe to cable television and use only online services like Hulu, Netflix, etc. to view content, I am being punished by Cox to either use their television service or pay for going over "my fair share" of the bandwidth on their circuit. As someone who works as a Network/Infrastructure Engineer, this method of having data caps on residential internet services is criminal. Cox is attempting to bring in more revenue as people begin leaving television service. "Cord Cutters" are punished.

Ticket: # 1418443 - cox internet data cap

Date: 1/26/2017 12:39:57 PM

City/State/Zip: Omaha, Nebraska 68136 Company Complaining About: Cox

Description

Cox Internet has implemented a data cap of 1024 GB, which by today's standards is not a lot. Data caps on home ISP's are just another way to squeeze money out of regular folks. It doesn't cost them but a few cents to run my connection, please help us the consumer. I understand paying for bandwidth, but not data amounts.

Ticket: # 1419104 - Net Neutrality

Date: 1/26/2017 3:44:33 PM

City/State/Zip: Abbeville, Louisiana 70510 Company Complaining About: Exede

Description

Data caps limit the amount of things you can do and the amount of time you can stay on the internet. This should be considered a violation of Net Neutrality and the 1st amendment of the United States.

Ticket: # 1419440 - Cox now to enforce data limits

Date: 1/26/2017 5:11:17 PM

City/State/Zip: Elkhorn, Nebraska 68022 Company Complaining About: Cox

Description

Here is an excerpt from the email I received:

Your Cox High Speed Internet service currently includes a data plan of 1 TB (1,024 GB). Beginning 02/20/2017, if you exceed your monthly data plan we will automatically provide additional blocks of data for \$10 per 50 gigabytes (GB), as needed.

Here is a link to the email I received:

https://email.cox.com/pub/sf/FormLink?_ri_=X0Gzc2X%3DYQpglLjHJIYQGNjTzdlmzb04zdGXdCuXngkzgN35h2zd4zbIPEzaYWgifvozgbGSdB8Beczg8VXMtX%3DYQpglLjHJIYQGh726fzdlw3yGaENy50PTWIPzfzgzeizekv68Jk9hozgvdc670fvNvzaDzfza&_ei_=EiFvXkYW0lUSuCCbv7jURUgXAZ6FOfWqwkNJW76EQEy8AMCKUUr6CHd6xmMtjltC4V7Fev_7ys5i7EoaMrh9THIYLCZhLslqWtFw5L3vRTC0LJEGE3Ipe8fQNcHbAUl0y311XsHCM66l4YnZOCt4Y6Orl97zhi2kAe-D23Cs-m-_gS-

e7Ji9LdlVaPgU67bxzaM7vA1xlPXDp4C9vpXgsl3rQO_6f7fZzAjP43aYjhrdal863gnFpQ49y57F6qyOV CMU9sq8e0tLdgOMT5G3EFKzPjxJWQdfj1hZvhz5NClv4gDbxy70po5RTABBTEpFMrl6ObwJqNvSXo IDCWRGdaPtMauVQJhSahaUa7885Tfxe1RYabXDVN9tvpdApDq_NrvjVK9vNVb9CEPbO6Dlv0HatS 1QdqxyvFFBxAJ2hSlnavlAnub8bends1YobZ0KSmMo2XAUOxVAYrhoeyxgeAMYZr1gPSU2FGdvc9 Nlw6qBwtSLuweUh0OBM2JKGxCGoM_LQeQuloNZU7dhRCdLFMvgPXIN2p0aO1nAJH3Tex_NDU4 H-8RZi4T-DnFn dS6f2oVw-QgUMJ105J5Zq-OAgHG-

F_V1mkNGFasEMKGIVkgVeeyW01qJK1LBsOYQaLdGS2UUx0xTEkAhMsB4-

DUoTMKNMN0KCFsQuKbwLRG1Zp491tq1L7MEPnNwXcMCABGlhRyZCZGhrKz-xRvomQb-04e1u2w_bqhfJpHhuSD0y3lleFTfrw81w0SFpXMEPt4pU7qZBp1KAhDwinm1smz5z_6qyJr3YKPUBPbmaOqBNVaaYgtoyHRPbqp2Szifd2_Rn4e0EpoK3ivzkntWxRrlH2B5KBHPktLfVm9qjXR0y8ZxEUwk-fZ1SoA45Ew9E3HA6yx4jpjjOXitQr0yb9gn_2BnYNmBdkKK5ZH5dcU7lLeoAQwmBYJn4Jih6eu4mAAcpmN8Sb-Li6mOrHhbIT0UleLfOx-

zegjbWJrXuIAINf9BvQ7HZC7h94DsGGchdXBnwgTGV6VvUKo6HJrMjRh-updates and the state of the control of the control

VVOIxAUEPw0O9dRJyfJe3ngwWusL-

UtVno01OnOOzNSB8Xt8Z4X7BrpwDdsxFhmitPCqmO1OyAaLAa4VCGxqCgiPWLk18edOHBiHM.

Ticket: # 1419513 - Unfair and Corrupt Data Cap Fee practice

Date: 1/26/2017 5:30:18 PM

City/State/Zip: Saint Augustine, Florida 32086 Company Complaining About: Comcast

Description

It had been 2-months since Comcast started their data cap limit of one terabyte in my area. And according to Comcast our household allegedly went over one terabyte each month so far and we will start getting charged an additional \$10 per 50GB block for it next month. I highly doubt their measurement of data is accurate and above board. And if it is, then its simply unfair and a corrupt practice. We are a small family of four (4), my wife and I and two toddler age children. All we do is watch TV and surf the Internet and play some games; well and make phone calls since phones connect to the Internet while at home, etc. Something has to be done about this corrupt business practice! They need to be regulated as a utility if they are going to act this way.

Ticket: # 1419537 - CableOne Imposing

Date: 1/26/2017 5:37:29 PM

City/State/Zip: Independence, Kansas 67301 Company Complaining About: Cable One

Description

Description

It's come to my attention that CableOne, the main provider of high-speed Internet service in my rural community, is imposing strict data caps. It's been proven over and over again that data caps serve no benefits over network infrastructure, and serves only to benefit the ISP monetarily (References 1& 2 below). Data usage is ever increasing, so limiting customer consumption of such data is blatantly an anti-consumer practice and must be stopped. Due to lack of consumer choice, CableOne is the only ISP I can use, and their practice of limiting data for high-speed bandwidth is unfounded. This is not a "value-added" service, and CableOne is only imposing such caps on my service plan to force me into a higher bracket so that I would pay more for the same service.

Reference:

- 1) https://www.dslreports.com/shownews/The-Bandwidth-Hog-is-a-Myth-117230
- 2) http://www.broadcastingcable.com/news/washington/nctas-powell-usage-based-pricing-about-fairness-not-capacity/61022

Ticket: # 1419597 - Re: Comcast Data Cap

Date: 1/26/2017 5:53:23 PM

City/State/Zip: Springfield, Illinois 62704 Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1284266 "Comcast Data Cap"

I received no response from Comcast regarding their price gouging data caps.

Ticket: # 1419974 - Comcast 1TB Internet Cap

Date: 1/26/2017 9:38:59 PM

City/State/Zip: San Jose, California 95118 Company Complaining About: Comcast

Description

This cap is ridiculous. We have four people in this household and 1TB isn't enough to meet all of our needs.

Our plan was originally unlimited and they've taken that away without any warning or any reduction in the cost of our plan. I only just heard about it today after getting a warning in my browser that we've already used up 90% of this cap I'd never heard of until that very moment.

There should be laws against this, and if there aren't now's as good a time as any to get started on them. In the future we will only be using more and more bandwidth and the internet will be necessary for more and more life-critical purposes, and restrictions like this are dangerous to our livelihoods.

Ticket: # 1420062 - Cox Cable Data Cap

Date: 1/26/2017 11:17:58 PM

City/State/Zip: Omaha, Nebraska 68102 Company Complaining About: Cox

Description

Description

This week Cox cable emailed me that they are capping data and charging for overages.

Ticket: # 1420118 - Cox is capping Internet

Date: 1/27/2017 12:10:50 AM

City/State/Zip: Junction City, Kansas 66441

Company Complaining About: Cox

Description

Cox is capping Internet at 1 TB. Granted, it's a lot of data but they will charge for going over.

Ticket: # 1420191 - With my ISP when you hit their subscribed upload or download

limit they cut the connection. **Date:** 1/27/2017 2:43:56 AM

City/State/Zip: Coral Springs, Florida 33065

Company Complaining About: Advanced Cable Communications

Description

They blame it on their modem, I'm a network engineer for an Internet company, this is such a bad excuse, they totally cut the connection. I have two business locations, I have 2 of their Internet service lines, this happns with both, all communication is cut, so VOIP goes offline, servers, and general usage, the modems reset, they say it's a problem with the modem, 75MB down 7 MB up, they do offer bigger packages, with the same modem, so saying it's the modem, is a lie.

Ticket: # 1420200 - UNFAIR DATA CAP

Date: 1/27/2017 3:11:12 AM

City/State/Zip: Eugene, Oregon 97401 Company Complaining About: Comcast

Description

It is completely unfair that the service I have had for many years without limitations on data usage, now has an arbitrary data cap. The new data caps Comcast has put into place are unfair, and limit access to information, as they treat bandwidth as a finite resource. In reality, bandwidth is so plentiful, and additional capacity can easily be added.

With a household of 3 adults, and 1 child, every month we are pushing the boundaries of the data cap. I have to personally monitor our usage on a daily basis to prevent charges for overusing the same service I've had for years, and used in exactly the same way. Try explaining to a 6 year old why he can't watch his favorite cartoon on Netflix until next month, when the data cap resets for a new month.

The new data caps are nothing more than a money grab by Comcast.

Ticket: # 1420320 - Cox Communications Data Cap Overage Charges

Date: 1/27/2017 9:42:13 AM

City/State/Zip: Omaha, Nebraska 68114 Company Complaining About: Cox

Description

My ISP, Cox Communications, has very recently implemented plans to charge overage fees based on any data usage exceeding the company-defined cap of 1 Terabyte. This came as a surprise to me, as I received no form of communication from Cox on the matter, whether phone call, email or regular mail - I heard the information from an online news source. As I am not a lawyer, I'm sure that there exists a clause within my contract with Cox that allows them to make changes to the contract, but to do so without notifying the end user is at best negligent and at worst underhanded. This is an unprecedented move by Cox, and it is even more saddening due to the lack of competitors in the area for them.

Ticket: # 1420366 - Data caps in Omaha Nebraska

Date: 1/27/2017 10:12:55 AM

City/State/Zip: Omaha, Nebraska 68131 Company Complaining About: Cox

Description

There are 5 tiers of speed available from Cox Communications. On February 20th 2017 they will begin to charge an egregious amount for any overages. I subscribe to their highest tier (Ultimate) @ \$99.99 a month. With the current cap they are going to introduce, that could be well over \$300.00 a month. This is unacceptable and is a blatant attack on rival companies' services, like Netflix, Hulu, HBO, etc.

Ticket: # 1420446 - Comcast Data Lime

Date: 1/27/2017 10:48:11 AM

City/State/Zip: Highlands Ranch, Colorado 80126

Company Complaining About: Comcast

Description

On November 1, 2016, comcast instituted the 1TB data limit on our comcast internet service. This was two months after we signed a new contract - note, this cap was not conveyed to us at the time. We were notified of this data limit in October by an e-mail that was sent to our comcast e-mail address - an address that hasn't been used, ever.

In the e-mail, we were told we averaged 530 Gb of usasge per month over the past three months (July, August, September) all months where my kids were home for summer vacation. Then once the cap is initiated and the kids are in school, my usage goes from 530, to 685 in October, 782 in November, and 1,074 in December. I've argued with their tech support repeatedly there is no way we are using this much data. I've asked for daily usage and I was told it was a privacy matter and that could not be disclosed. I was also told it was not possible to provide a breakout of the usage, however, they are able to track my usage (very odd). I have called daily and the last time, the tech hung up on my because I told him that their usage meter was wrong and I did not trust it. Since then, my usage has decreased significantly (almost half of what we were being told).

Ticket: # 1420832 - COX communications Data Limit

Date: 1/27/2017 12:51:08 PM

City/State/Zip: Omaha, Nebraska 68137 Company Complaining About: Cox

Description

Ticket: # 1420879 - Data Cap

Date: 1/27/2017 1:04:48 PM

City/State/Zip: Barrington, Rhode Island 02806

Company Complaining About: Cox

Description

Hello,

Cox recently instituted a soft data cap here in Rhode Island where I live of 1 Terabyte. Currently they are not enforcing it however, I believe it is only a matter of time before they start charging anyone who goes over that cap as they have already expanded it to their entire territory except the northeast. Data caps are in no ones best interest. It also prevents competition with cable as more and more people such as myself subscribe to a live television service that is viewed over the internet. With 4K TV becoming more and more mainstream and the increased data that alone uses the FCC should not allow ISP's to impose a data cap. In a way this is just another way to get customers to keep overpriced cable with their stupid cable boxes that you can only rent from them every single month for the rest of your life. If you truly want competition and believe in that then you should not allow ISP's such as Cox to have any data caps neither soft nor hard. Since you work for the people of the United States of America and not the ISP's you should get on board with this if you already are not.

Thanks.

Ticket: # 1421056 - Date Cap Pop Ups from Comcast

Date: 1/27/2017 1:54:01 PM

City/State/Zip: Sacramento, California 95826 Company Complaining About: Comcast

Description

In the last month or so I've begun receiving pop up notifications that I'm nearing or past a data cap that was not a part of my service when I started it and that I was never notified about becoming active. One this morning completely blocked my access to a third party site, and upon contacting Comcast for answer I was not offered explanation or told that the issue would be addressed.

Ticket: # 1421342 - Data cap

Date: 1/27/2017 2:58:08 PM

City/State/Zip: Las Vegas, Nevada 89156 Company Complaining About: AT&T

Description

When i signed up for at&t family advantage plan i was told that i waould get 6gb of data uncapped. I happen to run out of data 6gb and they slowed my speed down to 9.1 kbps, which is essentially next to nothing. I was told by at&t sales rep at store and by customer service that, after the 6qb my speed may be reduced to a max of 128kbps depending of data traffic. I believe at&t is violating the net neutrality act by slowing speed down to people with low data tiers. In other words they control who gets more data if. They pay more, and the people that pay less get low data packages and at&t ignores them because they are focused on people that pay more. The internet is an open source and they are violating the net neutrality act. I remeber when back 2009 unlimited data was unlimited no caps, nowadays we rely on the internet truly by comunicating around the world instantly. All of the data buckets started with tmobile, when they started offering data buckets and of speed and then data slowed once they have used data. I believe everyone is violatinf the net neutrality act. At&t, verizon, tmobile, sprint, us cellular almost everyone. Even the big telecommunications giants are starting to violate, it seems to me like a pattern and action needs to be taken by preasuring the big telco companys to not mess with net neutrality act and let people enjoy internet like it was intended to be from the early dot com times. I hope that the new chairman realizes thungs and takes action on all the telco companys and stop the abuse.

Sincerely

Ticket: # 1421748 - Comcast Xfinity Data Caps

Date: 1/27/2017 4:50:08 PM

City/State/Zip: Keizer, Oregon 97303 Company Complaining About: Comcast

Description

I was notified that I would now have data caps on my internet from Comcast. I have a one year contract with them, and there was no data caps when I originally signed up with them, but now they are being forced upon me. I use the internet for college courses, and Comcast is the only ISP in my area, and without it I would not be able to complete my degree. That being said I also cannot afford to pay the data cap overage charges that will be inflicted upon me, as I will more than likely not be able to stay within the cap.

Ticket: # 1421822 - cox 1TB cap

Date: 1/27/2017 5:14:50 PM

City/State/Zip: Andover, Kansas 67002 Company Complaining About: Cox

Description

Cox imposed a 1TB data cap with no warning and without reducing the cost of my internet connection to compensate for the lower value they now provide. Cox tries to excuse it by suggesting it will not affect me... i.e. you can watch hundreds of HD movies with 1TB. However, Cox's move comes when I'm considering getting a 4K TV and home surveillance that records to the cloud. Both are bandwidth intensive and I believe this is an anti-competitive strategy by Cox to push their own video content business and home security business by making third parties products cost more.

Ticket: # 1422328 - price gouging

Date: 1/27/2017 9:17:35 PM

City/State/Zip: Lagrange, Kentucky 40031 Company Complaining About: AT&T

_-----

Description

DSL - is primarily used by people in the country who have no other alternatives. its no longer considered broadband, and by today standards not really high speed. I can't stream any security cameras for 2 reasons. 1, we have a max upload of 384k, and 150 GB data caps. We dont have any choice in tv service as the low data cap prevents people from Turning away from Directtv in favor of over the internet viewing. When I signed up for DSL it was marketed as a better alternative to cable because each residence recieved their own connection and wasn't affected by the rest of the neighborhoods usage. Now why is the fees are as much as their faster speed competitors and overage charges that increase the advertised prices. I believe that the prices ATT charges for DSL where there is no competition is somply price gouging.

Ticket: # 1422467 - Data Cap/Overage Charges

Date: 1/28/2017 1:40:15 AM

City/State/Zip: Omaha, Nebraska 68105 Company Complaining About: Cox

Description

Cox has just rolled out a new policy that caps its users at 1TB per month and charges them 10\$ for every 50GB of overage data used.

Ticket: # 1422482 - Cox communications data cap

Date: 1/28/2017 2:29:16 AM

City/State/Zip: Valley, Nebraska 68064 Company Complaining About: Cox

Description

I have internet with cox communications, when I acquired their service there was no cap. they just rolled out a 1tb data cap. as a gamer and a 4k streamer in three days of the first month i hit 180gb that puts me on track to hit the cap by mid month. they now have a \$10 charge for every 50gb that i go over, that means that I will owe them somewhere around \$200.00 extera every month in extra charges bringing my bill to \$280.00 a month give or take. i would get another service but Cox is really the only provider that I have an option of going with if I don't want dial up. this is a a money grab and an offence against the people they claim to service. we have been taken hostage to line the pockets of the ceos. I demand action be taken against them. (note) I contacted them and their acting supervisors over the rep i was talking to said they will not change there new policies and the will not work on me at any level to fix the issue, they were no help and were irritated that I even had the nerve to call them and bring up the issues. I feel like I was stabbed in the back of the company i am already paying well to service my home.

Ticket: # 1422559 - Comcast Internet Data Caps

Date: 1/28/2017 10:34:00 AM

City/State/Zip: Jacksonville, Florida 32211 Company Complaining About: Comcast

Description

Hello,

I constantly work from home over VPN with my laptop. Using a connection like this eats up a ton of data very quickly. Even without doing that it is completely unethical for a company to charge users more for something that costs them nothing for 1GB or 1 billion GB. The internet has always been about freedom of information and sharing. Comcast is doing a completely unjust thing to it's customers, some of which like myself have been customers for 15 years.

They blatantly lie about customers who use less data pay less. If you do not reach the data cap your bill is exactly the same as it has always been. If you go over the cap they charge a ludicrous amount of \$10 per 50GB. With the services and VPN people like me use 50GB is an insignificant amount of data. They will also give you unlimited data cap for a crazy extra price of \$50 more dollars a month... totally unacceptable.

I have always had faith that the FCC has a citizens best interest in mind while regulating and keeping companies in check. I pray that has not changed. Comcast basically holds a monopoly over my area and I do not have another option for providers or I would switch immediately. The only other service is AT&T, but even the fastest speed internet there would not support my usage. I can only hope that Google continues their plans for Google Fiber in Jacksonville, FL where I live.

Please do something about this injustice Comcast is doing to us. I still have faith in the FCC and know they are there to help us. Thank you.

(b) (6)

Ticket: # 1422564 - Unacceptable changes to data caps for monthly usage

Date: 1/28/2017 10:38:47 AM

City/State/Zip: Omaha, Nebraska 68142 Company Complaining About: Cox

Description

I am filing this complaint on behalf of myself and my family, regarding the upcoming policy changes for Cox HSI. The new data caps on usage infringes on net neutrality and restricts households who depend on the internet as their primary source of connectivity to the world. Not only that, but the new policy sets a dangerous precedent for further cap reductions down the line.

Ticket: # 1422579 - Monthy data cap

Date: 1/28/2017 10:58:35 AM

City/State/Zip: Missouri City, Texas 77459 Company Complaining About: Comcast

Description

I have comcast internet and I just recently found out I had monthly caps on my internet and while 1 to is a lot of usage, I find myself be able to use it up in half a month with 5 people using the Internet. They say I am the 1% of people going past 1 to but im sure there more than that do go past it. I am forced to pay 50 dollars a month to get rid of it or pay 10 dollars for every 50 gb I go over.

Ticket: # 1422626 - Comcast Data Cap

Date: 1/28/2017 12:04:40 PM

City/State/Zip: West Bloomfield, Michigan 48322

Company Complaining About: Comcast

Description

I just got a message saying I must pay extra to access more data, I am in an are where comcast is my only available ISP, please show them that they cannot do that.

Ticket: # 1422665 - No cable tv

Date: 1/28/2017 12:30:50 PM

City/State/Zip: Mount Morris, Michigan 48458 Company Complaining About: Comcast

Description

Description

I stopped my cable tv service because i refuse to spend my money on television that is 1/3 commercials. I use you tube, Netflix and play video games. Just found out that Comcast now caps my bandwidth. This is absolute BS. Since I can remember Comcast has over charged for their service and now is holding people captive basically because there is no competition out to change to unless I want slow internet. So it's either deal with their shit and enjoy decent internet or go with someone else and have slow internet. I can't believe the FCC even allow a company to do this. It hey sent me a cable box for 5 dollars less a month and I refuse to even hook it up since its standard definition. I just wanted the 5 dollars off. Please stop allowing this cable company to rip off its consumer.

Ticket: # 1422680 - Data Caps

Date: 1/28/2017 12:38:18 PM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

Cox Communications is instituting data caps in the Omaha, NE area. Cox, along with a small number of national ISPs are becoming a monopoly where data caps are being made against the interest of the public. This needs to be addressed before rates continue to climb and data caps continue to drop.

Ticket: # 1422835 - Data cap JavaScript pop up

Date: 1/28/2017 2:45:23 PM

City/State/Zip: Wheat Ridge, Colorado 80033 Company Complaining About: Comcast

Description

I use program called CrashPlan to back up my data. Sadly with Comcast limiting data I get near to the limit when that program has anything to sync. That's an annoyance, but I find it unacceptable for Comcast to inject JavaScript into websites I am viewing to notify me of this 90% used data limit. http://www.infoworld.com/article/2925839/net-neutrality/code-injection-new-low-isps.html
I don't remember signing anything that Comcast has the right to author the content of websites they don't own. I fear the future where I will need to use a VPN because I cannot trust my ISP. Should they be called Internet Modifying Service Provider (ISMP)? Sadly in my area I have the option of CenturyLink and Comcast. I seem to live in a bad area because CenturyLink's upload speed is so slow I cannot work from home using tools like remote desktop. I called Comcast about this problem, but the person just wanted to give me a promotion for a faster internet. I am not sure how to contact someone that would even know what I am talking at Comcast.

Ticket: # 1422875 - Net neutrality is the most important thing to keep the Internet alive

Date: 1/28/2017 3:25:57 PM

City/State/Zip: Los Angeles, California 90001 Company Complaining About: Comcast

Description

Description

I hope someone punches you in the dick hole for undoing chairman wheeler's triumph with net neutrality.

Or at least put a bomb I your house. (Wink)

Ticket: # 1422909 - Bandwidth Caps

Date: 1/28/2017 4:02:34 PM

City/State/Zip: Tumwater, Washington 98501 Company Complaining About: Comcast

Description

Greetings,

This weekend I find out the Comcast has emplaced a 1TB data cap on my subscription. I've been with Comcast since December 2014, never had a datacap problem. Now I see a notice on my phone stating that I am 90% in usage of the 1TB allocated to me. This is when I first noticed the datacap. I was not informed of this change by Comcast/xfinity. This is a bait and switch. I would not have chosen this provider if I had known they were going to emplace datacaps.

Ticket: # 1422931 - Data cap - cox - Council bluffs

Date: 1/28/2017 4:16:41 PM

City/State/Zip: Council Bluffs, Iowa 51503

Company Complaining About: Cox

Description

Hello, we recently received notification from Cox that we would be charged \$10/50GB over 1TB of bandwidth we use in a month, which is ridiculous. This means we have to average 3Mb/s over the course of the month, and we pay for 50Mb/s. To only be able to use 6% of our bandwidth, on average, is unreasonable. I know that this won't be a major issue for many people, but I know that if we let them have this one then the cap will be lowered more and more. I work in IT for a living so I use a lot of bandwidth, so the thought of this getting too out of control makes me nervous since the Internet is a key part of my job. Thank you for your consideration.

Ticket: # 1422945 - Mediacom- monopoly

Date: 1/28/2017 4:21:20 PM

City/State/Zip: Coralville, Iowa 52241 Company Complaining About: Mediacom

Description

I'm my part of the world, lowa city lowa you have only one choice for cable internet. Mediacom. Without competition we are all stuck with terrible service from a corporation who simply doesn't care about it's customers. People like be who have decided no to purchase cable television are forced to pay higher rates for internet. Not only do we have to pay higher rates, but then they slap a data cap on your more expensive internet as a way of recuperating lost revenue from. Cord cutters such as myself. If I want to play PlayStation or stream Netflix I'm almost certainly going to have to pay an overage charges to this corporate glutton since the data cap they offer is tiny when compared to Comcast or other cable providers. But there is simply nothing I can do because there simply is not any competition is these so called 'small' markets. This is not capitalism, being forced to subsidize Mediacom for there poor customer service and terrible television packages just because I choose not to buy their products

Ticket: # 1423086 - Comcast's Data Cap Response

Date: 1/28/2017 7:19:46 PM

City/State/Zip: Houston, Texas 77070 Company Complaining About: Comcast

Description

Comcast's response to my email was pre-generated and did not take the time to actually address any question I had. In fact, they incorrectly labeled their policy as "pro-consumer". This is false - as my friend who now lives in fear of overages can attest to. We pay for a rate, and that rate is automatically throttled by the technology that Comcast and other providers spent no money developing when congestion occurs. Unlike what Comcast's response indicates: instituting a cap does not address congestion: consumers can and will continue to use their internet at peak times and cause significant slow downs in the network.

As stated, Data Caps are 100% against consumers - a way to make a quick buck off of an arbitrary number. Allowing this policy to continue will only serve to stifle innovation from companies that can use their massive AMERICAN engineering base to facilitate new impressive technologies for consumers worldwide to use. By allowing Data caps to persist in the face of consumer backlash, the FCC abdicates this responsibility to Congress, a dangerous exercise in regulatory negligence.

Internet service for consumer and business use should be considered a public utility, regulated to provide the greatest utility to enable new technologies.

For completeness, I have included my original complaint and their auto-generated response that makes no effort in any way to address the concerns that I posed.

Ticket: # 1423130 - Exede Frauding Data from Customers

Date: 1/28/2017 8:39:57 PM

City/State/Zip: Winnfield, Louisiana 71483

Company Complaining About: Exede Aka Viasat

Description

exede frauding data from people, I have proof (router logs that show correct useage, in and out traffic) their meter shows an insane amount of useage with all equipment powered down. 10000000000's of same complaints something needs to be looked into. there buggy meter went from 11.9gb of useage to 13gb with a simple browser refresh. I was told oh well basically and rudely disconnected

Ticket: # 1423156 - Comcast Data cap is not accurately measured

Date: 1/28/2017 9:02:48 PM

City/State/Zip: Denver, Colorado 80204 Company Complaining About: Comcast

Description

Comcast Data cap is not accurately measured. We're being told we are using a large amount of bandwidth but it can't possibly be true. We watch a movie on Netflix in the event and on weekends, some light YouTube watching....not much more. There no way that the measurement is accurate saying we are using a GB of data transfer per month.

Besides how it is monopolistic to not charge for their streaming TV but charge for Netflix

Ticket: # 1423158 - Comcast is behaving anti-competitively

Date: 1/28/2017 9:07:40 PM

City/State/Zip: Nashville, Tennessee 37211 Company Complaining About: Comcast

Description

Comcast is violating the FCC's open internet regulations by exempting their own "Stream" streaming television service from data caps. In doing so, Comcast provides an "over the top" internet television service in which they have a financial interest an unfair advantage over competing providers which is a form of paid prioritization as prohibited by rule 3.

Comcast defends this practice by attempting to describe "Stream" as a cable television offering rather than an "over the top" streaming video service, but this assertion is easily dismissed with two simple observations. First, Stream is only offered by Comcast to existing customers with "xfinity internet" service. Second, Stream is entirely reliant on the equipment and provisioning of that "xfinity Internet" service for operation. In other words, unlike traditional cable television, Comcast is unable to deliver the "Stream" product without relying on the same infrastructure used to deliver every other internet service, including Stream's competitors. If "Stream" truly were an independent cable television service and not an "over the top" service, Comcast could offer it to every customer in their footprint and not merely as an add-on for internet customers.

Ticket: # 1423193 - New cap overage fees

Date: 1/28/2017 10:33:42 PM

City/State/Zip: Springfield, Missouri 65807 Company Complaining About: Mediacom

Description

Mediacom recently 'upgraded' their network in my area, which seems to have made my data consumption skyrocket. According to their online usage meter, I used nearly 100GB more last month than normal even though my usage habits haven't changed. I believe Mediacom is either falsifing this data, or is deliberately ignoring an problem with how their network monitors traffic in order to charge overage fees.

Ticket: # 1423312 - Comcast Terabyte Internet Data Cap (Plan)

Date: 1/29/2017 5:25:19 AM

City/State/Zip: Castle Rock, Colorado 80104 Company Complaining About: Comcast

Description

Ever since November First of 2016, Comcast's New Terabyte data caps are pissing people off. They lie and say 99% of their customers don't use a terabyte. But if 99% of people don't use a terabyte, why would you put a cap in the first place. This has created many problems for me and my family as comcast owns the area I live in so I have no choice but to comply. This needs to be fixed and we need out unlimited back, especially for the people like me paying as much as I do for their internet services.

Ticket: # 1423314 - Comcast data cap

Date: 1/29/2017 5:40:22 AM

City/State/Zip: Salem, Oregon 97392 Company Complaining About: Comcast

Description

I will keep it short and sweet. I think it's wrong that Comcast imposes a 1TB cap per month on my internet. Especially when I only have one other internet service provider in my area and it's not fast enough to handle 5+ devices.

Ticket: # 1423401 - Data Caps

Date: 1/29/2017 1:06:53 PM

City/State/Zip: Pleasant Grove, Utah 84062 Company Complaining About: Comcast

Description

After being with Comcast for years, I've suddenly been stuck with data caps. What's more, the alleged data used has more than doubled, although I'm not doing more than double the activity I did before. Comcast's data information must be off! I'm about to get hit with a bill for data that I don't believe I used. Who am I paying for? Furthermore, this data cap was not in effect when I signed up for Comcast.

Ticket: # 1423649 - Comcast unfair practices

Date: 1/29/2017 6:26:05 PM

City/State/Zip: Berkeley, California 94706 Company Complaining About: Comcast

Description

Comcast has enacted highly limiting and expensive bandwidth limits raising the cost of their internet monopoly to \$200. Comcast's own streaming services do not use the data limit other companies do use the limit. This practice is unfair for non-comcast streaming services as the customer has to pay up to \$200 for their use. This is an unti-trust and anti consumer violation. For me personally, Comcast has raised my price without my consent from \$60 to \$200 a month.

Ticket: # 1423718 - Comcast Internet Data Cap

Date: 1/29/2017 8:42:48 PM

City/State/Zip: Houston, Texas 77047 Company Complaining About: Comcast

Description

Comcast apparently has installed Data Caps on internet usage, which was never brought up at any time before service. I feel it's an attempt to dissaude people like myself who have gotten tired of paying almost \$200 a month for TV. They have monoply in my area, only internet service available. It is unconstitional for them to not have any competition in the Houston, Tx area now even more so with data caps on internet so you can't afford cheaper TV alternatives.

Ticket: # 1423919 - Comcast Data Cap

Date: 1/30/2017 5:06:04 AM

City/State/Zip: Albuquerque, New Mexico 87111

Company Complaining About: Comcast

Description

I pay for Internet and should be able to use it as I see fit. It should be against the law for any ISP to impose any type of data cap. Please think of the consumer and not the greedy Companies that only screw the costumer at every turn. There is no way to reliably check my actual usage and they have not given any good reason to impose data caps other than more money.

Ticket: # 1424411 - Cox Data Cap implmentation

Date: 1/30/2017 12:30:45 PM

City/State/Zip: Omaha, Nebraska 68105 Company Complaining About: Cox

Description

In order of understanding and implementing net neutrality, Cox is monopolizing it's hold on the Omaha market by implementing data caps for users and just another method of charging cord cutters and profitting from data usage that doesn't affect any of their current infrastructure.

Ticket: # 1424644 - Comcast data cap stifles internet economy

Date: 1/30/2017 1:23:50 PM

City/State/Zip: Santa Clara, California 95054 Company Complaining About: Comcast

Description

Thank you so much for taking a look at this. It is so wrong what Comcast is doing here.

Comcast has enacted a new policy nation-wide when you reach 1024GB in a month, extra fees kick in. The extra fees can be over \$200 a month!! 1024GB is not even enough data to backup a normal desktop computer's hard drive to the cloud. Let alone adequate for professionals. In a few years 1024GB won't be enough for Grandma.

The only way to avoid the steep extra fees is by signing up for the "unlimited plan" for an additional \$50 dollars a month. Even contracts signed before this data cap policy went into effect are included in the data cap because Comcast insists they've always had a data cap "but only recently decided to enforce it." If you try to leave Comcast because the terms changed (no longer unlimited service), they will charge a penalty for leaving going up to hundreds of dollars.

Everyone is now subject to the 1024GB data cap, not just new subscribers. This is seriously stifling professionals especially gaming and video professionals. To avoid the possible \$200 in fees for going over 1024 they offer 1 plan for truly unlimited data for an extra \$50 a month. I signed up for the unlimited plan and continue to get emails from Comcast saying I've gone over the limit. When I called Comcast they said "just don't worry about that the system hasn't caught up." With nothing but verbal reassurance, I really don't know if I will end up being charged extra fees even though I signed up for the unlimited plan.

This is not right! Thank you!!

Ticket: # 1425995 - Cox Communications, Data Cap, Overage Charges and Data

Plans

Date: 1/30/2017 8:12:00 PM

City/State/Zip: Rogers, Arkansas 72756 **Company Complaining About: Cox**

Description

Cox Communications has started to enforce Data Caps and Overage charges that are Unfair and Bias; strong arming their customers into using their TV services, and turn away form using services like Netflix and Hulu. They have placed the same data cap across all service plans, so you can't upgrade to try and avoid going over. The overage charge is Unfair at an additional 10\$ per 50 GB. It feels like your trapped with no other options.

Ticket: # 1426499 - AT&T Internet Useage Allowance

Date: 1/31/2017 10:19:47 AM

City/State/Zip: Jacksonville, Florida 32256 Company Complaining About: AT&T

Description

I changed my service from broadband to fiber and the next day received an email contain the information about a monthly 1024GB internet allowance on my account, and would be required to pay \$10/month for each additional 50GB of data used. Data is not a finite resource, I am paying for my access speed and imposing fees on overall usage is highly suspect. The customer service representative I spoke to did not mention this cap when telling me the particulars of my new service, but did ask if I pay for television with them.

Ticket: # 1426565 - Cox Data caps

Date: 1/31/2017 10:44:09 AM

City/State/Zip: Omaha, Nebraska 68134 Company Complaining About: Cox

Description

Cox communications in Omaha NE is putting data caps on their internet. I currently have 150mbps and they put a 1tb data cap on my account. Which through my calculations shows that I can use my internet (to its fullest) for a total of 18 minutes a month. I have called and they said they can add 50GB of data for \$10. This is 100% unacceptable, they are only doing this to try and move people back to their cable packages.

Ticket: # 1426566 - Comcast Data Caps and Traffic Manipulation

Date: 1/31/2017 10:44:21 AM

City/State/Zip: Independence, Missouri 64053 Company Complaining About: Comcast

Description

I am a telecommunications professional who works from home most days of the week. I would love to have the option to no longer do business with Comcast but due to the nature of cable monopolies and the recent move towards capped data plans across the industry I do not have any options. I am now forced to pay \$50 more a month to use my internet connection without incurring outrageously high over usage fees.

I am already forced to bundle TV via "Xfinity" just to get internet service and now Comcast is trying to offset their cost of cable cutters by attacking Netflix and other streaming service providers by inappropriate abuse of their position in the local marketplace. Like many Americans I DO NOT have other reasonable options for high speed internet access. Since the FCC has taken responsibility for some regulation of internet issues such as net neutrality you should take this quite seriously.

Additionally I would like to report that Comcast is injecting code for popup adds about my data usage into my unencrypted HTTP traffic via what is essentially a man in the middle attack. Besides being incredibly annoying, under no circumstances should my ISP be injecting source code into my sessions. This is a gigantic security hole because while I may trust a website, I certainly don't trust Comcast secure access to the injected code, the many servers that I'm sure perform this task, or to be responsible with the use of that power. I am very serious about my security and being forced to encrypt all of my traffic through my own ISP to avoid getting code injected into my browser is absurd.

Ticket: # 1426651 - 1 Terabyte Data Cap

Date: 1/31/2017 11:20:16 AM

City/State/Zip: League City, Texas 77573 Company Complaining About: Comcast

Description

Having to pay extra by downloading more that 1TB per month.

Ticket: # 1426692 - Data Cap and overage charges through Cox in Omaha, NE

Date: 1/31/2017 11:36:49 AM

City/State/Zip: Omaha, Nebraska 68124 Company Complaining About: Cox

Description

Cox is running a monopoly in the Omaha, NE market and violating Net Neutrality as they have recently began enforcing data caps with a max cap of 1TB for subscribers throughout the city. While they do offer a package that has a 2TB with their Gigablast service, this service is only available to an extremely small population in the city. There is no option for internet subscribers to buy their way out of the cap and have at least an additional 1TB or an unlimited option, like many other ISP's around the country. The only option is to be charged a \$10 overage fee for each additional 50GB above the 1TB.

I find it appalling that in America, Cox is being allowed to roll out this restriction which is 1TB no matter which internet plan you are on. These types of monopolistic violations are hampering competition with other American based companies for TV style streaming services such as Netflix, Hulu, PlayStation Vue, YouTube, DirecTV Now, Sling TV, etc.

Cable companies are taking advantage of Americans and forcing subscribers into their expensive TV packages. Companies like Cox take their racketeering to the next level and are running anti-competitive practices and forcing families into more and more expensive internet packages while taking away options altogether.

Cox knows they have no direct competition in Omaha as Century Link has an extremely limited footprint and can not compete on internet bandwidth in neighborhoods where available.

Ticket: # 1426722 - Cox Internet Caps

Date: 1/31/2017 11:47:16 AM

City/State/Zip: Manhattan, Kansas 66502
Company Complaining About: Cox

Description

Cox has added an internet cap of 1TB to our internet service, We greatly go over 1tb per month as much as having future bills of overages of over 300\$ per month caused by this. having a family of only 4 we are highly digitally conneted and already spend over 90\$ per month on our isp.

Ticket: # 1427092 - Imposing limits

Date: 1/31/2017 1:29:51 PM

City/State/Zip: Jacksonville, Florida 32256 Company Complaining About: Comcast

Description

I work at home. Use nothing but the internet. My business is being destroyed because companies like Comcast and AT&T are imposing data caps. 1TB a month?!?! Give me a break. I run through 1TB in a day. This may not seem like a big deal but it is. These data caps are destroying jobs. We are forced to pay more for less, or more for what we already have. There is no overhead on data anyway. It is not real, they are just charging people more because we choose not to use their TV service or landline. Does anyone even use a landline at home anymore???? Data caps should be illegal. It is ruining my business, my kids would like to watch Roku but cannot because that eats up data, cannot play their games to keep them occupied, which eats up data, and I cannot work because everything I do eats ups data. This complaint right now is costing me \$80 extra because my data is used up! This will not be the last complaint I file. I am also an active duty military member and will be telling all of my brothers and sisters to file complaints until this is taken care of. Emails, paper letters, everything. This needs to stop. And this affects way more than 1% like I have been reading. No one can file a complaint because their data is capped!!!!!!

Comcast also initiated this plan without my knowing. They say they sent me an email but they did not. This was not in my contract when I signed either. They are also hijacking my browser and sending me updates and advertisements which is illegal and a violation of my privacy. They are also trying to automatically add data to my account when I go over and it charges me automatically. If I am charged for the data I actually need per month, my bill will be over \$3000!!!! For internet!!! Are you kidding me!!

Ticket: # 1427152 - Re: Abuse

Date: 1/31/2017 1:42:54 PM

City/State/Zip: Lafayette, New York 13084 Company Complaining About: Dish Network

Description

This is a follow-up to your previous request #1418081 "Abuse "

and

WE CAN DO THIS EVER DAY FOR ETERNITY IF YOU WANT TO , IF YOU CLOSE IT OUT I WILL DO A FOLLOW UP AND OPEN A NEW TICKET ,,, YOU WILL DO YOUR JOB AND YOU WILL START LEAGLE ACTION AGAINST DISH ,,, AGAIN YOU WERE APPOINTED TO OVER SEE INTERNET SERVICE PROVIDERS ,, AND YOU ARE NOT DOING THAT BECAUSE YOU ARE LETTING THEM DO AS THEY FEEL ,, AND IN THIS CASE RIPPING OFF THE CONSUMOR ,, JUST LIKE YOU FCC ARE DOING BY NOT STOPPING ISP FROM DOING THAT, SO YOU ARE RIPPING OF CONSUMERS/TAX PAYERS BECAUSE MY TAX MONEY PAYS YOU WORTHLESS PEOPLE

I WILL DO A FOLLOW UP AND UP NEW TICKETS UNTILL YOU CORRECT THE PROBLEM THE CORRECTIONS IS TO TAKE THIS TO THE NEXT LEVEL AGAINST DISH AND ALSO STOP CLOSIN UNRESOLVED TICKETS

AND I WILL KEEP REOPENING AND OPEN NEW TICKETS UNTILL I GET TO SPEAK TO THE HEAD MANGER ON THE PHONE 315-677-9488

AND I AM ALSO REPORTING THE FCC TO THE IG FOR WASTE AND ABUSE OF TAX MONEY, AND CONTACTING MY CONGRESS MAN GET CONGRESS INVOLVED TO GET THE FCC TO DO THEIR APPOINTED JOB PROTECTING THE CONSUMOR AGAINST INTERNET SERVICE PROVIDERS

Ticket: # 1427776 - ISP data limits

Date: 1/31/2017 4:07:03 PM

City/State/Zip: Hallandale, Florida 33009 Company Complaining About: Comcast

Description

It is entirely without justification other than to charge consumers ludicrous fees

Ticket: # 1427941 - Data Caps

Date: 1/31/2017 4:47:27 PM

City/State/Zip: Dierks, Arkansas 71833 Company Complaining About: Exede

Description

I am being blocked from accessing my personal web server (By both IP and Dynamic DNS name), the data cap is only 10GB for \$60 a month, and the speed becomes throttled to 0.3 Mbit/s download and 0.3 Mbit/s upload. The ping is terrible but livable, if Exede/Wildblue would stop with the DAP redirect to my web server. My grandfather's wife is working on getting her teaching license again, but is unable to load any video in low definition once the speed becomes throttled. It is affecting her from the potential of finding a new job and my school work.

Ticket: # 1428079 - data cap **Date:** 1/31/2017 5:21:26 PM

City/State/Zip: Sugar Land, Texas 77479
Company Complaining About: Comcast

Company Complaining About. Compact

Description

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service. Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fiarness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

Ticket: # 1428326 - Comcast data usage estimates are inaccurate.

Date: 1/31/2017 6:36:38 PM

City/State/Zip: Boulder Creek, California 95006

Company Complaining About: Comcast

Description

Comcast's estimate of my data usage is consistently incorrect and inflated well over my actual usage. I fear that these inaccuracies will not only lead to artificial overages for myself, but for other customers as well. I am especially concerned for the customers who do not monitor their own traffic or who are less informed on the subject. Comcast cannot charge overages if they cannot even monitor their customers data usage correctly.

Ticket: # 1429026 - Comcast 1TB Data Cap???

Date: 2/1/2017 11:03:19 AM

City/State/Zip: Grayslake, Illinois 60030 Company Complaining About: Comcast

Description

I woke up this morning to a message in my browser that said "You have reached 90% of my 1024 GB monthly data plan for your XFINITY Internet Service". I don't remember changing my plan to a CAPPED plan, nor receiving a call asking me if I wanted to switch my current unlimited plan. After further investigation, it seems that Comcast somehow has the right to change a customer's plan without their consent! What's next? Cell phone companies? My gas and electric? Good thing Comcast and I aren't dating or they could apparently FUCK me without my consent. Oh, wait. THEY ARE!

Ticket: # 1429829 - Comcast Violating Net Neutrality - Data Caps

Date: 2/1/2017 2:35:07 PM

City/State/Zip: Houston, Texas 77070 Company Complaining About: Comcast

Description

I just received a letter in the mail telling me that Comcast decided to put a Data Cap on my internet service even though when I signed up, there were non.

How is this even allowed? Comcast is clearly using data caps to prevent competition to their media services. They are prioritizing their own internet traffic (cable tv) and not counting it towards data cap.

Ticket: # 1430956 - Comcast's new 1tb Data Cap is not good for consumers.

Date: 2/1/2017 9:39:31 PM

City/State/Zip: Colorado Springs, Colorado 80908

Company Complaining About: Comcast

Description

Comcast's data cap is a huge slap in the face in my area where they hold a monopoly since they are the only real company to go to for truly high speed internet.

Ticket: # 1431018 - Unfair Data Cap

Date: 2/1/2017 10:57:49 PM

City/State/Zip: West Chicago, Illinois 60185 Company Complaining About: Comcast

Description

I believe that a 1000GB data cap as they say quote on quote " too much for a residential home" How can they say whats too much and what is not. I pay for the 2nd to highest internet package plus have the highest cable package available. In my eyes i am being treated unfairly. On top of that ive scheduled appointments for them to come out to my home to fix the problem of my internet speeds which are not what im paying for also even filed a complaint with the FCC in the past about the throttling of my internet.

Ticket: # 1431033 - Comcast/Xfinity Internet Data Caps and Billing

Date: 2/1/2017 11:12:35 PM

City/State/Zip: Farmington, New Mexico 87401

Company Complaining About: Comcast

Description

Hi, I have made a complaint a few months ago, and I have not received anything back.

Here is my dilemma.

I have comcast internet. Before October 2016 I had "unlimited" internet. No Caps. I had no idea Caps were even a thing with ISP's. I have caps on my wireless plan. So I get a quiet, notification about the new Caps that are being implemented starting in October. And when I mean Quiet, I mean I accidentally stumbled onto it on a tech blog. Comcast did not even notify me of the changes. So, I took a look at what my "Data" usage is every month, and its over the 1tb Cap, Every month. We stream Netflix constantly, I have three kids, a teen, we use Kindles, Roku, Ps4, Xbox 360, Laptops, and Cellphones. We use our internet to save on our data plan on our cellphone bill. So I am paying xfinity 70 dollars a month for their pro speeds of 100gbps. When I signed up for the service there was no mention for caps.

SO I called every month, and told them I disagree with the caps, they told me that nobody ever goes over the caps. Well "I" Do. they said not to worry and did not give me any options. So I dug, I found out that they do unlimited streaming through their X1 box, but i would have to bundle with their 140channel line up. would cost me a little over 100 a month. Ok, so I was going to do that. Then I wanted to make sure that "All" streaming through other devices were covered for Netflix. they finally Said No after talking to numerous representatives.

so that was Nixed. It was not until November they had fine print with their internet service that stated that you could purchase "Truly Unlimited" for a price, and for some states it was only an extra 30 a month. Well for me its an extra 50 a month.

I Disagree with the Caps. I disagree that they have found another way to get more money out of us especially when there is not another ISP in our area that has their kind of service. There is Qwest, but their speeds barely top 13gbps, {Their website offers 40gbps, and 25gbps respectively, But I have had Qwest, and it did not work for the streaming we do.

So Xfinity is the Only option.

So I had a Generous 3 grace months before they started charging for overages. And I go over the 1tb cap Every Month. So I called in November and made sure that come January when the "Grace" Periods were over that I payed the extra fee instead of the overages. I wanted "Unlimited" Data..... I Had a courtesy Call from Comcast in December and I made sure things were going to be the way I wanted them. Now its February.

Comcast did not add the extra Outrageous 50 a month for unlimited, costing me more than a hundred a month, instead I accrued overages. And I called today to ask why, I explained my situation to the

Teir 1 help desk, and i was then transferred to the Teir 2 help desk. And I was treated like I was a nobody. I was told that I never called in the previous months, I was told that they will not do anything for me, and they can send off my information to a Teir 3, but that will take weeks before I hear anything back.

So now its February, I Still have Caps, which is ridiculous.

I was told that they can only change things on the billing cycle so it wont be in effect until the end of this month.... the billing cycle changes on the 19th, so things get ProRated.... Even though their app that shows usage and billing show the usage as the 1st of the month until the last day of the month.

Can you please help. this is crazy

Ticket: # 1431065 - Comcast 1tb data cap is bullshit

Date: 2/1/2017 11:36:00 PM

City/State/Zip: Elk Grove, California 95758 Company Complaining About: Comcast

Description

This pathetic company is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1431071 - Comcast Data Cap

Date: 2/1/2017 11:41:03 PM

City/State/Zip: Naples, Florida 34104 Company Complaining About: Comcast

Description

Comcast is forcing a "data cap" on its customers

Ticket: # 1431222 - Re: Complaint about Internet Service Provider Data Caps

Date: 2/2/2017 9:24:20 AM

City/State/Zip: Wexford, Pennsylvania 15090 Company Complaining About: Armstrong

Description

2/2/17 Follow up - I want to reiterate the unfair data cap practices of Armstrong internet service. Since my last complaint, nothing has changed.

Armstrong's residential offering for internet service has a data cap of 200 - 500GB depending on the tier of package purchased http://armstrongonewire.com/Content/Documents/openinternetpolicy.pdf . Meanwhile the closest competitor Xfinity offers a 1TB cap for all residential customers https://dataplan.xfinity.com/faq/. Armstrong is clearly profiting from these unfair data cap restrictions offering 20-50% of what Xfinity offers and taking advantage customers using their local cable internet market monopoly.

My suggestion is for the FCC to mandate Armstrong re-configure it's data cap plan to make them fair to the residential customer and to match or even come close to what competitors offer. Armstrong is my only option where I live for cable internet service due to a multi-year contract between Armstrong and my municipality creating a local monopoly for them.

Ticket: # 1431916 - Cable One Data usage limits.

Date: 2/2/2017 1:47:08 PM

City/State/Zip: Boise, Idaho 83709

Company Complaining About: Cable One

Description

Cable One is imposing data usage caps on fixed line networks as a means to protect legacy TV profits from online streaming video. This is absolutely ridiculous and in direct violation of Net Neutrality memorandums. The company continues to lie to our faces by claiming data caps are necessary to provide optimal reliability of the service when this simply is not true. Cable One has done nothing to answer the specific warrants of any scientific investigation. Specifically these: https://www.dslreports.com/shownews/Cable-Industry-Finally-Admits-Caps-Not-About-Congestion-122791

https://www.dslreports.com/shownews/The-Bandwidth-Hog-is-a-Myth-117230

There is virtually no internet provider competition in my area, which makes changing services impossible and leaves us all at the mercy of Cable One's demands.

Ticket: # 1432378 - COMCAST 1tb bandwith cap & accurate measurement of usage

Date: 2/2/2017 3:45:26 PM

City/State/Zip: Bremerton, Washington 98312 Company Complaining About: Comcast

Description

With the roll out of COMCAST 1 terabyte bandwidth caps and charging for overages there is no calibrated bandwidth measure system. Comcast is treating the internet as a metered utility therefore they should be using calibrated/certified meters like one's local Electric water or gas utility. The internet should reclassified as a utility & subject to the rules of utilities.

Ticket: # 1432829 - Data caps in Omaha market

Date: 2/2/2017 5:45:24 PM

City/State/Zip: Omaha, Nebraska 68134 Company Complaining About: Cox

Description

Cox has placed a 1Tb cap on my account and other accounts like it in the Omaha market. This is a thinly veiled attempt to force internet only users ("cord cutters") to acquire cable television service in addition to an internet package. While I do not appear to come close to reaching this cap limit myself, it is likely that I would if I were to download several large games to my gaming console or to stream high definition video more than I currently do. In many areas of Omaha residents are limited to two internet service providers, in some areas just one. The other provider (CenturyLink) also imposes data caps on their lower level plans. This is anti competitive behavior. I am not able to vote with my wallet and I certainly do not wish to upgrade to a plan with features that I do not need.

As a professional in the technology space I am also well aware that there is no such thing as a data limit, only the amount of available bandwidth that a service provider can provide. Data limits do not reduce network congestion, only increased bandwidth can do that.

Ticket: # 1433228 - Internet Data Cap

Date: 2/2/2017 8:38:42 PM

City/State/Zip: Ellwood City, Pennsylvania 16117

Company Complaining About: Armstrong

Description

Armstrong imposed a data cap on our internet, and has raised internet speeds without raising the cap unless you purchase more services from them(phone and tv). They claim that they want to maintain an open internet policy as well as neutrality but capping our internet is not the way to go about it.

Ticket: # 1433246 - ISP Data Cap

Date: 2/2/2017 8:53:58 PM

City/State/Zip: Chicago, Illinois 60641 Company Complaining About: Comcast

Description

I currently live in an area that affected by Comcast's data plan. With a family of 3 kids in the house the 1 TB data cap is stressfully too low. One of them is in college studying Graphic Design and requires big downloads. We shouldn't have to upgrade for the supposed luxury that we had before November. As a household pushing possibly 2 kids through college within 8 years does not have the money for this. We would be happy to go with another provider but our only other option is AT&T. It is to my understanding that AT&T also has a data cap in the area.

Ticket: # 1433367 - Comcast Download Caps

Date: 2/2/2017 10:35:41 PM

City/State/Zip: Jacksonville, Florida 32225 Company Complaining About: Comcast

Description

Comcasts current caps are because they are a monopoly. The infrastructure is in place they already charge you fees far higher than is reasonable for the service you get and now they place a 1TB cap and explain it is about being fair when before no cap existed. This is a blatant money grab as everything moves to online streaming they are looking to bleed to death their customers.

Ticket: # 1433384 - Data Cap: harming Net Neutrality

Date: 2/2/2017 10:55:31 PM

City/State/Zip: Galt, California 95632 Company Complaining About: Comcast

Description

To whom it may concern,

Comcast's monthly data cap (they HATE the word cap, they use 'Data Usage') is harmful to web services, especially video streaming services. I can no longer watch Netflix otherwise I'll go over my monthly usage. Most modern video games are between 30 to 100GB! I just bought Call Of Duty: Infinite Warfare Digital Deluxe Edition, That's 100GB right there! Just downloading the game alone takes 10% of my monthly allowance!

I also found out that Comcast counts their TV App internet streaming (of their own content) towards the 1TB allowance. This is double-dipping since they are charging for TV and for Internet Service (from the same provider: Xfinity/Comcast). Since I'm already paying Xfinity for their TV Service (part of which is the App), I'm not sure how they think they can justify that using the app (and having it consume GBs of their own service/content) and they impacting another service (Internet) which I already pay for in the same bill is even legal.

That would be like paying additional fees for going into the supermarket to buy groceries and having the supermarket charge you (in addition to the groceries) for being in the supermarket to buy the groceries.

This also goes for watching you DVR on the xfinity website, why is that counted against me? AT&T offers UNLIMITED data (they waive the unlimited charge) for customers that have one of their top 2 fastest internet speeds, AND TV service. I pay my bill on time every month, I have their fastest internet package they offer to residents, bundled with their TV service. I think it's fair to offer FREE UNLIMITED data usage to customers that have their fastest internet package bundled with TV. I am not a cable cutter, why should I be treated like one? And AT&T includes the cost of TV Boxes in their monthly cost! If this letter doesn't get me anywhere, I'll switch to AT&T for sure.

Ticket: # 1433531 - Comcast 1TB Internet Data Cap

Date: 2/3/2017 2:01:20 AM

City/State/Zip: San Jose, California 95132 Company Complaining About: Comcast

Description

Description

I would like to make a complaint against the company Comcast for their forceful data cap on customers. This should be in some realm of violation to customers. I was in the middle of my contract when they forced this data cap. This forces a monopoly like setting on internet usage as a limited commodity, and yet what it really is, is a way to increase profits with false data usage audits to somehow legitimize their tactics. This all appears to be a disguise to prevent customers from leveraging other services from competitors that provide streaming services. If you limit the data, then you limit the likelihood of these other services to be used. Data caps for ISPs for residential homes should be banned. Period. Every day these data caps exist on Comcast customers, they are essentially stealing money from homes (as mentioned, fictional commodity of service), and stealing potential profits from their competitors.

Ticket: # 1434307 - Comcast Data cap

Date: 2/3/2017 1:30:29 PM

City/State/Zip: Katy, Texas 77450

Company Complaining About: Comcast

Description

I don't feel that a company should be able to charge more for internet because you use other means to watch tv and don't want to use them.

Ticket: # 1434536 - Wired internet data caps

Date: 2/3/2017 2:19:08 PM

City/State/Zip: Everett, Washington 98208 Company Complaining About: Comcast

Description

I'm pretty outraged that companies like Comcast are instituting data caps. I have the whole house of my family steaming and we typically use well over one terabyte a month. A lot of high definition steaming.

Comcast is the only available provider in my area for decent high speed internet. And that's the ONLY service I have with them. I get TV through DIRECTV as I get an employee discount for working at AT&T.

That said, if I could switch to another provider (satellite is out of the question with high latencies) I would!

NO DATA CAPS! I'm being charged for anything over the 1TB limit they set up and changed my service with without asking! It gets expense quickly!

Ticket: # 1434544 - Data caps

Date: 2/3/2017 2:23:05 PM

City/State/Zip: Bella Vista, Arkansas 72714

Company Complaining About: Cox

Description

Description

I received an email from cox cable, my internet provider that I would be charged extra for exceeding 1024 gigabytes per month. As I pay for 150 Mbps I expect to be able to use all of that bandwidth for the entire time period I pay for regardless of the amount of data I use for the same agreed apon price. As I have had no performance issues in speed any arguments around bandwidth limitations are only excuses to overcharge me. If there were bandwidth limitations I would take that as a failing of cox to provide infrastructure capable of meeting the agreed apon speeds for their service. The internet industry's lack of interest in competing with other services mean that I have no other options for internet at this speed in my area and this new data cap is and attempt to make extra money from the captive consumers in my area.

Ticket: # 1435065 - Comcast Internet data usage

Date: 2/3/2017 4:49:03 PM

City/State/Zip: Paducah, Kentucky 42001 Company Complaining About: Comcast

Description

Since the beginning of December our internet data usage has skyrocketed according to Comcast. They said that in December and January we went over 1 terabyte of data. For the first two days in February they are showing 87gb used. I do not believe that there is any way we are doing that. They said that someone was stealing our internet so I installed a new router that shows who is using data at the time. No one other than our house. Now they say my modem is outdated. I bought a new one but I do not think for one minute that is the issue. They said in November we used 600 and something then suddenly after that it more than doubled. They will not go back before November and tell me but I have asked before and I think that it was in the 300-400 range. There are only two of us in this house. My husband does stream to but there have been no changes in our habits that would double and triple our usage. I believe there is something nefarious going on.

Ticket: # 1435612 - Open Internet Comcast/XFINITY Data Caps

Date: 2/3/2017 8:08:43 PM

City/State/Zip: Mountain View, California 94040

Company Complaining About: Comcast

Description

Out of he blue I am finding out that Comcast/XFINITY has put a cap on my overall Internet usage go 1TB. I was NEVER informed about the cap when I renewed my service for 12 months with Comcast/XFINITY two months ago. The agent on the phone did not bother to mention the data usage caps.

1TB may seem like a lot, but I work in IT and I need to transfer large files back and forth all the time. I also stream on-line content. I can easily reach the XFINITY cap in a couple of weeks.

This is nothing but a blatant attempt by Comcast to harvest additional revenue from Comcast customers. It is exactly these kinds of practices that FCC is supposed to protect American public from.

Ticket: # 1435861 - Data Cap

Date: 2/4/2017 5:13:08 AM

City/State/Zip: Fort Smith, Arkansas 72901

Company Complaining About: Cox

Description

Cox has issued a data cap similar to what mobile providers have where if you exceed this cap, you MUST pay them extra money on top of your monthly bill.

Ticket: # 1435865 - Cox data caps

Date: 2/4/2017 6:02:59 AM

City/State/Zip: Fort Smith, Arkansas 72903

Company Complaining About: Cox

Description

Cox, one of the major ISPs in my area, has starting implementing data caps, forcing customers to pay extra if they go over the caps. From what I understand this is against net-neutrality.

Ticket: # 1435919 - Unused Data is data I've paid for

Date: 2/4/2017 10:39:34 AM

City/State/Zip: Chesterton, Indiana 46304 Company Complaining About: Comcast

Description

Every month Comcast imposes a 1 TB data cap on my account. Any unused data is deleted and the meter is restored to zero at the start of each month. This is data that I have paid for. I pay for 1 TB of data each month. By resetting my meter to zero, comcast is in effect stealing from me by not giving me what I have paid for -- 1 TB of data.

By capping data, Comcast is making it very difficult to "cut the cord" of cable TV. We stream all of our media through places like netflix, hulu, directvnow, etc... Imposing a 1 TB data cap makes it extremely difficult to do this. The average movie/tv show streamed at 1080p is about 1.5 GB per hour and up to 4.7. As new technologies emerge, like 4k, stream sizes are quadrupled, meaning somewhere between 6 and 18 GB/per hour. Data caps hinder the advancement of technology as one could easily burn their their allotted 1 TB of data in less than a month by simply streaming TV and Movies like they would if they were watching it if it was provided by a Cable/Satellite provider.

Furthermore, computer and mobile device manufacturers like Apple, Samsung, and Microsoft provide security updates, sometimes monthly, somethings not. These updates can range in size from 1GB to several. These updates are because of security flaws are essential to the proper functioning of your device. When my data cap is close to its limit, I cannot install these essential updates because I could go over my limit and be charged additional fees. Again, Data caps are hindering not only the advancement of technology, but also the security of users.

Again, I pay for 1 TB each month. To have comcast wipe it out at the end of each month means that any excess data I have not used is also wiped out. Data that I have paid for. Verizon, AT&T, and other mobile providers provide some sort of rollover policy. I demand that the policy on data caps is looked over with excruciatingly close detail and either increased to accommodate these changes in technology or removed all together. In the meantime, I demand that Comcast either removes my data cap or provides me with rollover data.

Ticket: # 1436373 - Unreasonable interference and unreasonable disadvantage imposed by my internet provider

Date: 2/4/2017 6:06:35 PM

City/State/Zip: Medina, Ohio 44256

Company Complaining About: Armstrong Cable

Description

I am reaching out to you today because I find myself in an intolerable situation. I am a subscriber of Armstrong cable for my internet service as they are the only viable option in my area for adequate internet service in my area.

Armstrong imposes a limit of 400 GB / month of allowed usage. I am a software architect and engineer and I often telecommute which requires me to be connected to my company's remote network. When I am not connected to my company's network I still need to make use of my connection to develop software as my livelihood.

This uses a big chunk of my allowed usage per month which means that what I can and cannot do with my internet connection is largely restricted. We cannot, for example, enjoy any streaming media without going past my allowed usage per month. We limit the amount of Apple FaceTime communication with overseas family.

Armstrong is the only provider which offers cable modem service to my community. Competition has not been allowed to enter into my community as Armstrong holds a monopoly here. In so far as I can tell from conversations with friends, we are the only community with usage restrictions. These folks live as close as 10 miles away in any given direction.

Furthermore, Armstrong increased prices 25% within the last year and are about to raise prices again.

I believe that Armstrong's behavior violates Title 47, Chapter 1, Subchapter A, Part 8 §8.11 of the e-CFR, and want to have any data usage restrictions removed from my account right away.

Ticket: # 1437309 - Comcast Data Cap: Anti-Consumer

Date: 2/6/2017 12:34:00 AM

City/State/Zip: Mill Creek, Washington 98012 Company Complaining About: Comcast

Description

The recent implementation of a rather insufficent data cap for xfinity internet is an act of greed and extortion. While most of the developed world is with out these caps and still manages faster, cheaper, and more reliable internet for citizens, many states are stuck with out many options. Comcast claims the data cap is to incorporate a system of fairness, where the more data you use, the more you pay. However, those who don't use more than 20gb a month still pay as much as those who use exactly 999gb a month so this isn't about fairness. Comcast is taking advantage of its wide user base with an immoral limitation. It's sneaky and blatantly greedy.

This also poses threats to met neutrality, forcing users to spend their available data on faster, data friendly websites.

Ticket: # 1438404 - Cox Communications Data Cap

Date: 2/6/2017 2:31:04 PM

City/State/Zip: Wichita, Kansas 67230 Company Complaining About: Cox

Description

Cox Communications recently added a 1 TB data cap to my home internet plan without warning on any kind. I am told this does not affect my contract with them and they will not change it. This is very upsetting as we stream much of our entertainment content via the internet.

Ticket: # 1438432 - Comcast Data Cap Scam

Date: 2/6/2017 2:41:40 PM

City/State/Zip: Park City, Utah 84098 Company Complaining About: Comcast

Description

Comcast put a data cap on my plan starting in November. They did not decrease the price and to get the same plan as before I would need to pay \$50 more per month. Before they put on the data cap, they said we were using only 300GB/month, but now they are claiming we are going over 1GB/month. I believe they are charging for internal traffic (data between devices on my network) along with random traffic from attacks against their cable modem.

This appears to be part of their plan to force people to keep using their TV service rather than going to other internet based services, especially as 4K is becoming more popular. In this area there is almost no competition, the only other ISP has a bad reputation for quality and require 12 or 24 month contracts.

Please treat Comcast as a monopoly and force them to get rid of all data caps.

Ticket: # 1438698 - DataCaps

Date: 2/6/2017 3:44:24 PM

City/State/Zip: Burton, Michigan 48529 Company Complaining About: Comcast

Description

please force comcast to remove all data caps, they are a scam and based on a falsehood, they claim that regulations via the fcc are forcing them

Ticket: # 1439810 - Data caps price raise

Date: 2/6/2017 11:24:42 PM

City/State/Zip: Boise, Idaho 83706

Company Complaining About: Cable One

Description

They keep saying I'm going over limit and forcing me to pay more for internet. The prices and plans are absurd. Complete ripoff with not many choices for competition in the area.

Ticket: # 1439997 - Data Caps

Date: 2/7/2017 8:37:31 AM

City/State/Zip: Gainesville, Florida 32608 Company Complaining About: Cox

Description

Cox has implemented recently. They did not exist before and need to go away. My family and I do nearly everything using the internet. We shop for things we NEED, we use it for entertainment and we also use it for our JOBS. Cox is taking us backwards and this needs to stop.

Ticket: # 1440145 - Cable One Data Caps

Date: 2/7/2017 10:45:34 AM

City/State/Zip: Kuna, Idaho 83634

Company Complaining About: Cable One

Description

Cable one's data caps cause a huge head ache in my everyday life. My daughter does all of her school work online and a lot of the sites that she use require video streaming of some kind. I always feel stressed by the end of my billing cycle because i have gone over my limit and can not afford the higher tier of service. I feel the data cap prevents me from gathering information online whenever i chose to and I have to be mindful of limitations before I go online. Without the data cap i would be able to chose streaming services over actual TV and save myself some money in the process but i have really not choice and i have to maintain both if i want live TV. I have read articles about how Cable one says that customers will leave if they do not have a data cap but to tell you the truth if we every had a company come to town with no cap i would switch in a heart beat. I am not sure if Cable one or anyone will care what i say here but at very least i can tell you for sure 300 gig limit is a joke at very least raise that to match the other companies with a terabyte. I mean come on I only have Cable one and Centrylink to chose from.

Ticket: # 1440452 - Data Cap - Cox internet

Date: 2/7/2017 12:13:54 PM

City/State/Zip: Council Bluffs, Iowa 51503

Company Complaining About: Cox

Description

Cox Cable just started their data cap program in Council Bluffs where I live. This has me worried since I work in IT and have to use the internet to do my job, so the thought of having massive overage fees from me simply doing my job is frustrating to say the least. They have also used their influence in the city council to block other providers (google fiber) from entering the area, which just isn't right.

Ticket: # 1440787 - Comcast data cap.

Date: 2/7/2017 1:22:32 PM

City/State/Zip: Naples, Florida 34112 Company Complaining About: Comcast

Description

On knowledge and belief, Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast datacaps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

Ticket: # 1441484 - Follow-up to 1342425

Date: 2/7/2017 3:49:44 PM

City/State/Zip: Portland, Oregon 97229 **Company Complaining About: Comcast**

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1441507 - Comcast Data Cap

Date: 2/7/2017 3:52:50 PM

City/State/Zip: Jupiter, Florida 33478 Company Complaining About: Comcast

Description

I thought it about time to say something about this Comcast Data Cap issue. The 1TB data cap is ridiculous. There are 6 people in my household using the internet, and we have to physically turn off the internet for the last few days. When we signed up for Comcast it was unlimited, and then suddenly a cap was introduced without any warning. Caps, as far as I understand from the FCC website should not exist, and I know Comcast doesn't call it a cap, but it essentially is the same thing. They are not stopping the internet themselves, but threatening someone with a higher price if they go over is basically the same thing. Comcast states that most people don't need to worry about their usage and that most people don't go over the cap, but if that is the case, what's the point in having a cap? I don't see one. Also, bandwidth isn't a finite source, so there should be no need to effectively limit it. If anything, internet access and usage should increase as time goes on, not be limited.

Ticket: # 1442166 - FCC Complaint

Date: 2/7/2017 7:19:32 PM

City/State/Zip: Bellefonte, Pennsylvania 16823

Company Complaining About: Fcc

Description

I would like to file a complaint against the FCC in it's complete disregard for protecting consumers. Broadband providers hold a near-monopoly in providing Internet access. By allowing zero-rating in a pay-to-play model this will hurt consumers, decrease competition and prevent open access to the Internet.

When I purchase Internet from Comcast, for example, but I'm forced to use their video services through data-caps and throttling, this hurt competition. This does not align with the FCC's mission of "Promoting competition, innovation and investment in broadband services and facilities"

The FCC is just the next institution that has failed the consumer by prioritizing big business interests!

Ticket: # 1442359 - Cox Data Cap

Date: 2/7/2017 9:07:20 PM

City/State/Zip: Bellevue, Nebraska 68123 Company Complaining About: Cox

Description

Starting 2/20/17 Cox is going to begin capping the amount of data you can use regardless of the internet package you choose. They are charging \$10 per 50GB over 1TB of data every month. This is unacceptable. Please help uphold net neutrality.

Ticket: # 1442767 - Data limit on internet access

Date: 2/8/2017 10:09:47 AM

City/State/Zip: Bella Vista, Arkansas 72714

Company Complaining About: Cox

Description

They have placed a data cap on all Cox accounts.

Ticket: # 1443257 - Cox Communications Data Cap

Date: 2/8/2017 12:47:59 PM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

Description

Cox's institution of data caps is complete and utter cow manure. We live in a world where data usage grows everyday and increased usage does not cause any more stress to the infrastructure. Cox is abusing their monopoly in the area and forcing customers who need the internet everyday to be contributive members of society to pay more, a lot more. Please, stop this abuse. This is not what the people want.

Ticket: # 1443729 - Cox Data Cap overage charging

Date: 2/8/2017 2:43:08 PM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

Cox communication is going to be implementing "hard caps" of 1TB on all of their internet service packages except their Fiber service which is not available in all areas. Currently there is no data to support data caps that demonstrate reasonable network management. Cox Communications has not provided any evidence that data caps assist with managing their network. There has been no evidence to support these practices, and if their intent is to manage network congestion during peak times, then infrastructure upgrades should be carried out, not implementing data caps. Data Caps are simply a method for ISPs to nickel and dime consumers. This boils down essentially to price gouging. If you want to use the internet, which has become a mainstay in GLOBAL lifestyles, you have to pay for it, and if you use anymore than your allocated "allowance", then you have to pay an exorbitant price for your overage.

How is a data cap of 1 TB at all useful or meant to ease network congestion during peak usage time as is the claim? This is simply a ploy to stop the cord cutters. With 4K TVs becoming a hot item this season and streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is just ridiculous to have a data cap limit. There's also the forced advertisements for some of the video sites such as YouTube which eat up data as well. This is especially true with the incredibly low data caps on mobile devices which can account for 10-20% of the allowable usage.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers while lining the ISPs pockets.

While their customer service reps continuously deny that the Omaha customers will be charged for overages to these "data caps", their website clearly states that the Omaha metropolitan area will be billed for overages to the data caps: https://www.cox.com/aboutus/policies/speeds-and-data-plans.html

I don't need a phone call from a Cox Representative stating that "we won't be charging for data cap overages", I would much prefer Cox Communications provide relevant data that supports their theory of users exceeding 1TB per month harm their network. Until there is sufficient proof that data is a "finite resource" such as fossil fuels, there is no reason to implement a price gouging scheme such as Data Caps.

Ticket: # 1443816 - Data Caps - Cox Cable

Date: 2/8/2017 2:59:21 PM

City/State/Zip: Council Bluffs, Iowa 51501 Company Complaining About: Cox

Description

Description

I received this message from Cox recently..."Your Cox High Speed Internet service currently includes a data plan of 1 TB (1,024 GB). Beginning 02/20/2017, if you exceed your monthly data plan we will automatically provide additional blocks of data for \$10 per 50 gigabytes (GB), as needed. This will not impact 98% percent of customers, but instead only charges the heaviest Internet users."

There is no need to put data caps in place and it's strictly a chance for Cox to monetize on their huge foot print around the Omaha, NE area. They know there is basically no competition, and so they are looking for an easy way to have more profits, while simply doing something that isn't in the consumers best interest in any way. Any high data user around the area will not impact service in any way, and there is nothing to show/suggest/prove that high data users cost Cox more money, wear down equipment, slow down services, etc. This is simply a way to gouge consumers for more money because there is lack of competition in the area.

Cox is profiting while adding nothing to the consumer experience, equipment, service, etc. They are taking while giving nothing back. Internet is basically a utility now and should be treated as such. Internet is used for almost everything, and buy putting data caps in place and implementing a fee, they are hurting consumers, and simply looking to profit.

Ticket: # 1443827 - Comcast Data Cap

Date: 2/8/2017 3:01:38 PM

City/State/Zip: Valparaiso, Indiana 46385 Company Complaining About: Comcast

Description

On November 1, 2016 Comcast implemented a 1Tb data limit in my area. They made this move unilaterally without customers agreement. They also did not adjust their pricing down to reflect the reduced service level.

While my usage has historically been under 300Gb / month I recently made the decision to move to using Playstation Vue for live television services so my data usage has increased significantly and in the first month I reached a usage of 985Gb with moderate PSVue usage. I made the move to PSVue because of the significant increase in basic cable TV charges from Comcast at the end of my 2-year agreement after which my monthly costs for internet & basic HD TV services for 4 televisions increased from \$185 to \$264 per month.

I believe the data caps have been implemented specifically to punish cord-cutters like me and not due to any real capacity limitations on the broader internet infrastructure. Comcasts proposed solution to move to an unlimited plan at a cost of an additional \$50 per month is also not appropriate. This would represent a 63% increase over the standard monthly charge of \$79/month for their Blast services in my area.

Lastly, Comcast implemented no mechanism for customers to roll-over unused data from previous months meaning that customers that use less than the established cap see no benefit from their reduced usage. This seems highly unfair.

Ticket: # 1443895 - Cox Data Caps - Omaha, NE

Date: 2/8/2017 3:22:41 PM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

We have been notified that data caps will be implemented.

Ticket: # 1444091 - Cox communications data caps

Date: 2/8/2017 4:10:56 PM

City/State/Zip: Bellevue, Nebraska 68147 Company Complaining About: Cox

Description

Cox has imposed data caps which seem to be directly related to a near monopoly in the area. The reason seems to be just to drive customer fro streaming service to cable.

Ticket: # 1444446 - Cox Cable Data caps

Date: 2/8/2017 5:44:12 PM

City/State/Zip: Omaha, Nebraska 68104 Company Complaining About: Cox

Description

Cox cable recently sent me a notice that they are going to start enforcing Data caps. I consume a lot of streaming content from Netflix and Hulu because they provide the targeted services I require. I also purchased the maximum internet package I could from Cox cable and was happy to do so. The fact that Cox is going to be enforcing Data caps seems to me to be an attempt by a television cable company who is also the areas main ISP to punish their internet users from getting media content outside of their cable service.

Ticket: # 1444662 - Cox Data Cap, Omaha, Ne

Date: 2/8/2017 7:18:49 PM

City/State/Zip: Omaha, Nebraska 68114 Company Complaining About: Cox

Description

The new program to implement data caps in Omaha is anti competitive and will ultimately degrade Internet usage and services for customers who already pay for service and speeds that lag behind what's advertised. This is a blatant cash grab aimed at exploiting individuals with no other options.please step in and regulate this practice as it will only hurt consumers if it is allowed to continue.

Ticket: # 1444964 - Comcast imposed data limit

Date: 2/8/2017 10:49:36 PM

City/State/Zip: Peoria, Louisiana 61604 Company Complaining About: Comcast

Description

Today is the 8th day into my billing cycle and the first time I've received a warning about being close to a "data limit". In Jan 2016 I signed up for a 1 year promotion of 25Mb/s and I made sure there was no data cap. I learned today that in November of 2016 they issued a new "policy" capping everyone at 1TB a month.

Comcast did not contact me about this change in the way I asked them to. My primary email address was not used as the primary contact point, but rather the comcast.net email address I specifically asked them not to use. Sure enough in this email inbox I've never used there was an email describing the account changes I had not authorized. Data caps not needed to combat the fabricated "network congestion". it's a money grab. An unlimited plan is an extra \$50 a month now. My Xbox One averages 400-500GB per month by itself in game downloads and updates. 50% of my allowance is going to one device of moderate use. Tack on two other people using Netflix/Hulu/gaming and I cannot see how this is feasible. Sure, one person may not use 1TB a month but a family sure as hell will. Does Comcast assume there is only 1 person per household?

Ticket: # 1445078 - COX data caps are ridiculous

Date: 2/9/2017 1:42:40 AM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

Cox will implement data caps shortly that will cost \$10 for every 50GB of data beyond 1TB per month (see http://www.theverge.com/2017/1/24/14375232/cox-communications-home-internet-data-cap-broadband-fcc). Here is why I think this is ridiculous. I work odd shifts and almost all of my internet time is overnight, between 10pm and 4am. Cox admits this is the best time to avoid congestion and that I could use immense data overnight and not impact anyone else... and yet I would still be limited by a data cap charge. It's the same charge that would be applied to someone who uses the same data during peak usage hours. Unfair

Ticket: # 1445206 - ISP implementing data caps

Date: 2/9/2017 8:55:52 AM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

My ISP, Cox, recently announced that they'll soon be implementing data caps in my area. In my view, data caps are an anti-competitive practice. Because Cox provides both TV and Internet services, they have incentive to limit my ability to stream my entertainment. If I'm limited in my streaming, I may be more likely to purchase their cable services for my entertainment, even if I otherwise wouldn't.

Ticket: # 1445518 - Cox Internet imposing data caps in Omaha area

Date: 2/9/2017 11:55:13 AM

City/State/Zip: Omaha, Nebraska 68124 Company Complaining About: Cox

Description

Cox is imposing a data cap of 1 TB on Feb 20, 2017 and charging \$10 per 50 GB after that in the Omaha area. Data cap billing is a pointless money-grabbing trick used by ISB monopolies. There is no extra expense or justification for these charges, except for the lack of competition in the market. If these continue with no push, I'm worried that they will lower data caps and increase costs even more.

Ticket: # 1445877 - Cox Communications High Speed Internet Data Cap Omaha

Nebraska

Date: 2/9/2017 1:31:18 PM

City/State/Zip: Papillion, Nebraska 68133 Company Complaining About: Cox

Description

Cox Communications recently announced new data caps for new and existing customers. The limit will be 1 TB for all available packages regardless of speed. This is anticompetitive behavior against other forms of entertainment such as Netflix 4k streaming, Amazon 4k streaming, or online video gaming when they themselves are a cable TV provider and have a financial stake in people consuming their entertainment over other other companies entertainment options. This new cap would not actually address any congestion issues as any user could use their data allotment during peak congestion hours vs other users may use data during off peak hours. Cox has provided no way to have peak and off peak hours and they have provided no way to proactively purchase a higher data allowance. The first 1 TB in your plan would cost \$30-\$60 and the second 1 TB you may use would cost \$200 at the announced overage penalty rate. This is a 6x markup vs the normal rate and they have not provided any way to purchase a higher allowance. Also by not monitoring data during specific hours they fail to prove that this action is actually about network congestion. Instead this new plan is only about gouging customers and stifling competitive service's such as streaming services or online gaming.

My current monthly use is around 1.6 TB per month and this will increase my bill from \$59 to over \$200 per month. It would be more cost effective to maintain 2 lines of service and switch accounts every 15 days.

Ticket: # 1446613 - Comcast refuses to show data on data cap

Date: 2/9/2017 4:39:11 PM

City/State/Zip: Richfield, Minnesota 55423 Company Complaining About: Comcast

Description

During my day I received a notice that I had used 90% of my internet cap. The previous months I had only gotten to half of that amount and this happened in less than 10 days. I asked Comcast for data on how I got to this limit, but they have been unable or unwilling to provide me with any information as to how they calculated this amount of data in such a short time. Their only answer is that as a courtesy they will forgive overages this month which does not give me any information as to how they explain an explosion in data usage.

Ticket: # 1447344 - Data caps

Date: 2/9/2017 9:43:55 PM

City/State/Zip: Bremerton, Washington 98310 Company Complaining About: Comcast

Description

For the past year, I have routinely monitored my data usage awaiting the impending data caps from Comcast. I averaged 350-500GB a month, so it seemed I didn't need to worry about the 1000GB cap. However the month the data caps went into effect my usage soared to 1700GB with no change in my activity. Comcast needs to be investigated about these fraudulent data caps, they are unwarranted and obviously being used to punish people for using streaming services.

Ticket: # 1449412 - Data Caps

Date: 2/10/2017 6:59:42 PM

City/State/Zip: Meadville, Pennsylvania 16335 Company Complaining About: Armstrong

Description

I feel that data caps are not fair to the consumers who pay for internet usage. I get 300GB's a month and get 100mbps and i HAVE to rent their modem at \$5 a month. We all use the internet and it don't take long to use up the 300gb's. Armstrong is family owned and they charge \$10 for every 50 gigs that you go over. Not fair and they have been getting away with it for years. This matter needs looked into. Monopoly is what it is!

Ticket: # 1450238 - Comcast Data Cap infringes upon Net Neutrality

Date: 2/11/2017 3:45:24 PM

City/State/Zip: Sacramento, California 95831 Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the Sacramento area. Comcast has instituted a 1 TB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of Netflix, Amazon Prime, or YouTube accrues against the 1 TB limit?

Approximately 12 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage.

Additionally, the data cap is consistent for all service plans, regardless of bandwidth. I am paying a higher rate for a 100Mbps bandwidth plan, yet it can reach the 1024 GB data cap within 24 hours, or less than 1 hour of peak usage per day.

I view the data limit as arbitrarily low and Comcast's practice of only metering signals not originating from Comcast - designating themselves as a preferred programming provider - directly conflicts with the fair playing field intended by the FCC.

Ticket: # 1450348 - New data cap in Omaha NE

Date: 2/11/2017 5:27:21 PM

City/State/Zip: Omaha, Nebraska 68131 Company Complaining About: Cox

Description

Cox put out a new data cap in Omaha at 1 Terabyte. This affects everyone as Cox has essentially a monopoly in the Omaha area, especially in Omaha proper. Caps like this will only lead to Cox decreasing the cap in order to get more money out of its captive customers in the area.

Ticket: # 1450552 - Data Cap Comcast

Date: 2/11/2017 10:58:14 PM

City/State/Zip: Haslett, Michigan 48840 Company Complaining About: Comcast

Description

Comcast cable has recently put a data cap of 1tb on my account. They also show a table with the amount of data that is used on my account each month with no breakdown of how the data is used. How do i know this infromation is correct. This data cap was not in place when i signed a contract and i feel it to be a breach of the contract that i have signed. I would like this data cap removed from my account.

Ticket: # 1450655 - Data Cap

Date: 2/12/2017 7:05:19 AM

City/State/Zip: Walnut Creek, California 94597 Company Complaining About: Comcast

Description

Comcast has started to apply a 1TB data cap to my internet connection after 10 days into the month. I depend in the internet for everything from gaming to my groceries (I have no car). This leaves me with the remaining days of the month to ration my internet usage over 50 GB at 10 dollars per overage. This is costly and not how internet business should be done. This creates an unnecessary hardship. The reason I exceeded this cap was due to restoring my PlayStation 4 via the purpose I was advertised to comcast for which was gaming. Downloading games I own is a big part of gaming. I restored over 753 GB on my PS4 this past week onto a new drive I just purchased for the sole intent of this as part of Sony's new 4.50 beta update. This data cap puts unrealistic expectations in monitoring my data usage. Youtube Video's do not come with transfer gauges and neither does Netflix, hulu, crunchy roll, HBO NOW, PS Video, Amazon Prime Video, Funimation, PlayStation Now, PlayStation View, or Twitch. This makes it impossible to gauge or do business with any of these video related services. This also doesn't take into account services that contain digital content I own at Amazon Video, Amazon Music, Google Play Video, Google Play Music, Flixter, Fox Video, Universal Video, Disney Video, and Warner Bros Video which cannot be stored locally in a good number of these cases. Essentially Content I own, I will lose access too the minute I hit a data cap on service brought on by my ISP. This hinders my ability to use the Internet as a safe harbor for commerce free of additional restrictions. It also hinders my ability to video conference with family, friends, and work. Aside from my cell phone, I have no other means of communicating with the outside world. My family is going through some hard times right now, so dealing with this annoyance isn't helping me any.

It is too my understanding that Comcast even had an email and did not deny the contents of this email after it was leaked stating that this wasn't due to technical overload. That this was a fair use issue, that some how my neighbors would care about something that does not effect them in the slightest. As if transferring data at the same speeds regardless of the size of that data is going to concern anyone.

I also use this connection to connect to my computer at work which is over an hour away from me by train. Telecommuting is a big deal for me and the company I work for since I have to transfer data via a remote interface to my workstation. If the cost of doing this goes up then I find myself unable to simply checkin on the little things or work from home when I am ill instead of taking days off. It adds to my overall expenses of having to take a train when I could have otherwise stayed home with my neighbors none the wise so long as they are moving along at a good speed. This is like punishing the Truck driver on the interstate for simply needing to have a bigger vehicle to move more. OR charging the car pool lane. So long as everyone is moving at the same speed fairness is not an issue.

Ticket: # 1454638 - Cox Internet

Date: 2/14/2017 2:07:30 PM

City/State/Zip: Omaha, Nebraska 68154 Company Complaining About: Cox

Description

Cox recently implemented a data cap on all accounts the cap is 1TB which seems high enough but with everything going more and more digital it will become a big problem soon enough. Also, in many parts of the city including where I live in Omaha, Ne, cox is the only high speed Internet choice. I need internet for online courses in addition to it being our main method of communication with family and friends.

Ticket: # 1455176 - 1TB Bandwidth Cap and Overage Charges

Date: 2/14/2017 4:25:54 PM

City/State/Zip: Bloomington, Minnesota 55437 Company Complaining About: Comcast

Description

It's completely unethical to say that 99% of customers won't ever reach a 1TB monthly bandwidth limit because most customers aren't heavy internet users. If 99% of customers won't ever reach 1TB of bandwidth, why enforce a limit at all? It kills people who are streamers (especially Twitch streamers) and the like. Streamers will burn through their data cap easily in a week and you have to pay extra to get unlimited? If that isn't trying to get a monopoly in the market, I don't know what is. Streamers can't even stream anymore for fear of going over the limit and getting charged double their monthly fee.

Ticket: # 1456029 - Data Cap

Date: 2/15/2017 12:36:17 AM

City/State/Zip: Renton, Washington 98058 Company Complaining About: Comcast

Description

For the last three years, I've paid close attention to my data usage. I even upgraded the speed of my internet two years ago; the data never went over 800GB per month. Comcast has just implemented the data cap in my area of 1024gb per month. I'm now over my limit each month by 200GB. I had explained to them I have my personal Bandwidth calculator and I've used theirs for the last six months. I do want to remind you that nothing has changed. They have monopolized my area, and I can not get any other internet service.

Ticket: # 1456868 - Net neutrality

Date: 2/15/2017 1:53:07 PM

City/State/Zip: Ocala, Florida 34481

Company Complaining About: Hughes Net

Description

Description

To paraphrase the Tea Party "keep your Gov'mint hands off my NET NEUTRALITY", and while your trying to help make life a little easier for the Citizens who live and work here, fix the outrageous phone charges families of prison inmates have to pay, as well as easing internet prices that ISP were going to provide until you intervened and ended that little bit of sunshine.

Ticket: # 1457097 - data cap

Date: 2/15/2017 2:47:34 PM

City/State/Zip: Kokomo, Indiana 46901 Company Complaining About: Comcast

Description

comcast data cap is unfair biz practice

Tigket: # 1457102 | dete con

Ticket: # 1457103 - data cap

Date: 2/15/2017 2:49:20 PM

City/State/Zip: Kokomo, Indiana 46901 Company Complaining About: Comcast

Description

Description

data cap

Ticket: # 1457473 - Preferential data service offered to some companies

Date: 2/15/2017 4:13:08 PM

City/State/Zip: Chicago, Illinois 60660 Company Complaining About: T Mobile

Description

Hil

I'm a Tmobile (mobile phone/data) and xfinity (home internet service) subscriber and I'm writing to express my frustration with the sort of tiered data they (and other companies) make available to some partner media content providers (e.g., Spotify, Netflix, others) and not others by offering "free" data and preferential deals to subscribers.. This sort of preferential treatment to some data over others violates the principles of net neutrality and undermines the open Internet, a fair media ecosystem, and the foundations of a free and democratic information ecosystem.

I am writing to request that the FCC do its job and protect consumers from these sorts of sweetheart deals that rich media firms can give each other but won't extend to small fish content creators. Please restrict this sort of behavior by telecommunications firms.

thanks very much.

Ticket: # 1457805 - Data Plans

Date: 2/15/2017 5:35:17 PM

City/State/Zip: Wichita, Kansas 67208 Company Complaining About: Cox

Description

We should not be charged for data.

Ticket: # 1458847 - Data usage

Date: 2/16/2017 11:18:29 AM

City/State/Zip: Visalia, California 92377 Company Complaining About: Comcast

Description

This system of you use more you pay more is barbaric and ignorant. They are not a utility company they are an ISP Internet service provider. We rent the IP block them them as a the means to access the internet. This data being monitored is an invasion of privacy as they see exactly what you're doing. They do not provide accurate proof and detailed information of their data monitoring. Data is not like gas water or electric. Those are resources created and refined by the company. Data is not provided by them, They do not process it, it's not a finite resource so the fact that you use more is ignorant as it does not cost or strain them in any way shape or form. I work in IT even though every month I use less then half of their cap this month I contact them and I'm still at fault with no proof on their part. I signed up assured by the agent that it would be stupid to charge their higher package costumers and its not even being considered. I agreed to that and I matched their one year contract and asked for a two year contact with those conditions. BUT their loop hole says they can change their policy's at any time and that's complete shit and should void the contract I agreed to and signed. I'm pissed beyond words at this clearly money grabbing bullshit and the government needs to protect us. It needs to be illegal to monitor data on the ISP's behalf at all. I'd be more then happy to go to the supreme Cort and senate and fight this with this logic we should be protected from their weak and flawed excuse you use more you pay more they make enough money they don't need more by screwing people over one by one insisting their systems are correct when clearly I've just proven wrong.

Ticket: # 1460700 - Comcast data cap policy needs revision

Date: 2/16/2017 9:07:17 PM

City/State/Zip: Portland, Oregon 97215 Company Complaining About: Comcast

Description

Dear FCC. I am writing once again to complain about the Comcast data cap in Portland Oregon as well as the one in other markets. The cap is a rediculous abuse of monopoly power. They just today informed me that my bandwidth has been increased from 150 to 200 Mbs for "free". Well now I can hit their artificial cap faster I suppose and be billed up to 200.00 in overages.

There is no technical reason to justify the data cap or the overage charges. If there was any competition in the market they would not be able to implement this obvious abuse of their Monopoly. I would like to offer you a few examples.

On the east coast where Comcast has competetition there is no data cap. Also take a look at the cell phone industry. All the major players now have unlimited data offerings. They have the ability to throttle or prioritize data according to the stress on the system at any given time. Thus even if you use a tremendous amount of data the worst that can happen is they slow down your data to compensate and make the network fair. Comcast charges up to 200 plus dollars in overages even though they could implent the same throttling policy as ALL the major cell providers. Please please look into this abuse by Comcast. They are ripping off their consumers and making their pipes faster so that you are forced to pay for overages on their network where the supposed scarcity is completly arbitrary and made up for profiteering off their Monopoly. Please find out why they are boosting our speed but capping the service.

Sincerly,

(b) (6)

Ticket: # 1460743 - Data Cap

Date: 2/16/2017 9:45:24 PM

City/State/Zip: Davenport, Iowa 52803 Company Complaining About: Mediacom

Description

Mediacom only allows 400GB data cap for internet. This is not enough for the modern day usage.

Ticket: # 1460993 - Data usage cap money grab monopoly

Date: 2/17/2017 5:50:58 AM

City/State/Zip: Olympia, Washington 98502 Company Complaining About: Comcast

Description

Comcast recently established a data cap to screw over customers who are already paying more money for inferior internet compared to nearly every somewhat stable country around the world. This is a money grab Comcast in many cases owns a monopoly over the internet in many places in the country rather then becoming innovative and actually attempting to compete with streaming companies Comcast decided to bend their stranded customer base over and rape them with an insane price increase of \$600 a year for what they already had. Let's limit garbage companies like Comcast from limited knowledge and freedom to its customer base or flood the market with competitors allowing any internet provider to use established wiring like many countries already do.

Ticket: # 1462703 - Comcast just added a data cap out of nowhere

Date: 2/18/2017 5:59:15 AM

City/State/Zip: Vancouver, Washington 98686 Company Complaining About: Comcast

Description

Description

I get this notice on my computer from comcast saying that I have 90% left on my data limit for the month of February without any prior notice before.

Ticket: # 1462762 - Complaint about AT&T's Internet services in Dallas, TX

Date: 2/18/2017 10:25:37 AM

City/State/Zip: Dallas, Texas 75201 Company Complaining About: AT&T

Description

To whom it may concern,

I am extremely frustrated with my AT&T Internet service, and I do not know what to do. I live in an apartment in Dallas (zip code 75201), and AT&T is the only provider I can subscribe to even though their service is frustratingly poor, expensive, and it grows in cost unexpectedly by imposing a "tax" on a variety of other services I pay for not related to AT&T. Here are a list of my chief complaints:

1. It seems AT&T unfairly rations care

Before moving to Dallas, I lived in Terrell, TX and I used Suddenlink cable for Internet. I had the options to purchase incremental Internet-access speeds starting at 25Mbps, 50Mbps, & 75Mbps for different prices. Though I did not subscribe to the services, Suddenlink also offered phone/voice and TV services. In contrast, AT&T offered 25Mbps access to Internet while requiring I also "bundle" with voice, though I do not want nor do I use the land-line - I use a cell phone exclusively and do not own a land-line phone-set. I am billed for voice-service anyway as part of the "bundle", which seems like a waste of a phone # (finite resource) as well as any idle provisioned resources {like voice-mail, which is a waste of memory storage on a server that requires both electricity and cooling}. What puzzles me about AT&T only offering 25Mbps for access is that others in my same apartment building had access to 45Mbps. No matter how much I begged and offered to pay more, AT&T refused to sell me the 45Mbps service until my initial 25Mbps offer-period "expired" after 12 months. Basically, it feels like they have a predictable rationing plan to slowly build me up in spite of the fact that I already have experience with my family's use of the Internet! Why not just let me pay for the same level of service my next door neighbor in the same apartment building has on day 1 instead of rationing me to a lower level for a year? And then the "upgrade offer" felt so insidious and conniving. I paid \$60/month for 25Mbps during my initial 12-month "promotion period". After the "promotion" expired, my bill was going to increase to \$100/month for the same 25Mbps, or else I could "get a new promotion" and upgrade to 45Mbps/month for \$60/month. It feels like a total scam. What's worse is I was reluctant to upgrade simply because I was afraid of hidden upgrade charges, but that is not related to the basis of my complaint today.

2. AT&T seems to extort money for consuming services from a variety of other independent businesses while imposing artificial scarcity.

I do not subscribe to, nor do I desire to subscribe to AT&T's video/TV programming in the form of U-Verse or DirectTV. I prefer Netflix, Hulu, and AmazonPrime, among others. AT&T first sold me a 25Mbps Internet access circuit, and then eventually (after 1 year) increased my access-rate to 45Mbps, but for both plans AT&T imposes the same 1TB per month data-cap, but they do not provide me an option to increase the cap. Basically, with the 45Mbps service I can reach my data-cap (and additional imposed AT&T charges) faster. This strikes me as wrong for 2 reasons: 1) if I buy a new game for my Microsoft X-Box or Sony Playstation, and the game needs to be updated, AT&T effectively charges me for that transaction, including if I choose to play online with friends or colleagues. If I choose to buy a UFC pay-per-view via my Apple TV, AT&T imposes an additional "tax" if the high definition video content exceeds 1TB. If I subscribe to "cloud-services", such as purchasing a movie that is stored "in the cloud", AT&T imposes a charge for me to access my own purchased content. AT&T charges me a flat rate of @\$60/month to access 1TB of data via my 45Mbps Internet-circuit, but then they charge me \$10/50GB of data over the 1TB of data, effectively billing me ~\$200 for the second TB of data. This seems like a false constraint or like artificial scarcity to me if AT&T can offer unlimited video-streaming services via DirecTV or Uverse over the same infrastructure. I could turn on the TV if I watched U-verse and leave it on constantly and never "run out of data", but if I subscribe to Spotify while I chill at the house to work, do chores, play with the dogs outside, etc., I could easily exceed my data-cap. It is sad because I am being forced to limit my son's creativity of uploading content to YouTube, and he frequently watches YouTube for inspiration.

3. AT&T does not offer good customer experiences

AT&T turned up my "new" 45Mbps Internet upgrade (from 25Mbps), and less than 24 hours later it failed due to a broken jumper outside. I called AT&T and they had me reboot "my router", which is the AT&T-chosen router that I would not have selected based on options and capabilities. I do not prefer the AT&T-selected router because it imposes services and functions I do NOT want but I cannot disable, and it is inferior in a variety of other ways. But still I must pay for it, and AT&T insists it is "mine" even though they access it it try to save themselves money (such as for a dispatch expense). I rebooted "my AT&T router" several times at the direction of AT&T's customer service team and I endured AT&T's menacing threats of a probable huge dispatch fee if the problem was "not theirs". Everything about the repair experience with AT&T is awful, and it always has been as long as I can remember. Their customer service is not good, and they continually make idle threats of punishing you with charges even though I am asking for help getting a service to work that I paid them for that worked for less than 24 hours after install because the old jumper (re-used by the AT&T install technician) broke - why couldn't they just use a new jumper? These jumpers cost ~10 cents for 20 of them; surely they can afford a new one for a new service with a 12-month contractual obligation!

Ultimately, I just do not understand why Internet data is not treated like electricity or water - bill on a predictable rate based on consumption, and make it progressively more expensive at consumption "tiers". Further, just like with Oncor and Luminant, de-couple content and delivery to eliminate a clear conflict of interest that stifles competition and innovation. It feels like the current model incentivizes AT&T to reduce content (cloud, streaming, downloads, generic Internet "surfing" of high definition

content, etc.) in favor of their own versus incentivizing increased capability to deliver faster speeds more reliably or competitive quality content. If I had an option, I would pay more to NOT use AT&T after years of abuse and general poor service. They are not getting any better, they are getting worse! Make AT&T get out of the way of innovation and new products and services. Model the proven success of our other utilities like electricity and water, please!

Sincerely and respectfully,

mobile: (b) (6)

email: (b) (6)

Ticket: # 1463340 - DATACAP frequently nearly met

Date: 2/18/2017 9:49:59 PM

City/State/Zip: Stafford, Texas 77477 Company Complaining About: Comcast

Description

1TB datacap on highest cable tier. 250MBPS. This is pretty outrageous, downloading a TB none stop would take about 8 hours. This isn't the issue though, the growing web is. Most games are around 60GB, while many updates are over gb's in size. This is quickly eaten. I'd understand if each plan had a different limit, but they do not. same limit for the 6mbps plan v 250. Thanks.

Ticket: # 1463561 - Comcast Data Caps

Date: 2/19/2017 12:19:51 PM

City/State/Zip: Hayward, California 94541 **Company Complaining About: Comcast**

Description

I just signed up for comcast internet, and found out after I agreed to everything that there was a data cap. I think it's so wrong for them to have data caps in the first place, and it's extremely deceptive to not tell me about them until I ask. Clearly the reason they're doing it is a money grab, and to provide a mechanism to prioritize their own content.

Please do what you can to eliminate data caps, I think they're wrong.

Ticket: # 1463964 - Comcast company

Date: 2/19/2017 11:18:45 PM

City/State/Zip: Yuba City, California 95991
Company Complaining About: Comcast

Description

How is internet a limited commodity that you're only allowed so much data per month? I'm charged extra if I use something I'm currently paying for?

Ticket: # 1464028 - Internet

Date: 2/20/2017 4:09:50 AM

City/State/Zip: Westminister, Colorado 90031-2768

Company Complaining About: Comcast

Description

There was no paper notification on the data caps that were going to be placed. In fact, I have received to paper billing from Comcast for the past 3 months. Despite not signing up for paperless billing.

The data caps placed on consumers are preventing the growth of the infrastructure and how data is perceived. 1 terabyte isn't that much when you look towards the future of the growth of resolution and the switch into streaming music. Data caps also prevent people from using alternatives to cable TV like Netflix. It's going to be expensive to watch any foreign shows from it's source.

Even high data caps tend to discourage the use of broadband activities in homes that have them, and they often push people into paying an extra \$30 or \$35 each month for an unlimited plan out of fear they'll exceed the cap. the internet has evolved from using 100 GB per month to using 20,000 GB PER SECOND(source is CISCO)

According to Cut Cable Today, one complaint lays out just how shady Comcast's information is. "They offer a 'data usage meter' online that simply tells you how much data you have used every month with no detailed statement as to the accuracy of it with no way to view where the data every month is being allocated, an example would be how much data is being used on Netflix or other streaming services. At the moment it simply says you've gone over without any real feedback to tell you exactly where the data was used and could potentially be used to fraud people into paying more for services as there is no way to dispute the data usage."

Ticket: # 1464058 - Undetermined excessive data use

Date: 2/20/2017 9:00:02 AM

City/State/Zip: Bloomfield, Indiana 47424 Company Complaining About: Hughes Net

Description

We have had HughesNet satellite internet about 1-2/3 months. Large amounts of data has disappeared on at least 9 days without our use. Have contacted Hughesnet on many occasions without resolution or explanation. Their 3rd party support has indicated there is a problem and even sent a new wifi router that we have not used. We cannot use the data they say we do as we do not game, do not stream movies, etc. In fact on 2/6/2017 5.2GB of data just disappeared in just over 1 hour without a router or anyone on the PC; we were napping. We have been informed by IT techs this is almost impossible.

The last contact with Hughesnet at least a week ago they indicated the issue would be elevated and would call back in 2 days. That has not happened.

We see a lot of complaints on the net about excessive data loss when having Hughesnet. We are not getting what we pay for.

Ticket: # 1464111 - Cable One Data Overage

Date: 2/20/2017 10:44:48 AM

City/State/Zip: Boise, Idaho 83705

Company Complaining About: Cable One

Description

I have been a Cable One subscriber for almost ten years now. While the longevity of my subscription doesn't necessarily mean I should be entitled to discounts; it does give me an overview of how I've used their services.

I've never had an issue with Cable One's "data limits" on internet consumption until the latter months of 2016. I was beginning to allegedly use up an unconscionable amount of upload data and was subsequently warned about my usage for three straight months. I lobbied Cable One about the issue on the merits that I had never consumed over 300GB of data in the history of my time using their internet. The sudden uptick amount of upload wasn't just odd, it was completely incorrect. I called and was told it might have just been an uneven month and to check again next month. I found that I was going over even more the next month and had actually set up a 3rd party data consumption device on my router to double check. The discrepancy was off the charts. Cable One's data graphs showed me over again, but my own 3rd party device showed me well under the usage.

After the 3rd consecutive month of overage, I was forced to upgrade my plan and pay over twice what I had been paying for years. It's unbelievable that Cable One can just claim I'm going over based on their rules and disregard the history of my account. I haven't changed a thing consumption wise. I stream here and there but never to the amount that upload data would be consumed like it allegedly has. Being forced to pay twice for what I use and have the same speed is a farce. So is being stuck on this plan and listening to Cable One tell me to wait it out for a while until I can downgrade. I demand that I get the option to go back down to my old plan, not have the overages and ask for a refund for the past three months in which I have had to shell out twice the amount for the same services.

Ticket: # 1465374 - Comcast Bandwidth Cap

Date: 2/21/2017 2:57:36 AM

City/State/Zip: Port St Lucie, Florida 34984 Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. Sincerely,



Ticket: # 1467487 - Comcast Data Caps

Date: 2/21/2017 8:35:59 PM

City/State/Zip: Valley Springs, California 95252

Company Complaining About: Comcast

Description

Over the last year or so, Comcast has rolled out data caps to customers which are anti-consumer. Data usage does not impact the service or speed for other customers. This is just another way for Comcast to make more money off customers, many of who already pay ridiculously high fees, and then they have the nerve to charge an extra \$50 a month if we want unlimited data. This must stop, keep the internet open and free and not allow comcast to have a monopoly.

Ticket: # 1469364 - Data caps in 2017 are unreasonable

Date: 2/22/2017 5:38:32 PM

City/State/Zip: Houston, Texas 77083 Company Complaining About: Comcast

Description

Just like the subject reads. In this day and age it is completely unacceptable to actually believe that data caps are still being entertained as fair. With new technology, new services, and faster speeds, data is moving faster than ever. New streaming services are starting daily. An Xbox game can be 150 GB after installs and additional updates. The world is evolving but our current policies are not. For Comcast to claim that 1TB of data is hard to use clearly has never been on the data cap. Or maybe no one in the boardroom has kids? Either way, it's an insult. Devices rely more and more on connectivity. The price per Mbps is at an all time low yet I'm limited to what I can use because Comcast is trying to be "fair" to other customers to give them an equal experience. Perhaps if that were true we should migrate from a grid system to a fiber. See, I'm biased. I work for a company directly involved with wireless spectrum and understand the technology behind it. It's sad what Comcast is doing and truthfully, I'm beyond disappointed to say I'm even a current customer. Your move Comcast.

Ticket: # 1471353 - Cable one arbitrary data cap

Date: 2/23/2017 3:38:33 PM

City/State/Zip: Boise, Idaho 83703

Company Complaining About: Cable One

Description

Cable one claims to be broadband but uses data caps to increase customer pricing.

Ticket: # 1473913 - Please Overturn Home Internet Data Cap

Date: 2/24/2017 4:57:43 PM

City/State/Zip: Elk Grove Village, Illinois 60007 Company Complaining About: Comcast

Description

Comcast data cap at 1TB is a ridiculous program that has no proof of how they monitor customer usage. This violates net neutrality on how us consumer uses the internet. There is no way that a family of four uses less then 1TB a month with how fast technology is evolving. Companies like Comcast uses their monopoly to control consumers. I live in an area where network providers are limited (At&t and Comcast). Even with two choices At&t did not invest in technology in my area to get the competitive speed available. So i'm really only down to one choice! This is a monopoly and Comcast knows it. Additionally, Comcast cannot unbiasedly provide consumers with true data usage. Consumers "have" to take their word on it. Please look at the attached PDF file of my data usage. How can two months I barely used my data while conveniently starting 2017 my data usage sky rockets. February is even a short month and I travel a week of work during the month. There is no way that we are almost at our limit. This is unacceptable as a consumer. Consumer's should not have to look behind them at every corner watching out for thieves (Comcast) trying to pick pocket us at every turn. Consumers should get the service that they pay for with their hard earn money without have to play these stupid games. Please overturn these data cap rules or even put in place a better solution so Consumers can honestly receive what they pay for.

Ticket: # 1474136 - Comcast Data Limits

Date: 2/24/2017 6:02:45 PM

City/State/Zip: Hazel Park, Michigan 48030 Company Complaining About: Comcast

Description

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service. Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fiarness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

Ticket: # 1474362 - Cox Data Caps

Date: 2/24/2017 8:13:03 PM

City/State/Zip: Bellevue, Nebraska 68005 Company Complaining About: Cox

Description

It has recently come to my attention that COX Communications is planning to start charging myself and fellow citizens for overage fees for internet usage. While they claim only a small amount of people will be affected by this in the long run it is going to affect everyone. I got tired of being overcharged for my cable so I switch to streaming and kept their internet service. I use Netflix and Hulu which both allow me to watch most of the shows I used to enjoy at a considerable discount to COX. Now that I am streaming my shows COX has decided that me using the internet to bypass them for cable I should now be forced to pay them a penalty if I go over their set limit. Now 1TB is across every spectrum of their lowest to highest tier except GIGABLAST which is NOT available where I am, that has a 2TB limit. Most months I do not go over 1TB but if I download a game, game update which can be anywhere from 2-50+GB a few times a month + between all of my family streaming a couple hundred hours of combined 1080p/4k video from streaming services it is guite possible to go over this in a month. For the initial months service and 1TB limit they are charging me 80 bucks... Now if I go over they are charging 10\$ PER 50 GB. This comes out to 20 cents per GIG. The first 1000 is 8 cents per gig if you take the whole 80/1000 which is not even accurate as COX is initially charging me for having a modem connected to their network, paying for the expansion and maintenance of the network as well as all the employees and service fees etc which go into maintaining their company and network. So in reality each gigabyte is actually much more likely under a few cents per gig and imo honest opinion based on the industry moving a gig of data actually is far less than a penny.

Now I do not have an issue with COX wanting you to pay for your data. But instead of having just speed tiers. Why not also have data tiers and allow customers to pay a reasonable price for the data charge them a penny or less per gig + Fee for a promised Upload/Download speed this being a guaranteed size of pipe to send/retrieve data via the network, obviously people with more devices needing a bigger pipe and fewer needing a smaller pipe.

I have read this explanation by cox to the FCC that people want cookies for free, I get it and I agree that yes the data does have a cost to send and I agree they should be able to charge us for it. They should have tiers of data usage and the cost should be reasonable and fair and competitive with what it actually costs.

So we are paying for the cookie but you are instead of giving us a reasonable fair market share price for the cookie COX is trying to make their cookie seem as if it tastes better than anyone else's. They want me to pay more for the cookie than it is actually worth and instead of allowing me to tell them how many cookies a month I want, they are telling me I can have exactly this many cookies, but any cookies beyond that are going to cost me 200% more than the cookies I usually buy because I am only allowed 1000 of them.

So if COX wants to put on data TIERS, that is fine. But please as the FCC do your job and regulate how much the cookie costs and make cox allow us to buy cookies in whatever amount we choose. Don't let them screw us by making us buy cookies at an inflated price and limited quantity.

Ticket: # 1475277 - COMCAST DATA CAPS

Date: 2/25/2017 9:39:08 PM

City/State/Zip: South Jordan, Utah 84009 Company Complaining About: Comcast

Description

WTF IS THIS Sorry for the swearish but serioulsy comcast cannot data cap my HOME internet that is illegal as can be. data caps on phones is rediculious.

DO they need a power source for data like mine it out of the ground??

It is not precious metal and something we only have so much of in the world.

Its unlimited!! Its my home we stream videos and 4k is something new. This is illegal please do not let this happen for the world. Kids will use it in the future SO much its how the world connects and how you learn in this day. Please for my daughters future do not let this become a thing the internet should never be limited for more \$\$\$\$\$ that is all it is but its the people buying it, the customers, the supporters of this world wide web and we get shunned. Please I want my kids kids to know what it is like to never be limited on this essential things in life. 2nd graders come home and need to used internet for homework. What If you were a struggling parent and had to pay this rediculious amount of money to get them to pass school. Please and Thank you Braden Woolsey

Ticket: # 1475337 - Data caps

Date: 2/26/2017 12:28:56 AM

City/State/Zip: Chicago, Illinois 60614 Company Complaining About: Comcast

Description

I am relocating to a neighborhood in Chicago IL and am faced with only but a few internet options. Most of the so called "options" are not even viable for the average american's usage. For most, including myself, the only viable option for more than casual use (work and education for myself) is cable internet. In my instance the only provider in my new neighborhood is comcast. Comcast's decision to impose data caps on select markets, including chicago and other areas with no actual alternatives, is a clear issue. I have been a previous comcast subscriber and hearing the name as the only available provider leaves a sour feel in the pit of my stomach. Every portion of their business is shady at best and it is obvious that there is no improvement in sight. With my extensive background in software and information technology, the idea of data caps is preposterous given the nature of it from a technical perspective. I have lost faith in the regulation of this giant and instead can only but cave to the whim of them given their copious lobbying power to violate my consumer rights. Never have I ever met an individual who has been happy with their service. Please consider making it priority number one to make right of this clear injustice in regards to data capping a utility.

Ticket: # 1475354 - Xfinity Data Caps

Date: 2/26/2017 1:16:40 AM

City/State/Zip: Grand Rapids, Michigan 49503 Company Complaining About: Comcast

Description

Description

Xfinity's data caps are hindering my day to day life. This data cap is ridiculous and is just a show of greed on Comcast's part. They say it is about fairness, but its only greed, for years we had unlimited internet and never thought about it, but now after years of no worries, I now constantly worry about going over my limit as if I am on a cell phone data plan. This has gotten to a big problem that affects a lot of people and I suggest the removal of data caps from all ISP.

Ticket: # 1475470 - Comcast Monthly Data Caps

Date: 2/26/2017 11:56:41 AM

City/State/Zip: Redmond, Washington 98052 Company Complaining About: Comcast

Description

Comcast is now implementing a data cap in my Washington area of 1 terabyte a month, along with massive overage fines, and this is completely unfair. Comcast is only able to do this because there are no viable broadband competitors in my area to switch to and because there is no FCC regulations against these brazen policy changes. Publicly, Comcast is saying that this is for "fairness" -- but how is charging customers significantly more money to enjoy the same service they had yesterday fair? Our society is moving more and more toward data hungry cloud services exclusively (dropbox, icloud, google docs, netflix, steam etc), and these types of cloud services use lots of data. One example would be if you lose your iPhone and have to download a copy of your backup device, that is 128 gigabytes right there, alone! Or say you want to upgrade to a 4k television set, your content bandwidth will skyrocket right past the 1 terabyte data cap. We should be encouraging development of these cloud services, which enhance productivity, and quality of life, not allowing companies to stymie its growth by price gouging. Also, with regards to fairness, who is responsible for making sure that the "data meters" used to enforce the data caps are reporting accurately? Comcast. And so it is in their best interest that we exceed these caps. Many customers have already reported inaccuracies in these data meter reports. Comcast, and other companies implementing such caps needs to be regulated! They have a monopoly on the industry, and we the people need to take it back. Again, there's no technical justification for the caps; usage caps aren't a good technical solution to network congestion, and even Comcast's own documents and employees have made it clear congestion isn't a valid excuse for saddling consumers with new limits and fees. It is, however, a great way to take advantage of a lack of competition to erect new barriers to streaming video. Please do something!

Ticket: # 1475958 - Comcast Internet data cap

Date: 2/27/2017 12:09:16 AM

City/State/Zip: Albuquerque, New Mexico 87108

Company Complaining About: Comcast

Description

Hello,

I just noticed recently that there now a 1tb data cap on my internet and other comcast's customer. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. With this change Comcast 1) is using a bait and switch tactic and 2) have a monopoly on the internet in my area that they feel confident in doing so because there is no better alternative ISP.

I ask that the FCC to step in and stop comcast from imposing such limit on an everyday necessity.

Ticket: # 1476339 - comcast Date: 2/27/2017 11:42:03 AM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Comcast

Description

i went over a data cap but for the last three month i have not even came close to going over and this month i went over and i been doing everything the same

Ticket: # 1477434 - Unfair Comcast Data Caps

Date: 2/27/2017 4:57:33 PM

City/State/Zip: Houston, Texas 77007 Company Complaining About: Comcast

Description

Comcast has started charging customers an extra \$50/moth if you use more than 1TB of data. There is no technical reason for this. It is merely a ploy by the local cable monopoly to extract more money from it's customers and keep other video providers from competing.

Ticket: # 1478197 - Comcast datacap

Date: 2/28/2017 12:13:25 AM

City/State/Zip: Olympia, Washington 98501 Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 1478247 - Comcast Data Caps

Date: 2/28/2017 1:54:08 AM

City/State/Zip: Sandy, Utah 84070-0420 Company Complaining About: Comcast

Description

I write to complain about Comcast's Data Caps and the poor customer service surrounding the issue. My complaint is around these points:

- 1. Comcast claims the right to impose these data caps mid-contract. I do not perceive such a right. Comcast claims that only data speed and not data capacity is committed in the contract. I disagree. I have a 2-year contract with a certain bundle of services. In the absence of a stated data cap, a reasonable person assumes unlimited data. I have a reasonable expectation for that to continue. Attorneys may have written around it, but reasonable people with reasonable expectations perceive a commitment around unlimited data capacity.
- 2. Two separate customer service departments, Customer Security Assurance and Customer Loyalty, kept transferring me back and forth when they could not answer my quests. Finally, a fifth service agent, Brandon, in Customer Loyalty was able to carry on an English conversation politely with me, although he offered no new options.
- 3. Options include either paying a 62% price increase of \$50/month to restore my previous level of service (unlimited data), or to pay \$10/50GB overages, capped at \$200/month. These are abusive options for loyal customers.

I must include, however, that Brandon did indicate a third option. Apparently a team has been made available for us to cancel service without any early termination fees if it is due to data caps. I will be testing that in 72 hours when my new TV and internet provider will have completed installations.

This is not reasonable behavior for a private company sharing public airways and public easements, enjoying subsidies from government, and who is regulated by the FCC. I call on the FCC to reverse this data cap misuse of public trust and violation of the spirit if not the letter of consumer contracts.

Ticket: # 1479054 - Complaint RE: Comcast Data Caps

Date: 2/28/2017 1:37:24 PM

City/State/Zip: Sacramento, California 95842 Company Complaining About: Comcast

Description

I am in a local which has just implemented the 1TB data caps through Comcast. In a day and age where everyone and everything is connected, where streaming and digital distribution is on the rise, where families have multiple computers and devices all requiring internet access data caps are an outdated concept and just serve to stunt technological growth. I have a family where we are all gamers and cord cutters, with multiple consoles and computers, as well as tablets/smart phones/smart TVs and find that the 1TB is very restrictive. For instance, purchasing games through the digital distribution network Steam, one game download can be 60GB. So if two people were to buy this game and download it, that is 120GB in one day... Over 10% of the data cap in a single day! This has potential repercussions on many online businesses as well... You may not want to buy that game as it could put you over your cap, or you stop streaming from some services such as Netflix or Hulu to try to stay under the cap. It's going to cause a ripple that is going to impact many businesses and possibly the economy just due to Comcast users that will no longer use online services due to being restricted and having potentially large fees by Comcast hanging over their heads.

Ticket: # 1479889 - Unlimited internet data

Date: 2/28/2017 5:33:22 PM

City/State/Zip: Keysville, Virginia 23947 Company Complaining About: Shentel

Description

Shentel does not offer residential unlimited data like competing services for their internet for an extra price like at&t, Verizon, Cox, Comcast, Xfinity, spectrum, and more.

Ticket: # 1480137 - Comcast is garbage

Date: 2/28/2017 7:00:56 PM

City/State/Zip: Swartz Creek, Michigan 48473
Company Complaining About: Comcast

Description

They still have deals with apartment complexes to restrict any thing non-satellite to their services only which is a monopoly on internet services. They still have data usage caps that screw over their customer base and charge you outrageous prices for going over that data cap for absolutely no reason. They cut out randomly and boot people from the internet any time they want, and still charge for any outage time even if it is for example for a day or more at a time. Comcast is a huge scam artist company and should be forced to close. Comcast has been getting worse and worse over the years since I was a customer with them, and their abuse of power has severely limited any one who plays video games or doesn't watch live tv (i.e.: any one who uses Netflix or Amazon or Hulu rather than their tv services).

Ticket: # 1480191 - Comcast Data Cap

Date: 2/28/2017 7:32:15 PM

City/State/Zip: Spokane Valley, Washington 99212

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1480580 - internet data caps

Date: 3/1/2017 3:21:49 AM

City/State/Zip: Bellevue, Washington 98006 Company Complaining About: Comcast

Description

Description

There shouldn't be a limit in which giant companies like comcast can impose these data caps to where there are not as many other options of internet streaming and hitting them with a fine that small as you guys have literally does nothing; its time to update these laws with content becoming higher quality and more and more people become more reliant on wireless networks if and when everyone relies on internet access will datacapping still be a thing? how about a cost to use a baby monitor to watch your kid in hd? does that make any sense? for those that aren't able to afford as much its not like that stupid oreo metaphor that the one cable company used as the world becomes more modernized instead of internet being a luxury it should be viewed as a commodity in which we all have access to no matter what. also theres so much evidence that comcast is a thieving piece of crap but nothing is being done or has been done against them; get those damn company lobbyist out of the way.

Ticket: # 1480728 - Comcast Internet Cap

Date: 3/1/2017 10:02:26 AM

City/State/Zip: Ridgefield, Washington 98642 Company Complaining About: Comcast

Description

I am a current internet subscriber to Comcast Internet and I am very upset about the 1 TB cap that was recently introduced. Comcast thinks they can get away with changing the service that I have had for years because they have a monopoly in my area (Which I thought was illegal). There is no other option here for high speed, low latency, internet here. Comcast has made sure that they are the only game in town and now instead of upgrading their infrastructure, they are putting limitations on my download usage. That's not what I signed up for when I purchased the service. This is not OK, and something needs to be done. As the FCC, it is your obligation to stop unfair practices, so please do something about this.

Ticket: # 1481927 - Data Cap from Comcast

Date: 3/1/2017 4:31:10 PM

City/State/Zip: Pleasant Grove, Utah 84062 Company Complaining About: Comcast

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

Ticket: # 1482333 - Comcast data caps

Date: 3/1/2017 6:50:57 PM

City/State/Zip: Hayward, California 94541 Company Complaining About: Comcast

Description

Comcast CEO stated that data is like every other utility in that people who use more should pay more. But in his view this is only a one way analogy that benefits Comcast. For users who use say only half a TB, they still pay the same as a person who uses a whole TB. Shouldn't that customer only have to pay half since as the CEO states data should be a pay for what you use utility. Comcast is doing this to punish consumers who do not subscribe to it's ancient cable tv/home phone packages. Customers who want to stream their TV should not be punished by Comcast solely because they are a monopoly and we have no other choice when it comes to home internet. We either need competition in the home internet space or the FCC needs to step in and not allow Comcast to make a "business decision" and gouge its customers because they are the only provider where we live. That is the sole reason we as a society frown upon monopolies. Comcast has already stated this decision is not because of congestion or anything else related to the actual data usage of it's customers. This is strictly a business decision to make more money from it's customers who they know are never going to subscribe to their antiquated cable tv or landline packages. Providers like Comcast should not be able to shape the way the internet is used or try to limit it in any way. If they are going to do that, there needs to be competition just like there is with cell phone companies.

Ticket: # 1482577 - Related to complaint # 1462762

Date: 3/1/2017 9:12:15 PM

City/State/Zip: Dallas, Texas 75201 Company Complaining About: AT&T

Description

I previously opened complaint # 1462762, which was closed without any meaningful action.

In summary, AT&T responded to my detailed complaint by ignoring the bulk of my issues and offering only to increase my bill by ~25% or more in exchange for fewer services.

I am the people of Dallas, Texas are victims of a ruthless, evil, monopoly. You, the FCC, are my only line of complaint. So far you have shirked your duty and responsibility to do anything. I complained to you, you referred to AT&T, they summarily insulted my intelligence by offering to reduce my services for an increased cost, and you closed the case (# 1462762).

Ticket: # 1484767 - Comcast Data Cap and lack of alternative options in our area

Date: 3/2/2017 8:23:22 PM

City/State/Zip: Healdsburg, California 95448 Company Complaining About: Comcast

Description

To whom it may concern. In my household we were notified of a data cap limit on our cable internet through our provider, Comcast. There are six adults that live together in this house and we all play and download video games, use streaming services like Netflix, and use YouTube. Due to the large size and quantity of the games we download and play, we had received a notice that we were given a 1TB limit on our internet usage. This cap is affecting the services we use on the internet such as using lower quality videos on streaming services, or not downloading games and instead going in store to purchase them. These restrictions were not allowing us to freely access the internet, which should be an open and neutral medium to all those who access it. We immediately went to search for alternatives to Comcast as our provider and found there were no other providers of equivalent service in our area. We are harmed by these caps and their imposed charges due to a lack of competition in our area.

Ticket: # 1484879 - Comcast Data Caps

Date: 3/2/2017 10:11:00 PM

City/State/Zip: Beaverton, Oregon 97006 Company Complaining About: Comcast

Description

Comcast is using data cap fees to discourage users from using competitor's streaming services. This is clearly anticompetitive, intending to punish the consumer for using alternative platforms for media consumption. We also have no other broadband providers in our neighborhood.

Ticket: # 1484902 - Xfinity data cap

Date: 3/2/2017 10:32:38 PM

City/State/Zip: Pueblo, Colorado 81001 Company Complaining About: Comcast

Description

Broke my contrat and added data cap was told that there never was unlimited now there is data cap

Ticket: # 1484950 - Comcast Xfinity Data Cap

Date: 3/2/2017 11:41:33 PM

City/State/Zip: Dekalb, Illinois 60115 Company Complaining About: Comcast

Description

Comcast has started a Data Cap on my internet usage and because I subscribe to live TV via sling instead of paying Comcast's insane prices I end up using more bandwidth than most. In the first 3 months since the cap was started I have gone over and used up my free 3 months. Because I have no other ISP options in my area I am now going to be forced to double the cost of my internet to remove the cap for another 50 dollars a month.

Ticket: # 1486139 - Data Cap Policy

Date: 3/3/2017 3:40:12 PM

City/State/Zip: Chesterton, Indiana 46304 Company Complaining About: Comcast

Description

Description

I am sending this again because Comcast did not address my concerns with their standard form letter sent to me on 3/3/2017. Again, I pay for this amount of data and comcast is removing it and cleaning my meter at the end of each month, in effect, they are stealing from me.

Every month Comcast imposes a 1 TB data cap on my account. Any unused data is deleted and the meter is restored to zero at the start of each month. This is data that I have paid for. I pay for 1 TB of data each month. By resetting my meter to zero, comcast is in effect stealing from me by not giving me what I have paid for -- 1 TB of data.

By capping data, Comcast is making it very difficult to "cut the cord" of cable TV. We stream all of our media through places like netflix, hulu, directvnow, etc... Imposing a 1 TB data cap makes it extremely difficult to do this. The average movie/tv show streamed at 1080p is about 1.5 GB per hour and up to 4.7. As new technologies emerge, like 4k, stream sizes are quadrupled, meaning somewhere between 6 and 18 GB/per hour. Data caps hinder the advancement of technology as one could easily burn their their allotted 1 TB of data in less than a month by simply streaming TV and Movies like they would if they were watching it if it was provided by a Cable/Satellite provider.

Furthermore, computer and mobile device manufacturers like Apple, Samsung, and Microsoft provide security updates, sometimes monthly, somethings not. These updates can range in size from 1GB to several. These updates are because of security flaws are essential to the proper functioning of your device. When my data cap is close to its limit, I cannot install these essential updates because I could go over my limit and be charged additional fees. Again, Data caps are hindering not only the advancement of technology, but also the security of users.

Again, I pay for 1 TB each month. To have comcast wipe it out at the end of each month means that any excess data I have not used is also wiped out. Data that I have paid for. Verizon, AT&T, and other mobile providers provide some sort of rollover policy. I demand that the policy on data caps is looked over with excruciatingly close detail and either increased to accommodate these changes in technology or removed all together. In the meantime, I demand that Comcast either removes my data cap or provides me with rollover data.

Ticket: # 1486851 - 300 hours on the phone to be told im not important enough to speak to higher tech support and to be yelled at by someone in corporate

Date: 3/3/2017 8:17:24 PM

City/State/Zip: Chatham, Louisiana 71226 Company Complaining About: Viasat

Description

6 months ago I started trying calling about a issue that had been taking place alot. Slow speeds and internet not working during "Free Time" of midnight to 5 am like advertised. After calling and talking to a supervisor named Jeff I was told that I could not have my issue fixed during the late night free zone due to tier 2 not being available after 7 pm. Frustrated I called back at 8 am the next morning and was told that they would not be able to help unless I called during the time... which when I did I was told they were not there and to call back during the day, I called back the next day to be told I had to call back at night. At this point I realized an obvious pattern and I asked to speak to a supervisor again and was told about going to corporate... I was told to speak to them my issue would have to be "escalated" and I would get a call back, I never received a call back. So I went back to technical support during the day and they took control of my pc and played around and said they had fixed it only to have the issue happen again that night and at this point I was furious. I was told it had to be "escalated" to an engineer and I would get a call back, I never got a call back. I called again a few days later and sat on the phone for 8 hours to get to speak to an engineer and finally managed to get one where I was told my issue would be "escalated" and I would get a call back, I never received a call. At this point obviously broken I decided to try for a different internet and failed to find one capable of providing service in my area I kept what I had and decided to never give up. I have been cussed out by multiple sales representatives, I've been called mean, I've been hung up so many times. Today I decided I had hit my limit and I put EVERYTHING aside to call and handle this. After being hung up on 3 times and being called mean once I finally got someone after 4 hours of trying, it was Jeff and he finally got me to corporate. I talked to a lady that didn't seem to understand most of her own company and could not answer a single question I had. She said if I wanted anything answered it had to be "escalated" but she could provide me to the correct technical team to help my late night free zone issues!, yay! Upon talking to this guy I was told that he had never heard of my issue and he would have to move me upwards BUUUT I would not be allowed to talk to the higher up technical support so he would have to talk for me.... I was annoyed but went along with it to see where it went, 10 minutes later he came back and said that he wanted to look at 100% of my private internet files so he could escalate the issue as to why the way I use my data is causing the late night free zone to break. And the big catch is I would be giving ALL of my private browsing history and every website to people I would not be allowed to ever speak to because as a customer I am not important enough to talk to these oh so lords of technical support. I blew up and told him to have a good day and hung up. A technical issue causing the late night free zone to not work is to blame on me watching youtube videos at night? Nah. So now I am angrily writing this wondering why the only consistent thing in this company is me being told that I am not allowed to speak to anyone and I am not important enough as being a customer of a few years to have the service I was PROMISED at the speeds I was PROMISED. I dont know whos desk this might end up on but please can I please talk to someone from the executive wing that has real power within this company? I know this isnt a place to make a plea like that but I have hundreds of hours of recorded conversations with hundreds of different stories being told to me and the only thing I feel is that I dont matter as a customer and you

as a company does not care because you know that you are the only provider available so I have no choice. Have a good day.

Ticket: # 1487874 - Comcast 1TB Data Caps

Date: 3/5/2017 10:49:39 AM

City/State/Zip: Spokane Valley, Washington 99212

Company Complaining About: Comcast

Description

I am writing this today to simply voice my disgust towards Comcast's anti consumer practices with their enforcement of a 1TB data cap on the vast majority of it's customers. There have been plenty of studies done that show they are in no way needed, these caps solely exist for these companies to extort their customers for as much money as possible. It's unethical and should be illegal. The ONLY reason I stay a Comcast customer is because there is not an equal or better alternative in my area, effectively creating a monopoly if you utilize internet the way my household does.

These companies are setting themselves up to capitalize off every single American household within the next 5 years. As a nation we will continue to use more and more data, which is only going to line the pockets of the swines sitting at the top. Truly sickening. 1TB already isn't THAT much data, and give it a few more years and it will be nothing to burn through 1TB in a month.

Put American's first, not greedy corporations. Make America Great Again, remember? WAKE UP!

Thank you.

Ticket: # 1488685 - Data Caps

Date: 3/6/2017 12:21:19 PM

City/State/Zip: Ocala, Florida 34472 Company Complaining About: Comcast

Description

I'd like to start off with a little info about myself- my current ISP is Comcast/Xfinity, I have three smart televisions, a PS4, and three mobile devices connected to my router. According to my ISP an average Netflix movie streamed in HD can use 20 gigabytes of data. Comcast's data cap? One terabyte. If each television streams one movie per day, that is 60gb multiplied by 30 days- which comes out to 1,800gb or almost 2 terabytes. Comcast charges an extra \$10 for every 50gb of data used after the data cap is hit, until your internet bill hits \$200. That's a ridiculous price for internet alone and I believe it's because Comcast and other service providers are deciding not to keep up with the times. They claim to provide great service but I think there's an argument to be made about what exactly providing service is at all. As a basic analogy- if computer companies kept putting out computers year after year with the same processor and graphics card, while newer more advanced games are being developed and pushed out, the computer company has effectively lost consumer confidence. You might say he could just buy another computer but if in this scenario the computer he already owns is Microsoft and Apple happens to be making underclocked computers as well, then there is nowhere to turn and the game industry suffers. The reality is that analogy fits perfectly for internet service providers, they all have data caps which is more of a tool for profit than it is about easing network traffic. So if I were to cancel my service with Comcast my only options are other companies with even smaller data caps. That's not providing a great service, that's price fixing. If this isn't a widespread issue already I say give it 6 months when even more people have 4K televisions, iPhones that display in HD and other products that are heavy on data usage. Data caps help service providers and hurt consumers and all other video streaming companies.

Ticket: # 1490368 - Broadband Data Caps

Date: 3/6/2017 11:31:30 PM

City/State/Zip: Oakland, California 94610 Company Complaining About: Comcast

Description

I wish to file a complaint against the newly rolled out data caps from Comcast in California. These caps serve to stifle internet usage and particular streaming. It turns Comcast and other such providers into classic Rent Seeking criminals. Comcasts own investor reports shows that providing internet is their MOST LUCRATIVE channel. Now they want to extract even more money from those who use that internet. Comcast has a 1TB/month data cap. Already in 3 months I have exceeded that data cap 2x since it being instituted. In order to continue using my streaming services at my current rate of consumption I am required to pay an additional \$50/month making my internet only bill \$150. How is it logical or fair to pay more for the same thing? A lack of competition in my area combined with pro big business ant-consumer leadership at the FCC has lead to consumers once again getting screwed. Ajit Pai wants to roll back Net Neutrality rules because he believes it stifles innovation. Just the opposite is true. By creating caps which essentially screw consumers who use streaming services you are limiting access. In addition, arbitrary data caps do not account for the future. What happens when 4K and other high definition video and yet to be invented applications are prevented from coming to market because of these caps? Sounds to me like more Rent Seeking and less innovation.

Ticket: # 1492878 - ISP data caps are unrealistic and clearly monopolistic

Date: 3/8/2017 12:47:26 AM

City/State/Zip: Seattle, Washington 98117 Company Complaining About: Comcast

Description

There is no real reason for a company to charge a customer based on data usage. There is no exchange of goods. They don't own the free electrons that are transferred...only the transportation infrastructure.

In this case, Comcast is imposing a 1TB data cap on customers who do not wish to pay additional money for an extension to the cap. Saying that most customers don't exceed this cap is not an argument for the cap's legimitacy.

A data cap is an obvious attempt to recoup lost revenue from a dying indrustry's customer base by further impairing existing customers. Not to mention the implications of limiting internet availability based on location and fee structure.

Caps need to be outlawed and companies regulated.

Ticket: # 1497243 - Data Caps

Date: 3/9/2017 7:23:12 PM

City/State/Zip: Twin Falls, Idaho 83301 Company Complaining About: Cable One

Description

The data cap that Cable One has on its 100Mbs service is only 300GB. That actually limits the websites you can go to. Say you want to only check your email and Facebook, those sites use a relatively small amount of data so you probably won't go over their arbitrary limit. But if you want to stream media from YouTube, Twitch, Hulu, Netflix and so on that will use up the data very quickly. By having such a low data cap they are not treating all web activity equally. I thought the net neutrality ruling made so companies like Cable One couldn't limit your access to certain sites. While they never actually stop you from going there they automatically hike up their price if you go over. That seems like the same thing as a "fast lane" to me. If you want to watch your shows online rather that with an expensive cable package you have to pay more money than somebody who only browses the web.

Ticket: # 1497681 - Comcast Data Caps

Date: 3/10/2017 3:37:07 AM

City/State/Zip: Houston, Texas 77056 Company Complaining About: Comcast

Description

Data caps are anti-competitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/etc) which I believe violates the principles of net neutrality.

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure, I am in fact a Comcast customer and have been for well on 10 years. I also think that there reporting tools aren't accurate as the data usage their site shows and the bandwidth usage logs of my router for the previous month show a 375GB discrepancy where Comcast said I went over my 1TB Data cap by 150GB.

Now that we're seeing companies offering unlimited data plans like Verizon, it is backwards thinking to allow data caps on a service that has not had caps. Please stand by consumers and the future and stand up to companies like Comcast and tell them data caps are illegal!

Ticket: # 1498586 - Comcast Internet data caps

Date: 3/10/2017 2:20:30 PM

City/State/Zip: Boca Raton, Florida 33432 Company Complaining About: Comcast

Description

Comcast is the only option I have for Internet where I live and the data cap they have set is hindering what I want to be able to do with my tv and computer usage. There is no need to have cable anymore and this is a price gouge on Comcast's part. Even in countries like Romania, where download speeds are at 1 GB/ second and it only costs \$13 a month, the Internet is fast and cheap.

Ticket: # 1499587 - Comcast fails to provide technologically sound answer for Data

Cap policy

Date: 3/10/2017 8:38:38 PM

City/State/Zip: Houston, Texas 77070 Company Complaining About: Comcast

Description

This is the third time I have filed a complaint against my provider, imploring them to reconsider Data Caps or at least be honest about the intentions. Each time, Comcast uses an explanation that is simply not sustained by the technology involved. They claim that it is there to protect other users from a "power user" by charging them extra for their data usage. However, Data Caps do not stop network congestion, they simply punish consumers who use their allotted bandwidth that they paid money for. Comcast continues to push the point that Data Caps are in place to protect from "power-users" - but in fact network congestion comes from an aggregate of consumers who use their bandwidth at the same time - something that is already remedied inside of the TCP/IP protocol by reducing the speeds of all users equitably. To continue to push this position, Comcast knowingly disregards the technological truth and dissembles the real motivation: that Comcast and other companies want to charge consumers for fair usage of their bandwidth.

The internet is just as important to my business as the electricity to my house, yet I pay far more for my internet than I do for my other utilities combined. These anti-consumer, anti-technology practices harm me both as a customer of the company and the technology company that I work for. Internet service for consumer and business use should be considered a public utility, regulated to provide the greatest utility to enable new technologies. If electricity companies did the analogous steps 60 years ago, the emerging technologies of the 1950's and 1960's would be squashed due to their power-hungry nature.

Please provide more direct ass

Ticket: # 1500169 - Internet Data Caps

Date: 3/11/2017 3:20:46 PM

City/State/Zip: San Carlos, California 94070

Company Complaining About: AT&T

Description

Data Caps is unethical for companies that control a monopoly. This profit driven approach to capping people's data usage, without reasonable competition in their service areas, is unfair for people who cannot show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$xx. For the same service. And it only profits their shareholders.

Ticket: # 1501802 - Data Caps

Date: 3/13/2017 1:14:32 PM

City/State/Zip: Carterville, Missouri 64835 Company Complaining About: Cable One

Description

How expensive is data per 100GB? I'd like to know how going slightly over a 300gb data cap a few times a year is a justifiable reason to force me or any other Cable ONE customer into a 500GB plan that costs \$30 more per month when data costs X amount?

Ticket: # 1505158 - Data caps

Date: 3/14/2017 11:31:53 PM

City/State/Zip: Crown Point, Indiana 46307 Company Complaining About: Comcast

Description

i am complaining about the data caps now in effect with Comcast. It is impossible not to go over and is unfair to charge an extra \$50 a month for unlimited

Ticket: # 1506960 - Internet data caps are UNACCEPTABLE

Date: 3/15/2017 6:16:10 PM

City/State/Zip: Issaquah, Washington 98027 Company Complaining About: Comcast

Description

Comcast and similar internet companies are taking advantage of their customers by installing internet data caps. Low-income families are subject to an inconsistent monthly bill because of a fee that is unnecessary and cruel.

Ticket: # 1506969 - Re: Data caps are unacceptable.

Date: 3/15/2017 6:21:07 PM

City/State/Zip: Issaquah, Washington 98027 Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1293665 "Data caps are unacceptable."

I'm going to restate my previous statement in regards to Comcast's response: This is an unacceptable response. It doesn't address any of my concerns stated in my original complaint.

I would like my concerns addressed, not ignored and the complaint closed. Ignoring the request and closing the complaint was very unprofessional of you and tells me that you are trying to ignore complaints, just like the generic response I received does.

Ticket: # 1507531 - Comcast Data Cap

Date: 3/16/2017 9:01:00 AM

City/State/Zip: San Jose, California 95132 Company Complaining About: Comcast

Description

The data cap is a huge rip off and costing a ton of extra money for my family.

Ticket: # 1511040 - Comcast Data Cap of 1TB

Date: 3/17/2017 3:28:10 PM

City/State/Zip: Roseville, California 95678 Company Complaining About: Comcast

Decembries

Description

I am a Xfinity Comcast customer. I also am a avid game along with my son. My wife loves to watch her netflix. 1TB of data on a contract where I previously had no limit was a shock. I just found out today that I now have to pay for using over 1024GB of data which in my household is very easy to do given that most the games I buy(Which by themselves can be 40GB - 120GB of data in one shot) I download 3 games and use my service with Streaming video and gameplay and I will be over. I just checked and I am 17 days into the month and already am sitting at 752GB of data. So if projections hold I will be at 1504GB of data at months end. Comcast wants to charge me \$10 for every 50GB of data I am over 1024GB. That's \$90.00 on top of my base internet service price. I find this practice unacceptable. Data caps on internet should not exist. With Security cameras, gaming, video streaming, internet browsing, game downloads and email becoming more and more data intensive this framework is unsustainable. I beg the FCC to prevent internet provides from changing the terms of their service to charge for something that I bought that was previous unrestricted. The internet is a right we all should have and should not be limited by the greed of companies that year after year are reducing their data cost of transfer and maintenance and yet charging their customers more to make bigger profit margins.

This business model limits innovation, imagination, relaxation and the freedom to do with your internet connection as you please.

Ticket: # 1511579 - Comcast Data Limits

Date: 3/17/2017 6:49:56 PM

City/State/Zip: Visalia, California 93277 Company Complaining About: Comcast

Description

Comcast is attempting to monopolize the cable market by capping data usage so that customers must watch entertainment on their cable plans instead of more affordable internet plans. This is price fixing of a sort, since they are making other internet cable plans unaffordable. Therefore, this falls under the antitrust laws. Truly competitive markets will push innovation instead. Most of Europe has data availability that is 4 times faster than ours because they must innovate to keep their customers rather than relying on their monopoly status. Fix this.

Ticket: # 1512555 - Comcast/Xfinity Data Limit

Date: 3/19/2017 12:03:55 AM

City/State/Zip: Broomfield, Colorado 80020 Company Complaining About: Comcast

Description

It is absolutely abhorrent that any "company" can get away with adding a data limit to your internet services. I find it staggering to see that Comcast can do something as anti-customer as this and get away with it solely for the purpose of greed. This has to come to an end. The plan I currently have is already expensive. Good to see that being a loyal customer means I have a limit to what can be used and, if I go over the limit that's an additional fee of course. Comcast claims that 99% of their customer base doesn't even meet their 1TB data limit and I argue, why even have these limitations at all then? They have their own unlimited data plan for an additional fee of 50 dollars however, its to make your wallet bleed for something that shouldn't cost anything let alone extra. We have never needed nor wanted data limitations with internet services so why start now? This corporate greed should not go unnoticed and they should not be allowed to nickel and dime customers for something that already isn't cheap to begin with. Comcast has created a terrible precedent for other internet service providers and I strongly feel this data limit should be abolished. This is not something I and many others want to see persisting with internet services of the future. We should never have data limits for internet services. Period. Please take action against this foul practice. Thanks for reading this long winded complaint and I hope this can change in the near future.

Ticket: # 1512781 - Comcast/Xfinity Data Cap

Date: 3/19/2017 2:17:27 PM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: Comcast

Description

I am a college student that is struggling to even pay for internet at 50 dollars a month. I still live in my parents household and there are about a total of 6 people using the internet daily. In the month of January, my family reached about 930GB of data usage, and I can only think of what will happen in the near future when online viewing becomes more and more Data dependent. There is no way I will be able to pay the extra fees the come with going over the data cap. I hope that this complaint finds its way and causes some kind of a difference in regards of this data cap on my "unlimited" inherent which Comcast assures me, I will never need more than one terabyte.

Ticket: # 1514706 - Net Neutrality/Data caps

Date: 3/20/2017 4:36:43 PM

City/State/Zip: Kirkland, Washington 98034 Company Complaining About: Comcast

Description

Over the years I've done everything I can to squeeze my cable bill down as much as possible -- I purchased my own devices to replace rented equipment, and dropped the TV package and switched to a streaming service (Playstation Vue). Not long after I made the switch to streaming for TV, comcast implemented their 1 TB data cap. I didn't think much of it until I went over. Now that my "courtesy months" have been exhausted, my latest cable bill is over \$200 (more than when I did have the TV package). I'm at the point where my only options are to basically stop watching TV or switch providers. My only other option is (very slow, likely too slow for streaming) DSL. I'm not entirely familiar with the regulations regarding net neutrality, but this data cap seems targeted directly at streaming movie/tv alternatives, especially with how aggressively they've been marketing their own _unmetered_ streaming services - which I'd have to purchase their more expensive TV package to use. Lastly I still fail to see the purpose of these data caps -- I've never seen any reports of internet usage causing reduction of quality of service. Last I checked they're not running out of internets...

Ticket: # 1515133 - Xfinity/Comcast Data Cap

Date: 3/20/2017 7:55:41 PM

City/State/Zip: Katy, Texas 77494

Company Complaining About: Comcast

Description

Comcast is implementing a ridiculous data cap on bandwidth which has always been unlimited. This a blatant scheme to scam citizens into paying then more money for an unlimited data tier in order for them to recoup the revenue they are losing from cord cutters. Also as the Internet developers and streaming services grow, more bandwidth will be required for 4k quality streaming, gaming, and browsing.

This is unconstitutional abuse by Comcast who have already gorged themselves on billions from tax payers money. Data caps should not be allowed period.

Ticket: # 1516764 - Internet data caps

Date: 3/21/2017 2:53:44 PM

City/State/Zip: Fresno, California 93726 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1517351 - Comcast Internet Data cap

Date: 3/21/2017 5:45:51 PM

City/State/Zip: Royal Palm Beach, Florida 33411

Company Complaining About: Comcast

Description

Comcast is currently capping people at 1TB/mo, forcing high usage families which are more common than they claim, to either pay expensive overage charges, or pay an extra \$50 for unlimited usage. This is blatant price gauging and monopoly.

Ticket: #1517641 - Unlimited Data

Date: 3/21/2017 8:37:01 PM

City/State/Zip: Floresville, Texas 78114

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is threatening to disconnect my service if I don't change to a different plan by April 3rd of 2017. I have always paid my bill on time and never had an interruption in service. I am a "heavy data user" because I live in a rural area. I don't think it's fair for a company to decide when it is no longer convenient for them to provide a certain plan and force me to change at their convienance. Verizon is claiming to offer a new unlimited data plan but it's still contains some sort of "throttling".

Ticket: # 1517810 - New Data Net Neutrality.

Date: 3/21/2017 11:22:29 PM

City/State/Zip: Loxahatchee, Florida 33470 Company Complaining About: Comcast

Description

Comcast new data cap is making false statements and is attempting to rip customers off.

Data cap gives examples of average data usage but it is false. "High Resolution" picture or "HD" bit rate varies and cannot be simplified.

Charging up to \$200 for overage when unlimited is \$50 is designed to take advantage of costumers.

1 Online backup puts you over the limit. (1 terabyte hard drive)

There service is streamed over the internet and does not go against your data cap but all other data does (the Backbone of Xnfinity X1). Once you go over, you are charged extra. This is a violation of net neutrality as I understand it. The use of internet for their services (DVR, On Demand, etc) does not go against your data usage but streaming Netflix, Hulu or any there service does.

Ticket: # 1518125 - Cox Data Caps

Date: 3/22/2017 10:13:56 AM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

Description

I find the new data caps on ISP's to be laughable. Here in 2017 there are finally more options available to consumers who have been getting gouged by cable and satellite companies for Television service and they don't even watch 2/3 of what they have to pay for thanks to their bundles. Now out comes DirecTV Now, Sling TV, PS Vue and more coming soon. Cable companies who coincidentally provide internet are looking at their TV subscriber bases shrinking and decide to make their internet users pay the price. Over the last 2 years our internet cost per month has gone up by 50% and with those increases we now have to also pay an additional \$10 per 50 GB if we go over 1TB of data. Because we have now switched to streaming TV service in our household I have to constantly check to make sure we are not using over our allotted internet usage while in the same token I can use as much data as I want from my cell phone with no issue, how does that seem right?

Ticket: # 1518805 - Comcast put data caps, da fuk

Date: 3/22/2017 1:37:50 PM

City/State/Zip: League City, Texas 77573 Company Complaining About: Comcast

Description

Why the fuck is Comcast putting data caps, they are my only provider in my area. That alone seems like a Monopoly.

Ticket: # 1519252 - Excessively low data cap- Suddenlink Carthage MO

Date: 3/22/2017 3:22:30 PM

City/State/Zip: Joplin, Missouri 64801

Company Complaining About: Sudden Link

Description

Hello, I wanted to lodge a complaint regarding excessively low data caps on Suddenlink internet in Carthage, MO. In our particular neighborhood, which is a few miles outside of Carthage, Suddenlink is the only available broadband provider. I believe they are attempting to unfairly punish people that do not want to use their cable TV service by attempting to force streaming to easily consume too much of your internet cap. Their lowest two tiers of service provide 250 GB/mo (they recently changed their mid-tier, both reducing its speed and cap from 350 gb/mo to 250gb/mo). This would be unacceptably low in most urban areas in the country.

Ticket: # 1519657 - Data Caps

Date: 3/22/2017 5:03:42 PM

City/State/Zip: Auburn Hills, Michigan 48326 Company Complaining About: Comcast

Description

I pay for top end internet speeds with comcast. 150 mbps which allows me to run multiple TVs, PCs and phones in my home without any slow down (so they say) yet I still have to deal with buffering and slow load times. Comcast now is capping my data at 1024 gig per month. This cap is reached every month due to streaming netflix and hulu. They charge 50\$ more for every 50 gigs over the cap. Comcast is suggesting i get their TV service to for watching shows to avoid the cap. This is completely unacceptable. I should not be forced into their TV service because they have a problem with streaming services taking there customers due to terrible TV packages and pointless TV ads. There is no reason for data caps. It is a company trying to gouge its customers and slack on upgrading its infrastructure. If this continues without government intervention the united states will be so far behind on its infrastructure we will end up impacting our economy. Please classify internet as a utility and let the voters and local governments decide on how to maintain the infrastructure.

Ticket: # 1519820 - Mediacom Data Caps

Date: 3/22/2017 6:01:59 PM

City/State/Zip: Moline, Illinois 61265

Company Complaining About: Mediacom

Description

Dear Sir or Madam,

In my area, Mediacom is the only ISP available, with many other providers unable to reach my residence. Recently, I've subscribed to many online streaming services, but using them regularly will cause me to surpass my data cap imposed by Mediacom (250GB/Month). This leads me to believe that Mediacom is using it's data cap to promote it's own video services over other services. Given my current data cap, it'd be possible to stream only around 4.5 hours of 1080p HD content, which is ridiculous given modern technology. I feel Mediacom is using it's data caps to persuade it's customers to subscribe to it's own video services, and prevent heavy usage of their competitors.

With all of this in mind, Mediacom states that subscribers to their "Internet 60" subscription (which I am enrolled in) will receive a data cap of 400GB/Month, which as I've stated before, is much more than I receive (250GB/Month). I've linked their "Internet Speeds" page below for reference.

https://mediacomcable.com/products/internet

Ticket: # 1520094 - Data Cap

Date: 3/22/2017 8:37:28 PM

City/State/Zip: Grand Rapids, Michigan 49503 Company Complaining About: Comcast

Description

Xfinity has a 1TB data cap which hinders my ability to use it for fear of constantly going over the said limit. Just a couple years ago it was not a problem but now they want \$50 just for truly unlimited internet. This tactic to slow down usage of broadband is a terrible way to earn money and acts as if it is a cell phone company.

Ticket: # 1520382 - Comcast data caps

Date: 3/23/2017 8:53:08 AM

City/State/Zip: Commerce, Michigan 48382 Company Complaining About: Comcast

Description

I don't understand how Comcast have the right to do data caps. I have gone over twice and they automatically add 10.00 to my bill without my permission. Comcast I believe is doing this to make more money. I don't believe that cable companies should have caps. I only have Comcast and aT&t im my area so they both have caps which i think is unfair I believe also Comcast is fudging the numbers just to charge your more money

Ticket: # 1521454 - Data Cap

Date: 3/23/2017 2:23:35 PM

City/State/Zip: Sacramento, California 95842 Company Complaining About: Comcast

Description

Comcast is saying I hit my data cap. My router does shows I have not come close. And they have throttled my connection to 20 x 1 instead of the 200 x 10 i should be receiving. I can't work from home! How are we supposed to innovate as a small business with corporations like Comcast keeping us down!

Ticket: # 1521523 - data caps

Date: 3/23/2017 2:43:06 PM

City/State/Zip: Oakland, Michigan 48363 Company Complaining About: Comcast

Description

I was charged over 300 dollars for data overages from Comcast.

Ticket: # 1522925 - Comcast internet caps

Date: 3/24/2017 9:57:34 AM

City/State/Zip: Auburn, Georgia 30011 Company Complaining About: Comcast

Description

Comcast currently has internet caps in my area 30011 of 1TB per month. They are also the only internet provider in my area with high speed internet. This data cap is not enough for my family to watch TV, work from home, listen to music and play games. Due to the lack of competition I believe they are taking advantage of the customer for profit. They claim 99% of the users use less than 1TB per month.

Ticket: # 1523192 - inaccurate data usage and data caps

Date: 3/24/2017 11:28:48 AM

City/State/Zip: Eugene, Oregon 97405 Company Complaining About: Comcast

Description

Comcast has recently imposed a 1 Terabyte monthly data limit on our internet account and will charge us extra if we exceed that limit. I set up data monitoring on my main router so that I could track this usage and make sure I didn't exceed the limit.

There seems to be a significant disparity in the data usage between my router data tally and Comcast's tally. As of today, March 24, 2017, my router shows that I have used 861 GB of data but Comcast says I have used 974 GB of data. This is well over a 10% difference and not in my favor. I don't believe Comcast is using accurate data to enforce these data caps which were not even in place when I signed up for service.

When I contacted Comcast previously about this issue (a prior month) their customer support person said that I had two courtesy months to exceed the limit, so I shouldn't worry about it. This is not an acceptable solution because if their data meter is inaccurate, it will continue to be an issue in the future.

Ticket: # 1525680 - Comcast internet data cap

Date: 3/25/2017 8:46:25 PM

City/State/Zip: Yelm, Washington 98597 Company Complaining About: Comcast

Description

I received a cable and internet bill with a \$200 fee stating I went over the data limit. I was never informed that they even put a data cap in place. Comcast is the only provider in my area. I don't feel it is right that they can just put this in place without informing us first. It feels like they are taking advantage because they are the only service in our are. So instead of paying \$165 that I was told would be my charge, I am paying \$400. When my husband contacted them they simply said "just in the past couple months you have been going over". We use the same amount of data. The fact is that they recently put the data cap on so now we are being charged! They never informed us if this change. I just read it online.

Ticket: # 1525697 - Data cap

Date: 3/25/2017 9:23:54 PM

City/State/Zip: Virginia Beach, Virginia 23453

Company Complaining About: Cox

Description

We're a military family that just moved in base housing. The only choice is cox. They have a data cap that makes it impossible to enjoy the service. I feel this monopoly must be stopped.

Ticket: # 1525751 - Data Caps From Comcast

Date: 3/26/2017 12:18:59 AM

City/State/Zip: Joliet, Illinois 60436

Company Complaining About: Comcast

Description

With our family choosing to opt out of cable service, but still receive Internet service, from Comcast, the new introduction to the data cap set in the Illinois state is detrimental to how my household operates. Comcast is the only service provider in my area aside from AT&T, of whom's service doesn't compare to Comcast. My family can easily use the 1 terabyte data limit set within 3 weeks, as which has happened to us twice now. The data limits halt our ability to update our games, computers, phones, and other devices; as well as stops me from streaming full-time, since I have to have my stream open and downloading to see if the stream is having any problems. Comcast does not offer a solution to the data cap through other services that they provide. I hope to hear back from you soon.

Ticket: # 1526085 - Data capping

Date: 3/26/2017 6:07:45 PM

City/State/Zip: San Francisco, California 94133

Company Complaining About: Comcast

Description

Description

Hello, I believe my Internet provider Comcast/Xfinity is capping data at too low of a level to be considered fair. I was not informed that my plan had a data cap, and would have purchased a different plan if possible. I also do not have any other high-speed Internet providers in the area. I work from home as a Digital Marketing consultant, and the Internet is tied to my livelihood. I am at 90% of capacity with a week left in the month, and am worried about overcharging. If there was another option, I would take it, but Xfinity was granted a monopoly in my service area.

Ticket: # 1526361 - Changing data caps/charges during contract

Date: 3/27/2017 5:12:59 AM

City/State/Zip: Fairview, Oregon 97024 Company Complaining About: Comcast

Description

We have a 2 year contract with Comcast for internet and TV. Recently in the middle of the contract they have started to charge for data over 1tb. This is a new cost change during a current contract without me the customer signing any new paperwork authorizing this. This is a clear way for Comcast to tack on extra charges to our bill. Also they charge \$10 per 50 gigabytes or \$0.20 per gigabyte. This is nearly 4 times more than the \$0.068 per gigabyte (\$70/month) charge for the first 1tb of data. This is a clear lack of clarity and regulation. With electricity you can see your cost per watt right on the bill. The cost per watt does not quadruple just because you go over a arbitrary limit the power company set. Home Internet service providers either need to charge for unlimited internet service or have a constant charge per/gigabyte Clearly defined at the time of signing any contracts and clearly stated on any bills. Can a gas station charge me \$3.00 per gallon for the first 5 gallons then charge me \$12 per gallon to fill up my tank because they have fine print on the pump that says gas over 5 gallons has a \$9 surcharge. This is outrageous and a obvious way to take on extra charges to existing customers bills.

Please take action to require clear billing practices and constient charges for internet .

Ticket: # 1528044 - new data limit on xfinity internet

Date: 3/27/2017 4:20:20 PM

City/State/Zip: Thornton, Colorado 80229 Company Complaining About: Comcast

Description

Xfinity (Comcast) just put a data limit on my internet. Never received any info that they were doing this. I signed a contract with them and it doesn't state a data limit. This is a way for them to go after people who ditched cable tv for streaming services. Put \$50 charge for unlimited use which is the price for a basic cable tv subscription.

Ticket: # 1528235 - Horrible Internet laws in the U.S.

Date: 3/27/2017 5:12:18 PM

City/State/Zip: Camano Island, Washington 98282 Company Complaining About: Wave Broadband

Description

Are we the 3rd world??? Why do you allow ISPs to monopolize the market? Data caps and shit slow speeds??? Are you fucking serious?? I have lived all over the world (Italy, UK, Singapore, Vietnam) and traveled to many other countries and all provide better internet service than the US!! How can you allow this to happen? Are you incompetent? We should have gigabit fiber to the home throughout the country for less than \$50 per month with zero data caps and zero priority of service for any specific site/service!! What you call the internet here in the US is even worse than censored China!! Get your shit together and do something about this disaster or innovation will suffer and we will watch so many countries surpass us while we drag our feet in capitalist greed!!

Ticket: # 1528241 - Data capping needs to stop.

Date: 3/27/2017 5:14:07 PM

City/State/Zip: Westminster, Colorado 80234 Company Complaining About: Comcast

Description

I received an intrusion while web browsing about reaching a limit to data. Which means all my online activity from connecting with friends to receiving important email and news is now suspended until next month. I don't dare attempt to upload to a site that pays for my content as I'll be charged which also means I won't be making money either. Data capping is anti consumer and greed based. It needs to stop immediately, as this practice only punishes the best customers and makes the service unaffordable.

Ticket: # 1528250 - Data Caps

Date: 3/27/2017 5:15:18 PM

City/State/Zip: Ocean Shores, Washington 98569

Company Complaining About: Coast Communications

Description

My local internet provider charges excessive fees for going over the allotted data caps. Is this legal?

Ticket: # 1528342 - Comcast data cap

Date: 3/27/2017 5:45:32 PM

City/State/Zip: Jacksonville, Florida 32258
Company Complaining About: Comcast

Description

Comcast is doubling our internet price and rolling out data caps which we never agreed to. It violates net neutrality and should not be allowed. I get no added Benifit to this service for paying an extra \$50 a month over previous months.

Ticket: # 1528590 - Comcast Data Usage Cap

Date: 3/27/2017 7:06:52 PM

City/State/Zip: Issaquah, Washington 98027 Company Complaining About: Comcast

Description

I would like to complain about the new Comcast data usage cap they have rolled out in my area, and the excessive monthly charges that I am now receiving that I did not receive before. I contacted Comcast about these charges, as I wanted their assistance in identifying the dates and times, and if possible IP address(s) of whatever machine(s) was hogging the data. After the typical runaround with them I finally spoke with someone in Tech Support who ultimately told me he was not able to help. He pointed me to the online Comcast Data Usage Meter which is useless. I feel that if Comcast is going to strong-arm me into all of a sudden paying more than double for internet data services, then they better well have evidence to support the excessive usage claims. The fact that they themselves do not have detailed data (or so they claim) is disturbing at best. And, the fact that they have no tools to help the consumer identify the probable cause is also a concern. I consider their actions to be criminal and I would like the FCC to stop them in their tracks now. Thank you.

Ticket: # 1529495 - Internet

Date: 3/28/2017 9:01:52 AM City/State/Zip: Cumberland, Virginia 23040

Company Complaining About: Verizon

Description

Consumer states that seniors should be exempt for the first 12gb of data. People in rural area don't have the same access to internet service as those in urban cities. Consumer also stated that she brought 4 cards for the internet and she got a message saying that all the gibbbates are gone.

Ticket: # 1532033 - Data cap

Date: 3/28/2017 6:00:35 PM

City/State/Zip: Battle Creek, Michigan 49014 Company Complaining About: Comcast

Description

Comcast started using data caps that charge extra when you go over. They say that a 3rd party keeps track but the amount of data they say I use is exorbitant. They say that there is no way to check to see if the data usage is accurate, which is not true. My data issue cannot be accurate, as I tested it over a period of two days.

Ticket: # 1532051 - Super Slow Internet speeds not resolved

Date: 3/28/2017 6:10:17 PM

City/State/Zip: Clinton Township, Michigan 48038

Company Complaining About: Comcast

Description

Description

We have been on 75 meg internet. Since we cancelled Cable tv service at our old address we had crappy Internet speeds. Before than we never had any issues what so ever with our Internet speed. The issue was never resolved, so we were given a discount. Now its worse than ever at our new home. Which equipment was switched out today by a technician. He said we must be on a 25-30 meg internet service because after exchange of the equipment he is getting consistant readings from 33 megs. Which is less than half of the speed we have of 75 megs. Every speed test I run tells me download speeds are around 1.3 to 1.5 megs download speed which on wireless with only 2 things connected we should be getting minimum of 10 megs for up to 7 devices. Which is clearly far less than half of what we should be getting. We are so tired of never getting anything resolved. Now with the new equipment its even slower than it was before the tech came. I am out of words on what to say and am tired of paying for speeds we are not getting.

Ticket: # 1532711 - Data Caps Imposed During Contract

Date: 3/29/2017 2:55:39 AM

City/State/Zip: Sacramento, California 95831 Company Complaining About: Comcast

Description

In August of 2016, my family entered into a 1 year contract for Comcast xfinity internet. Just a couple months after entering this contract, Comcast decided to impose a data cap on us, a data cap which was definitely not in the original agreement. Because my family recently switched to Playstation Vue for our television plan, all of our tv streaming basically sends us over the data cap each month. The data cap is essentially forcing other potential tv streaming options out of the market by making it so ridiculously expensive to pay for any other tv besides Comcast. The bigger issue hear though however is that Comcast decided to impose this new rule during our contract and is now billing us an extra \$10 per 50 gb every month, which happens often due to heavy streaming from my family. This is not right and is frankly anticompetitive. I can only hope we get some antitrust regulation in the future, except we won't because most politicians are being bought out by these stupid cable companies. I guess the only thing I can look forward to is that google fiber might come to my city one day.

Ticket: # 1533083 - Comcast Data Cap

Date: 3/29/2017 10:15:11 AM

City/State/Zip: Batavia, Illinois 60510 Company Complaining About: Comcast

Description

The 1tb data cap is not beneficial for consumers. In our house we have streaming of Netflix at 1080p, and updates for console and pc games always being pushed. We are presumed to be the 1% according to Comcast as a result because our family uses 800gb+ average. I would understand if I was Illegally downloading content, network file sharing, and basically anything more than a normal consumer. And Comcast's response was for our family to watch 320p which would be okay if this was 2003. And Comcast does offer unlimited data for 50 dollars a month, which would make sense except for the fact that costs more than my internet, which is a mere 29.99 a month. In what world does it make sense that one has to pay 166% more for unlimited data than their internet plan. This is a money grab measure brought on Monopoly system that brought on the Anti-Trust act in the first place against Standard Oil.

Ticket: # 1535826 - Comcast data cap issue

Date: 3/29/2017 11:24:38 PM

City/State/Zip: Santa Clara, California 95050 Company Complaining About: Comcast

Description

Last night, I received a notification on my computer that I had used all my data for the month under my data plan, and, as a result, my internet service was interrupted, stopping my work. As well, I was notified that I would not be charged for this data overage, though I can clearly see on my account that I have been.

I was told I was informed via letter that Comcast would be adding a data cap to my internet service, though I did not receive any such contact. I was unaware this was being implemented, affecting my current service plan (despite having been told that I was in a legally binding contract with Comcast that neither party could violate when I signed onto my current service).

This is clearly a move by Comcast to force users into paying extra for services they were already signed up for that have now been revoked. Internet data is not a finite resource, as Comcast is treating it. As well, the reasons they have been giving in justification claim to help users by strengthening infrastructure and network reliability even though it can be clearly seen that they are implementing these policies in areas they previously claimed not to have these issues. If Comcast sincerely has an issue with 1% of its customers using too much bandwidth and data, they should not penalize all of their customers. The correct response is to upgrade their infrastructure so that these issues do not exist.

When checking my data usage meter through Comcast's website, it shows the following data usage statistics:

January 2017: 709GB February 2017: 552GB

March 2017 (ongoing): 1044GB

The implication of such statistics is that I somehow more than doubled my data usage in the past month without changing any internet usage habits and increased my average usage nearly 50%. As well, it implies that I somehow used nearly 200GB of data in the last three days of January, since the shortened month of February saw such a large decrease

in data (nearly 30%). There have been many reports of Comcast's usage meter being inaccurate, and I am inclined to believe that after seeing this information.

In my area, I cannot reasonably switch internet service providers, a fact that Comcast is undoubtedly exploiting in many cases such as my own, so I am being forced to pay financial penalties on service I previously had available (that is, "unlimited" data) in the form of either "add-on services" or "overage fees".

If Comcast is truly looking to provide me and its other customers the best and most reliable internet service and experience possible, they will remove data caps that serve only to impede the open internet and to limit their customers' service, experience, and access.

Thank you.

Ticket: # 1535883 - Comcast Data Caps

Date: 3/30/2017 1:46:59 AM

City/State/Zip: Everett, Washington 98204 Company Complaining About: Comcast

Description

Description

This is just a standard complaint about Comcast implementing data caps to my region in Everett, WA. I received a pop up today informing me that I have used 90% of my data-cap; the same data-cap that has apparently been implemented since December. This was news to me as I had not received any information about this so-called data-cap. I went through all of my emails from Comcast, just to be sure that it wasn't me in the wrong, to which I confirmed my suspicious and verified that I had no received any notifications of this change. This is outrageous and I would switch in a heartbeat if there was any other broadband provider in my area. It's very convenient that they are only implementing data-caps in areas that they have no competition in. They describe it as fairness, but it's purely greed.

Ticket: # 1537772 - Comcast Data Caps

Date: 3/30/2017 4:24:28 PM

City/State/Zip: Ogden, Utah 84404

Company Complaining About: Comcast

Description

Hello,

I am writing to complain in regards to Comcast's recently implemented data caps.

As Comcast has done in the past, due to my not paying for Comcast's television service, Comcast is charging me for using competing services like Amazon Prime, Youtube and Netflix. I would not be charged this extra fee if I subscribed to and used Comcast's television service instead of these other competing services.

Ticket: # 1538177 - Terabyte Data Plan

Date: 3/30/2017 6:41:04 PM

City/State/Zip: Lehigh Acres, Florida 33976 Company Complaining About: Comcast

Description

Ordering from Comcast is like ordering from a fine restaurant. You order something at exuberant prices, its mildly better then any other place place around, IF YOU CAN FIND ANOTHER PLACE, but then when the product comes they add shit on top of your food. When you ask the chef why they added shit, they say it was free, and its only fair that you get the shit like everyone else, but you can remove the shit for an extra price.

Basically what I'm saying is this data cap is shit. You guys just fined them for this and then they rolled it out in more places. Outside of the bills changing monthly for "taxes" the new cost of providing the same thing they did before has gone up 50\$.

Ticket: # 1538281 - Comcast Data Cap

Date: 3/30/2017 7:16:15 PM

City/State/Zip: Manitowoc, Wisconsin 54220 Company Complaining About: Comcast

Description

I have been hit with a data cap that was not disclosed when we signed up for service. With 4 adults in the house 1 terabyte of data comes quickly. When I called Comcast and requested an explanation and evidence that they were being overloaded at local peering stations, they could provide no such data. As such I do not believe their excuse about capacity planning.

This is a money grab pure and simple. We have no other viable option for competitive internet services. This is a monopoly and there is nothing we can do about it.

Ticket: # 1538601 - Data Cap

Date: 3/30/2017 11:00:54 PM

City/State/Zip: Lansing, Illinois 60438 Company Complaining About: Comcast

Description

Comcast is using data caps to unfairly force their customers to use there own services. With there 1024GB Cap using an alternative tv provider, Playstation VUE, the data cap is reached days before the billing period is over.

Ticket: # 1538650 - Re: Comcast's New 1TB Data Cap Policy

Date: 3/31/2017 12:07:09 AM

City/State/Zip: San Jose, California 95129 Company Complaining About: Comcast

Description

I would like to express my sincere concern and frustration at Comcast's new policy of implementing data caps across many regions of the United States. I hadn't been aware of this drastic new policy until I read my monthly statement. A Comcast representative informed me that this data cap is an issue of "fairness" and I politely interjected that implementing such an arbitrary cap seems to be much more about greed and anti-competitive moves to stifle their primary streaming video competitors such as Netflix, Amazon, or Hulu that are gaining steady market ground over traditional cable television.

I wanted to take time out of my day to implore the FCC to fairly and objectively consider new rules and regulations to make sure corporations like Comcast are held accountable for the sake of safeguarding and maintaining a fair, equal, and accessible Internet for American citizens. There have been numerous instances of companies such as Comcast violating the law and rules to stifle competition, gouge customers, and more likely than not collude with other service providers such as Time-Warner as their 'overlap' across the continental United States is minimal, thus enabling either to monopolize their markets. Unfortunately, like many Americans, I have no real choice to cease subscribing to Comcast's service as there is a lack of any other competing service provider who could offer the broadband and data services I need.

The FCC has a noble responsibility to prevent corporate entities from eroding the equal access to the Internet as such entities, by principle, only exist to maximize profits for themselves and possess no inherent conscience or benefiting the interests of society. Enshrining fair, reasonable, and consumer-friendly rules against home broadband data caps is a position that the vast majority of Americans prefer, although many influential lobbies and corporate interests hold tremendous sway in our nation's capital to weaken the FCC and set new precedents toward privatizing the Internet to divide it into tiers to resemble cable television services. This will inevitably marginalize lower-income Americans from being able to access the same content and information as wealthier Americans which wholeheartedly contradicts the very purpose of one freely accessible Internet that I believe the FCC must protect as a federal agency.

The Internet is an essential component of democracy as it enables all Americans to access the same space of free information, education, entertainment, and productivity. Comcast's seemingly arbitrary data cap is an unacceptable precedent. I had believed that excluding mobile Internet access via smartphones and other portable devices from net neutrality rules and regulations was a fair compromise for the sake of protecting home broadband Internet under those principles. Comcast's data cap infringes on that very idea and further emboldens the monopolies and duopolies of Internet service providers in the United States to pursue more anticompetitive and anti-consumer policies without being held accountable. A Comcast rep recommended I subscribe to "unlimited" data for another \$50 per month on my monthly statement but balked when I suggested that Comcast could very well implement another arbitrary data cap by next year - which I assume means they do not guarantee "unlimited" anything. On one hand, they tout the fact that supposedly less than 1% of Americans would use more than 1TB of data on any given month, but I feel they are extorting

Americans for what amounts to a substantial fee for households with multiple Internet users and/or using devices to stream 4K high-resolution video or games by their children. It amounts to an extra tax for such households or users because Comcast figures they must have the income to pay them. That is wrong.

Comcast is an enormous conglomerate that pursued a successful merger with NBC Universal roughly 7 months ago and currently retains sole ownership to further monopolize their market and stifle competition from elsewhere. Although the technology and means to update and build their broadband network infrastructure have become steadily cheaper over the last decade, as a corporation they are much more comfortable with charging disproportionately high fees for Internet service that is much slower compared to other industrialized nations that are less wealthy than the United States. Simply put, service providers such as Comcast and Time-Warner charge so much money because they simply can, absent a competitive market and monopolistic control over most regions where they exist. Now they are instituting data caps on consumers purely for greed, and the FCC must assert its authority not to punish these corporations, but purely for the sake of safeguarding and maintaining the protection of an equally accessible and single Internet for every American regardless of regional location or income.

Thank you very much for your generous time in reading my complaint about data caps for home broadband Internet such as the one Comcast has recently implemented. I will steadfastly hope that the FCC will pursue and assert what is right for not only the vast majority of American citizens and consumers, but also for the principles that protect the Internet to be equal, fair, and freely accessible regardless of income.

Ticket: # 1539172 - Price Gouging and Data Caps

Date: 3/31/2017 11:33:32 AM

City/State/Zip: Rustburg, Virginia 24588 Company Complaining About: Shentel

Description

Imposed data caps and price gouging. They are the only company in this area that provides internet. \$150.00 for 50Mbps - meanwhile, literally 1 mile down the road, Comcast is offering 100Mbps for \$60.. this is a constant. The data caps are low. There are multiple complaints about this and general service - so much so that they have a 1.9 star rating (https://www.facebook.com/pg/shentelco/reviews/)

Ticket: # 1540152 - Comcast Data caps

Date: 3/31/2017 3:45:06 PM **City/State/Zip:** Lehi, Utah 84043

Company Complaining About: Comcast

Description

This is ridiculous to charge to data amount usage on a wired internet service. My current speed is 250 Mbps, if I were to use the service I am paying for to it's fullest for 9 hours I would be over my limit. That means I could use my ENTIRE data allotment for the month in under 1/2 a day. In other words I payed for a service that I could only use for 1% of the month... This is criminal.

Ticket: # 1540602 - Comcast data cap

Date: 3/31/2017 6:21:55 PM

City/State/Zip: Bedford, Indiana 47421 Company Complaining About: Comcast

Description

As a comcast customer I was unaware that we were under the 1 terabyte data cap rolled out by Comcast in fall of 2016. Nothing on my bill has stated my usage or the changes. Our household went over the 1024gb on 3/31/16. They are going to charge us \$10 for a 50 gb data block. Our monthly data restarts on 4/1/16. This is a clear example of negative option billing. I did not request this additional service, we also are in a two year contract for our services. They should not be able to change terms such as data limits during the course of the contract.

Ticket: # 1541278 - Net-neutrality Violation Data Usage

Date: 4/1/2017 1:10:34 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Comcast

Description

Comcast is attempting to overcharge for Security Cam usage. My usage has not changed for over 3yrs and now they are attempting to charge extra for monitoring my Security Cam's at a location that is Vacant. Note the location has not been occupied for the last 3 months. Comcast now wants to charge me an additional \$200/mo for monitoring my security cam's. See attached billing. I have been paying extra for faster upload speeds for 4 yrs of more. These additional charges took place Jan 1st 2017 without my being notified. I have two residence location and with to monitor my vacant house via Security Cam's. I believe that this additional usage charge for a residential address if a Net-neutrality Violation.

Ticket: # 1541280 - CableOne Bandwidth Cap

Date: 4/1/2017 1:11:56 PM

the standard 31 day month).

City/State/Zip: Boise, Idaho 83706

Company Complaining About: Cable One

Description

The ISP CableOne is continuing to implement an anti-consumer practice of limiting the available data usage to its customers at an unreasonable level compared to typical internet usage for the common customer. Its most popular and common plan, its 100/3mbps plan, has a bandwidth limit of only 300GB/mo. This is unreasonable considering the typical and reasonable usage of a standard family in this day and age. Particularly considering that the cap represents slightly less than 7 hours of full-speed usage for the typical account; this would mean that the consumer would really only be able to access about 1% of the service that they pay for on a monthly basis (7 hrs represents about 1% of

With many services becoming streaming or cloud-based (e.g. music or TV streaming through Spotify or Netflix, or cloud-based backup storage options for data security), bandwidth and usage requirements for the average household are only going to continue to go up in the future.

These uncompetitive practices by the ISPs (including CableOne) are stifling innovation in internet services. If consumers are constantly on edge about how many GB they are using each month, they are less likely to sign up for new products and services, or may cancel ones that they currently use and enjoy. As most consumers have no recourse as to which ISP they use, the ISP is indirectly negatively impacting the ability of other internet-based companies to provide their services.

I submit this complaint that the notion of bandwidth caps on residential internet connections is highly anti-competitive, and is unfair to consumers and businesses alike. One need only to look at other internet service markets, both in the USA as well as in places like the EU or South Korea, where the local ISPs are quite capable of providing excellent service without needing to resort to metered/capped usage.

Ticket: # 1541398 - COX

Date: 4/1/2017 4:10:18 PM

City/State/Zip: Virginia Beach, Virginia 23453

Company Complaining About: Cox

Description

Description

Hello, I am a service member who recently moved to virginia beach, va. The only choice here is COX, and I am very upset with them. First they have a data cap with no option for unlimited service in my zip code. COX sells unlimited and unlimited gigabit service, just not to me. Secondly, I signed up for 300 internet for \$79.99 a month. This is all i wanted and all i ordered. Cox decided to dump an expensive package on me including services i did not request. The only website has no option to fix this. Please get them to deliver the package they promised up front. Also they need an unlimited internet option.

Ticket: # 1541603 - Comcast data meter is inaccurate

Date: 4/1/2017 8:49:57 PM

City/State/Zip: Danville, California 94506 Company Complaining About: Comcast

Description

Comcast has introduced it's 1TB data cap in my market, but it is obvious that their data metering is very wrong as they claim I suddenly jumped from a monthly average of 110GB to 1.2TB! When calling them they deny their meter is wrong and provide the customer with no option other than "trust us" which is completely unacceptable. Their meter is not and cannot be independently verified to be accurate as would be required under a regulated monopoly.

Ticket: # 1541623 - Represent the people! Stop data caps

Date: 4/1/2017 10:06:17 PM

City/State/Zip: Seattle, Washington 98134 Company Complaining About: Wave

Description

Data caps on cable internet is pissing me off, another way to poach me for my hard earned money. There is no financial reason for them to cap and charge for extra. The costs of providing service is very low and only getting lower. Not to mention it limits the amount I can use the other services I pay for. These monopolies are have you guys in the palm of their hand. Start repesenting the people instead of their wallets.

Ticket: # 1541670 - Data Caps

Date: 4/2/2017 1:15:27 AM

City/State/Zip: Albany, Oregon 97321 Company Complaining About: Comcast

Description

These new 1 Terabyte data caps that Comcast has introduced are absolutely horrible. It is a company that is failing to adapt and rather than doing so is manipulating their essential monopoly to make their inferior services seem better. There is no comparable broadband internet in my area that offers the speed they do giving them a virtual monopoly, there is DSL, but it is terrible. The internet is no longer an optional thing, and I cant easily "go elsewhere". The fact I need to monitor my internet usage in 2017 to make sure I dont go over this artificial cash grab of a limit is ridiculous. It doesnt cost them more to proved me 1 terabyte vs 700 gb, at least not an amount that isn't easily covered with their inflated prices. They are simply trying to kill off the competition of Netflix and Hulu because they are far superior TV services, and by limiting the amount you can use them they are hoping to make them no more. It is insane, and this should never be allowed to happen. I may only average 350-400gb a month in current usage, but what happens if I decide to get a 4k TV and want to watch some 4k Netflix? Suddenly I need to ration my internet. This is insane and something needs to be done about it. I have spoken to Comcast about this and its pretty obvious they don't care, they feel invincible and like they can do whatever they want.

Ticket: # 1542841 - Data cap

Date: 4/3/2017 11:50:31 AM

City/State/Zip: Glenview, Illinois 60025 Company Complaining About: Comcast

Description

Data cap from Comcast has no purpose besides trying to get extra money for customers without providing an extra service. The monitor is also questionable since it will show bandwidth usage logged when the modem is off during an outage.

Ticket: # 1543649 - 1TB Data Caps for Cox Communications

Date: 4/3/2017 3:28:53 PM

City/State/Zip: Omaha, Nebraska 68164 Company Complaining About: Cox

Description

Data served to customers over a certain amount doesn't cost Internet Service Providers more than the data served under that amount. Extra charges for different amounts of data has no technical justification.

Instead, ISPs should be charging based on transmission speed and/or network congestion.

I tried contacting Cox's customer support both on the online chat tool from their website as well as the coxcorp.customerrelations@cox.com email for Corporate Customer Relations, but both sources only offered assurance that, judging by my past usage, I don't need to worry about the 1 TB limit.

Ticket: # 1552304 - Comcast data limits

Date: 4/6/2017 9:35:51 PM

City/State/Zip: Naperville, Illinois 60563 Company Complaining About: Comcast

Description

Comcast data limits are not correctly calculating data usage. I did not go over my data or even get close for the first 5 months of their new 1 Tb data limit. Not all the sudden I'm going over the last 2 months with no additional usage. How did this usage suddenly increase? Let alone talk about the fact that there is no reason to impose a Data cap except to get free money from their customers. With little to no competition, in my area only Comcast and att are the options and they have the exact same plans.

Ticket: # 1554194 - Complaint Reguarding Comcasts 1TB Data Cap

Date: 4/7/2017 5:06:34 PM

City/State/Zip: Villa Park, Illinois 60181-3040 Company Complaining About: Comcast

Description

I am filining a complaing against Comcast's 1TB Data cap. I cannot switch to an online streaming service for a 5 person household with this policy. Comcast obviously knows that people are trying to cancel their outrageously priced TV packages. I would like to cancel and leave Comcast, but this policy is preventing me from doing so. The FCC allowing this to happen intrudes on net neutrality and is an obvious benefit to large corporate monopolies such as Comcast. This is wrong, it is a monopoly, it stifles competition, and it ends up in rising prices for the American consumer. I would like to see this practice end considering that there is no limit to Comcast's bandwidth currently. There is no reason for this 1 TB data cap policy other than corporate creed and corruption. Any other reason given by Comcast is completely and solely for the purpose of making money at the expense of everyday working class people.

Ticket: # 1554555 - Internet Cap

Date: 4/7/2017 8:03:07 PM

City/State/Zip: Westmont, Illinois 60525 Company Complaining About: Comcast

Description

I started out without a limit and now have been imposed a limit which now I'm forced to obey. I have a 2 year contract and would be in breach of contract if I choose to close my account. This is a matter of "bait" and "switch" tactics. I feel you are being obligated to partake in something that was not made upfront in advance. Furthermore, I have to take my data usage based on whatever they claim it to be. This is bad business and consumers are paying the price against their will. I should not be subjected to these bully tactics by a company period.

Ticket: # 1554823 - Data Cap

Date: 4/8/2017 6:20:43 AM

City/State/Zip: Omaha, Nebraska 68107 Company Complaining About: Cox

Description

monopoly abuse

Ticket: # 1556211 - Unethical Practices

Date: 4/10/2017 10:19:33 AM

City/State/Zip: Miami, Florida 33144 Company Complaining About: Comcast

Description

Comcast is the only high speed business in my area. They have put a data cap on all customers. They believe 9 out 10 customers aren't affected but I do not at all believe that to be the case. In order to have unlimited data the ask you to pay an extra \$50.. unethical monopoly here in Miami. Please pressure them to change this!

Ticket: # 1558024 - Data Cap

Date: 4/10/2017 8:08:58 PM

City/State/Zip: Lafollette, Tennessee 37766 Company Complaining About: Comcast

Description

The comcast data cap is ridiculous, the 1TB cap they give us and say that it's very rare for someone to use that much data is not even remotly true in a household with 5 people, each of who play games online, stream netflix/hulu/and other apps, almost all the time, but oh wait, I can pay an additional \$50 a month for unlimited data, which should be unlimited anyway!!! As for other choices for internet, well.... there's not really much of a choice here other than comcast, unless I want unreliable satalite internet.. no thanks... Please do something about these caps, it should be a crime, they are charging for something that is not a limited resource... and not to mention, charging more to "heavy users" up to \$200 a month...

Ticket: # 1561524 - Boise Internet Monopoly

Date: 4/12/2017 12:25:34 PM

City/State/Zip: Meridian, Idaho 83646

Company Complaining About: Cable One

Description

The Boise valley has two options for internet and they are both horrible. CableOne more or less has the corner on the market. The problem is that they are also a cable provider and used to not have data caps at one point. I suspect they saw their TV packages diminishing due to "cable cutting" and decided to put caps on their internet services to recapture that revenue stream. CenturyLink in the Boise area is a joke and their speeds hail back to the dial up ages and completely unsuitable for the 21st century, not to mention they have data caps too. CableOne can pretty much do whatever with no retribution and myself and many of my family and friends are completely sick and tired of it. They automatically bump you for going over 300GB to the next internet "tier" (which also has a cap, but now at 400GB (which is utterly ridiculous). Friends and family all have their netflix set to SD quality to not go over, or wait a couple weeks to download a new game. Their policies are not fair to the consumer and Boise has been hurting in the internet department for years and we're simply fed up with it.

Ticket: # 1562943 - Internet Services - very poor service

Date: 4/12/2017 7:03:37 PM

City/State/Zip: Milpitas, California 95035 Company Complaining About: Comcast

Description

This web site details all that needs to be said about my complain: https://www.engadget.com/2017/04/12/internet-giants-push-back-against-net-neutrality-changes/

Chairman Pai is nothing more than a crony for big telecom and cable. Lack of competition is bad for consumers and created these monopolies we have today. I'm never one who supports Government intervention in the Private Sector. But when it comes to Internet Services, failure to regulate these giant telecoms hurts the industry and the consumer. Internet pipes should be decoupled from the services that ride over them, should NOT have caps or priority lanes, and should provide level playing fields for anyone wanting to offer over the top services. Failure to do all of this simply creates monopolies where the big telecom and cable giants stifle innovation and competition. My guess is this will fall on deaf ears, but I have to try anyway.

Ticket: # 1563450 - Comcast Data Cap

Date: 4/13/2017 6:51:43 AM

City/State/Zip: Streamwood, Illinois 60107 Company Complaining About: Comcast

Description

I don't think it's fair to cap data usage for customers without making that clear when they sign up for service

Ticket: # 1567734 - 1TB cap, oh but it isnt but if you go over give me more money.

Date: 4/15/2017 12:00:20 AM

City/State/Zip: Elkhart, Indiana 46517 **Company Complaining About: Comcast**

Description

It's just absurd that my only option of an internet company screws me so hard. My house uses more than 1TB of data a month, heck its the 14 and i got 350GB left. What can i do? OH!! But wait you can do something says comcast, pay me \$50 and instead of charging you for going over, which is in increments of 50GB so they charge you every time you use 50GBs then they "give you" 50GB more. I have to get 2 internet connections to the same house to get more data and not get charged a disgusting amount of money.

Ticket: # 1568352 - Data Cap's

Date: 4/15/2017 6:45:16 PM

City/State/Zip: Van Buren, Arkansas 72956

Company Complaining About: Cox

Description

Cox is starting to charge for Data Cap's this is wrong due to we mostly get our TV, news and Movies from the internet. They are violating the Sherman Anti Trust act by allowing the services that Cox cable / Internet offer such as OnDemand to go used with no bandwidth usage charge, all while charging everyone else that uses Netflix, Hula, and others data charges counting toward the data cap. Data is Data, if they are going to have a cap they must make it fair for everyone, that means Cox Digital TV On demand should not be allowed to be used with out charging for data. This violates the Sherman Anti Trust act in the way that keep customers from using netflix, hula, and others as much as they would like. But forces you to use the services Cox provides not the ones you pay for!

Thank you



Ticket: # 1569372 - Washington County MD Broadband Monopoly

Date: 4/17/2017 11:50:45 AM

City/State/Zip: Hagerstown, Maryland 21742 Company Complaining About: Antietam Cable

Description

Antietam Cable's data caps, fees and high expense are unfair to consumers. It is the only broadband cable provider in Washington County, residents have no other choice but to use Antietam Cable's service

Ticket: # 1570198 - Xfinity Data Usage

Date: 4/17/2017 3:20:15 PM

City/State/Zip: Ponte Vedra, Florida 32081 Company Complaining About: Comcast

Description

This is so inherently wrong and evil. Imposing a data cap on a fundamental utility. Please make this illegal.

Ticket: # 1571302 - Data Cap

Date: 4/18/2017 12:31:20 AM

City/State/Zip: Davis, California 95616 Company Complaining About: Comcast

Description

Comcast recently enabled a 1 terabyte data cap in my area without any notice. I only realized after looking at the phone app and seeing that I had a meter in the internet section. I certainly didn't sign up for this and I definitely don't want to pay an extra \$50 for unlimited for \$10 per 50 gbs I go over. Just ridiculous, this shouldn't be legal.

Ticket: # 1573248 - Comcast Limiting Data

Date: 4/18/2017 5:36:01 PM

City/State/Zip: Chico, California 95928 **Company Complaining About: Comcast**

Description

Comcast is capping data and charging \$10/50gb you go over.

Ticket: # 1573481 - Unreasonable data cap implementation

Date: 4/18/2017 7:25:48 PM

City/State/Zip: Papillion, Nebraska 68046 Company Complaining About: Cox

Description

Cox Communications recently implemented data caps on their residential internet service. The current Terms of Service allocate 1Tb of data usage per residence with overage of the data cap billed at \$10 per 50Gb of overage. While this implementation was done under the guise of "reasonable network management", there is no actionable evidence to support this implementation. Currently, ISPs are providing connections between consumers and content providers. With the implementation of data caps by the ISPs, they are now not only in control of access to the content, but how much of that content the ISPs customers are allowed to access. This is by and far an example of price-gouging, as they are not only billing for the access to the delivery method, but billing for the amount of content delivered over the delivery method. While I understand that more and more content is moving to cloud-based services such as Netflix and on-demand programming, it is unfair to consumers for an ISP to charge consumers for access to the data pipeline, and then to limit the usage of the pipeline because their cable subscription numbers are falling. The FCC should be ensuring that customers are not charged twice for the same service, let alone limited usage of the pipeline to content they have reasonably paid for that is delivered over the data pipeline.

While the FCC is currently in the process of de-regulating the internet, I would ask that in order to protect consumers from unfair business practices, they implement rules that prohibit the use of data caps as a supplemental form of income for ISPs. Reasonable Network Management involves shaping network traffic for optimum efficiency, not restricting the amount of content users can access over a network. While ISPs have recently been using Reasonable Network Management as a disguise for their shady business practices, consumers are unable to access content that they have paid for, and are limited in their ability to access content without fear of being charged twice for access to the network and for using the network as intended. As per their terms on their internet plan information here: https://www.cox.com/aboutus/policies/speeds-and-data-plans.html, cox communication zero-rates their own content from data caps. This was in violation of the Net Neutrality rules put forth by the previous FCC administration, and should raise concerns for the current administration.

I would ask that the FCC begin the process of prohibiting data caps for all wireline and wireless services, and create rules that support consumer access to content based in the cloud. I would also ask that ISPs provide factual data supporting the claim of reasonable network management in regards to data caps.

Ticket: # 1580438 - Data caps are unfair

Date: 4/21/2017 5:38:42 PM

City/State/Zip: Tacoma, Wa, Washington 98408

Company Complaining About: Comcast

Description

Description

Comcast advertises that 1 terrabyte of data is unreachable. That is truly not the case and as a casual user of the internet, I was still able to exceed the cap. Its preassuring us into paying more than a already overpriced service for less than advertised. It's nuts that comcast/xfinity can do this to customers and nothing is done. No one who has this service agreed to allow comcast to constantly change the terms of service that always result in higher prices than told on the phone. My bill is constantly 40-50 bucks extra for almost 0 reason.

Ticket: # 1581748 - Comcast Data Caps

Date: 4/23/2017 2:42:36 PM

City/State/Zip: Littleton, Colorado 80138 Company Complaining About: Comcast

Description.

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1581905 - Net Nutrality and Data Caps from AT&T

Date: 4/23/2017 6:45:14 PM

City/State/Zip: San Antonio, Texas 78249 Company Complaining About: AT&T

Description

The point of data caps is to frustrate customers enough to make them pay more money. There is no point to having a 1TB data limit on home internet, AT&T is illegally scamming customers and in many markets AT&T has an illegal monopoly on home internet service. The internet is a vital utility from everyone and shall be easily accessible to everyone and not be hindered by monopolies. All combined with slow internet speeds in areas with no other ISPs. Thanks to competition, In San Antonio TX. 200mbps is available for \$60/month. However in Daphne, AL. the best available is 25mbps that costs \$80/month. AT&T holds an illegal monopoly in the Mobile/Daphne area hurting American Citizens access to this vital utility.

Ticket: # 1582057 - Comcast 1TB Data Cap

Date: 4/24/2017 12:40:30 AM

City/State/Zip: Sacramento, California 95828 Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/ It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1582633 - Bandwith cap implemented

Date: 4/24/2017 11:56:38 AM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

When I had signed up for internet service in 2014 I had signed on for internet service at 30 Mbps without a data cap. Suddenlink on December 2014 "Upgraded" my internet speed from 30 Mbps to 50 Mbps, however with this "upgrade" came an imposed bandwith cap. Only options without a bandwith cap are now 20 dollars a month higher than what I'm currently paying - which is already well over national average price for internet connection. Company has bait and switched me into a bandwith cap.

Ticket: # 1584928 - Extra charges for exceeding arbitrary data caps

Date: 4/25/2017 10:21:02 AM

City/State/Zip: Western Springs, Illinois 60558 Company Complaining About: Comcast

Description

I am an internet/TV/phone customer of Xfinity/Comcast. Although I use my home internet for what I consider to be very typical uses -- including streaming shows from Netflix and Youtube -- I have been informed by Comcast that I am about to exceed their monthly data cap for the third time in six months and will be charged up to \$200. A large portion of this usage is from streaming Netflix on an Xfinity cable box, where TV usage doesn't count against the cap, but Netflix does. I don't think this billing practice is consistent with my expectations when I signed up for Xfinity services and I think the FCC should step in to limit cable companies' ability to use such deceptive practices.

Ticket: # 1587354 - Comcast inline data usage popup / data cap

Date: 4/25/2017 5:59:19 PM

City/State/Zip: Coon Rapids, Minnesota 55448

Company Complaining About: Comcast

Description

Comcast has been sending me continual popups stating that I am approaching the data cap without having ever visited their website or any comcast related media. This is clearly a punishment for having not bought cable TV on top of the internet service. It's not right that I have to purchase an extra 50\$ service just to consistently stream over the service I already pay for. Further, I will be charged extra for going over the limit but there is no reimbursement for data unused.

"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"

What they fail to mention is that "users who use less data" will be paying the same exact prices that they did while enjoying unlimited data. There is no relief.

Ticket: # 1587857 - Comcast Data Cap

Date: 4/25/2017 9:32:26 PM

City/State/Zip: Bothell, Washington 98012 Company Complaining About: Comcast

Description

The data cap that Comcast has on our internet is ridiculous. I live in a house with 5 other people who all play video games. We pay for the fastest speed internet and we want freedom to information. Comcast is limiting our rights by limiting us on the amount of information we are allowed to consume. We are already gauged by the prices that are put on us by Comcast. Why are we charged more when we have reached our limit? Comcast can do whatever they want whenever they want because for some people, there is no other option. Its a big monopoly. If i could switch service providers, I would switch in a heartbeat.

Ticket: # 1587891 - Internet provision

Date: 4/25/2017 9:52:32 PM

City/State/Zip: Bothell, Washington 98012 Company Complaining About: Comcast

Description

Everybody knows that the amount of money we're forced to pay for internet(which should be a utility) is far too high. This is unethical and proves that internet providers have no respect or consideration for their customers.

Ticket: # 1587893 - Stop fucking us.

Date: 4/25/2017 9:53:31 PM

City/State/Zip: Bothell, Washington 98012
Company Complaining About: Comcast

Description

If we are already paying for the service, and you are collecting our data and selling it you should not cap the data.

Ticket: # 1588077 - Unreasonable Data Cap

Date: 4/26/2017 12:31:26 AM

City/State/Zip: Newark, California 94560 Company Complaining About: Comcast

Description

Dealing with a data cap for home-based internet is obscene. I've had multiple carriers across multiple states, and never dealt with data caps until moving to my current residence. To make issues worse the same service has no limit for family I have elsewhere. I work in consumer electronics and fully understand the need to stem internet traffic as heavy users are often involved in unscrupulous activities like torrenting, however for what I consider fairly average use between work and home purposes I'm punished unjustly.

Working in gaming I'm regularly tasked with download games. When games were 2-3GB that was no issue, however I'm now looking at 60-120GB downloads, with multiples launching each week. While most downloads can be completed on a work connection, occasionally working from home I'm unable to do anything due to limitations. Add in the move to paid steaming video through PS Vue, Hulu, Netflix, HBO, and Amazon, and were left having to budget our quite average time spent at home due to a 1TB data cap that was advertised as "nearly impossible to hit" by Comcast.

I find it unfair that exceeding 1TB costs me more money, but conserving and using less than 1TB doesn't even save money. It's a disgusting business practice that is only utilized in specific zip codes, all of which happen to be generally higher cost-of-living, leading me to believe I'm intentionally being targeted.

I don't believe for a second that it's network congestion like cellular towers deal with as Comcast has claimed to me, because I'm still throttled to 15 mbps up when receiving 300 down. If I'm going to continue to be inconvenienced I should at least have more freedom with how I use my "allotted" bandwidth.

Ticket: # 1590225 - Data Caps

Date: 4/26/2017 5:50:57 PM

City/State/Zip: Plymouth, Minnesota 55441 Company Complaining About: Comcast

Description

When I signed up for my Comcast internet service there was no data caps. Now they enforce a data cap which has proven isufficient. I use streaming video services such as Netflix and Playstation Vue, I believe the cap is in place to punish those of us who stream and try to force us to sign up for their television services.

Ticket: # 1590435 - Data Caps

Date: 4/26/2017 7:28:54 PM

City/State/Zip: Tumwater, Washington 98501 Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 1591953 - Comcast Data Caps

Date: 4/27/2017 1:25:33 PM

City/State/Zip: Hudson, Michigan 49247 Company Complaining About: Comcast

Description

Comcast currently offers a 1TB data cap with my service (115mb's down 50mb's up). Any cap on this speed of internet is ridiculous.

Ticket: # 1593235 - Comcast Internet Data Usage Cap

Date: 4/27/2017 6:41:54 PM

City/State/Zip: Davis, California 95616 Company Complaining About: Comcast

Description

Comcast continues to cap the data usage in our home which is not feasible. Streaming and playing games have already hit 4k resolution which eats up data without using it much. How did these not get factored into before Comcast was able to roll out their data caps? Why is there no limit to what Comcast can do in terms of gouging customers with increase in billings? What is the point of the FCC if Comcast can get away with such practices? This is not fair for consumers who rely on the Internet especially with how ubiquitous the Internet has become in our society.

Ticket: #1593613 - Net Neutrality

Date: 4/27/2017 11:45:40 PM

City/State/Zip: Saint Petersburg, Florida 33708
Company Complaining About: Corevitals

Description

My last Office 365 update was about 600megs. I downloaded a game called World of Warcraft that was about 2gigs and then got a 300 meg update the next day. I loaded Facebook up in my browser the other day and I saw about 20 ads scroll past my timeline.... Ads I really didn't care to see. But they suck up my bandwidth. So, you want to allow ISPs to impose limits and caps? When in one day, I can burn up all that bandwidth and most without any choice of my own (other than the purchase of a few online products). You guys obviously don't use the internet and understand just how big things have gotten. Ajit Pai, is an idiot. Even looks like an idiot and problem owns a flip-phone. Can someone please educate this moron??

Ticket: # 1593667 - ISPs Maintain a Monopoly Over Customers and Have No Incentive to Spend on Infrastructure

Date: 4/28/2017 1:26:34 AM

City/State/Zip: Kennett Square, Pennsylvania 19348

Company Complaining About: Verizon

Description

We are tired of hearing that all we need do is give more power to monopolistic business entities and they will surely do the right thing. I am not in favor of rolling back the 2015 Net Neutrality policies and I think it is clear Chairman Pai cannot be doing anything but pandering to big business. The internet was designed with equality and openness in mind and these companies (Verizon, Comcast, etc.) have done NOTHING to indicate to me that they have any intention of pursuing those ideals once they are deregulated. They are looking to open a new revenue source and charge both the consumer and the content provider for the same delivery service. All while implementing data caps on their customers! Blatant GREED. Deregulation didn't work for Wall Street and it doesn't work for utilities which have become backbones of communication (as the internet has). Work for the people. Enforce Net Neutrality. We have already spoken on this issue. Represent us, not powerful commercial interests.

Thank you.

Ticket: # 1593702 - XFINITY data capping with no other options

Date: 4/28/2017 3:31:43 AM

City/State/Zip: San Francisco, California 94133

Company Complaining About: Comcast

Description

For the second month in a row, I am being notified of charges for data capping. I never signed up for a capped plan, and XFINITY is the only boradband provider in my area. As a monopoly, I think this is an obviously unfair business practice. Especially given that I work from home, and require an Internet connection. I also have no ability to turn off my Internet to not incur additional charges, as it is both needed for work and most of my devices would stop working without updates. Some iOS apps for example, cannot update without WiFi, and devices such as my PS4 and computer update automatically.

Ticket: # 1594021 - Comcast Data Cap is abusive

Date: 4/28/2017 10:26:30 AM

City/State/Zip: Fort Myers, Florida 33967 Company Complaining About: Comcast

Description

Comcast is punishing those users, including myself, that stream their content and do not buy their cable subscriptions. Now, they have a data cap, and fees that are abusive. On top of that they make profit with your paid service by using your router as a hotspot. Come on, we need our government to push for right things.

Thanks in advance

Ticket: # 1595903 - Data caps are poison

Date: 4/29/2017 12:57:00 AM

City/State/Zip: Fort Myers, Florida 33967 Company Complaining About: Comcast

Description

Why are companies still allowed to create an artificial scarcity of bandwidth and charge consumers exorbitant amounts of money for an essential tool that virtually every american uses on a daily basis? We are connected by our computers, phones, tablets, and virtually every electronic device, and they all require internet. Companies are given monopolies over every region by creating barriers to entry to any new ISP. limiting the number of providers that consumers can choose from. We're being extorted by ISPs. Unless the FCC does something, they're essentially complicit in helping ISPs rob consumers. We are suppose to learn from history. Did the FCC learn nothing from the breakup of the Bell System?

Ticket: # 1595923 - Unfair Data Caps

Date: 4/29/2017 2:37:30 AM

City/State/Zip: Manhattan, Kansas 66502 Company Complaining About: Cox

Description

As time goes on we get more and more restrictions on our internet usage. We can no longer live without it, I have a complaint with Cox Communications and any other provider that insists on using data caps, as 4k becomes more and more popular usage goes up. I think this is intentional on the part of the ISP's to get you to keep using their overpriced tv products. It is both unfair and unnecessary, as data shows the cost of internet access is getting cheaper to these large greedy corporations.

Ticket: # 1595964 - Comcast Data Caps

Date: 4/29/2017 7:46:44 AM

City/State/Zip: Alamo, California 94507-1765 Company Complaining About: Comcast

Description

Description

The new 1Tb data cap is a ridiculous concept. An average computer update (Mac, PC or Smartphone) consists of downloads ranging from 1-4GBs. Multiply that by a standard number of devices owned by an individual, then multiply that by the number of people living at the home. Each month, as I have seen very clearly, just basic updates that are required just to continue using our devices, take up 20% of our data plan. Comcast must be crazy if they really think the average person uses less than 1Tb per month, especially when newer technologies keep coming out, like 4k Ultra HD, which can have video data usage up to 10Gb/hour. Comcast is impeding the future development of technology and should be forced to remove these caps, as the FCC had promised to do previously. FCC, do your job and do something about this.

Ticket: # 1596288 - Data caps

Date: 4/29/2017 3:06:52 PM

City/State/Zip: Aliso Viejo, California 92656

Company Complaining About: AT&T

Description

FCC should protect the consumer not ISP, Data Caps is unfair and does not protect consumer when there is not competition and choices. Please stop ISP Data Caps.

Ticket: # 1596498 - comcast data cap

Date: 4/29/2017 8:11:01 PM

City/State/Zip: Citrus Heights, California 95610

Company Complaining About: Comcast

Description

Due to the new forced Comcast data cap I now can not download any of the movies/games/school-work/files that I own after a computer upgrade because it goes way over a TB. It is absurd to think that a 1 TB cap on the internet should be allowed. The only reason this is being allowed is because the United States Federal Government is allowing/enforcing that Comcast have a monopoly over internet services. With no competition they are now able to do whatever they want to force other services out, like Netflix, Amazon streaming, Playstation Now, or any cloud computing services for that matter. Comcast claims this is not to push those other services out but then turns around and provides its own streaming at no data-usage-costs to its users. So basically..."You can use Netflix and stream 4k but we will charge you extra to do that. Or you can use Comcast streaming and you wont be penalized". This is classic illegal monopoly actions that we as the people need the government to step in and handle. We the people complained over Net Neutrality and this is Comcast's response to side step it and keep controlling the internet just under a new way of wording it. The outcome is the same and they need to be stopped.

Ticket: # 1596633 - New data caps

Date: 4/30/2017 6:21:41 AM

City/State/Zip: Jacksonville, Florida 32245 Company Complaining About: Comcast

Description

It is a money grab!!!! I did not like there standard TV programming (did away with cable tv) . So, now they want to put caps on other providers. (netflix, amazon etc.) through my internet service.

Ticket: # 1596743 - Keep Net Neutrality

Date: 4/30/2017 12:31:06 PM

City/State/Zip: Watsonville, California 95076

Company Complaining About: AT&T

Description

I believe we need to keep net neutrality for the sake of start up businesses to keep the market competitive for consumers, to not have data caps on the networks and to not allow blocking or the throttling of connections to any websites.

Ticket: # 1596940 - XFINITY data capping with no other options - update

Date: 4/30/2017 4:56:16 PM

City/State/Zip: San Francisco, California 94133

Company Complaining About: Comcast

Description

This is an update to my previous complaint, but I also received my Bill on April 29th for \$99.80 due on 5/21, so I believed my data-capping period was over. However, today I received another notice that I was over my amount by 10% which was highly misleading. For an overage of 10%, they will charge me about 30% of my bill, with no options to avoid it. When looking to upgrade, I only saw speed improvements, and nothing to do with bandwidth.

Ticket: # 1599524 - Comcast Data Cap

Date: 5/1/2017 8:23:54 PM

City/State/Zip: Lake Orion, Michigan 48362 Company Complaining About: Comcast

Description

Comcast's 1TB data cap is unethical seeing as they are limiting the amount of data we can use and punish us with extra fees if we exceed this limit, what's more, are they do not refund us or lower our bill should we not use all of that data.

Ticket: # 1599664 - Net Neutrality and 21st Century Internet Access

Date: 5/1/2017 9:47:08 PM

City/State/Zip: Livonia, Michigan 48152 Company Complaining About: Comcast

Description

A free internet means an equal opportunity internet in which ISPs do not show favoritism to any of the data I wish to consume. It is my choice what kind of internet content I want to consume and it is the duty of my ISP to provide that content reliably and without interference. When the wishes of internet service providers are allowed to encroach on the content that consumers enjoy, that is not freedom; it is constraint. To repeal the Title II classification and remove net neutrality is to say that my ISP can dictate my internet usage for me. My ISP provides some of the worst internet access compared with other industrialized countries and it is a national embarrassment. The ability of our businesses to compete has eroded because of it and the traditionally welcoming data infrastructure which has often enticed foreign investment is now pushing it away. For the sake of a free and open internet with reliable access that protects the liberty of consumers to enjoy the internet as they please, the FCC should protect and strengthen the net neutrality rules as they currently stand.

Ticket: # 1036853 - XXXXXX XXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 11:53:05 PM

City/State/Zip: Worley, Idaho 83876 Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of us who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the Federal Communication Commission should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce the rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 1585607 - Protect Net Neutrality!

Date: 4/25/2017 12:22:56 PM

City/State/Zip: New York, New York 10003

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

Ticket: # 1586724 - Protect Net Neutrality!

Date: 4/25/2017 3:28:46 PM

City/State/Zip: Lincolnshire, Illinois 60069

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff. Bina

Ticket: # 1248230 - Comcast's nationwide One terabyte data caps.

Date: 10/8/2016 2:00:40 PM

City/State/Zip: Hollywood, Florida 33023 Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hard-line Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

I am a Comcast customer and I am concerned with the approach Comcast has taken. I no longer have any desire to adhere to these absurd data caps and stay with this company. I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country. Signed,

(b) (6)

Ticket: # 1252757 - 1TB data caps

Date: 10/11/2016 1:10:18 PM

City/State/Zip: Tacoma, Washington 98444 Company Complaining About: Comcast

Description

Hello,

I just read today that Comcast will be rolling out 1TB data caps to additional states starting November 1st, among them is Washington state where I live.

The 1TB data caps is unreasonable for people who no longer use traditional cable television as a means for entertainment. I currently only pay for Internet services through Comcast, which is my only ISP option where I currently live.

I regularly use between 500GB - 1.4TB per month of data usage. My primary data consumption is used on services like Netflix, Youtube, Twitch.tv, and downloading video games over Playstation Network and/or Steam. Practically every AAA video game ranges from 20GB - 60GB for it's initial installation, and often times updates to these games can range from 5-20GB in size. The Netflix streaming is definitely eating up the most of my bandwidth.

Keep in mind, I'm able to go over 1TB per month regularly, and I am the only person in my home using my internet service. If I even had 1 other person using my bandwidth regularly, there's no way I would ever be under 1TB per month.

I don't understand how we can allow ISP's to place data caps on their network when there's no signs of oversaturation of bandwidth. Comcast has not given any signals that they plan on laying down Fiber optics to my residential area to increase throughput, which would help eliminate the need for data caps.

Comcast continues to make Billions of dollars per year in revenue, but they are claiming they are unable to spend the money to improve their infrastructure so that data caps do not need to exist. How is that even possible?

I personally believe we should be using Internet like a utility, but because we are in favor of Oligarchy's, we must ensure we regulate these few companies in a way that it doesn't hurt consumers.

It's not my fault I don't want to pay for Comcast's overpriced Cable television services. And because I chose an alternative medium that costs less, they want to charge me more to make up for potential loss in revenue. Maybe if I had an alternative ISP to go to, this wouldn't be so bad. I prefer to vote with my wallet. But I don't have an alternative option.

I hope that you understand my concern, and please know that my complaint is sincere.

Thank you to whomever might read this!

Ticket: # 1241259 - Data cap

Date: 10/7/2016 11:24:26 AM

City/State/Zip: Colorado Springs, Colorado 80909

Company Complaining About: Comcast

Description

Comcast has instituted a data cap on my internet service. This seems like a violation of open internet.

Ticket: # 1241713 - Data Caps

Date: 10/7/2016 12:22:32 PM

City/State/Zip: Daly City, California 94015 Company Complaining About: Comcast

Description

Received an email from Comcast about data caps. This is anti-competitive and they're only doing it because customers are leaving them for cable substitutes. Please do something about this!!!!!!

Ticket: # 1241984 - Comcast Data Caps

Date: 10/7/2016 12:59:45 PM

City/State/Zip: Goshen, Indiana 46526 **Company Complaining About: Comcast**

Description

With every person relying on the internet in their daily lives why would our government let a company be in a position of power to control our access to it? What I see them doing right now is putting a data cap in place that "doesn't effect 99%" of their customers. What they do not tell their customers is that internet data usage grows by ~20% per year, and part of that is simply due to increased file size on higher and higher quality media. So even if you were to continue doing your normal Youtube or Netflix routine your data usage will grow over time- do you think Comcast will increase the cap over time as well? (obviously this applies to all telecom companies)

I do not think this will hurt people RIGHT NOW. One of the biggest issues with this happening right now is that a good portion of our population did not grow up with the internet and they do not know or do not realize how big of a deal this is, so it is much easier for telecom companies to get them on board with an "everything is fine for you, this will only effect a couple power users" story. Allowing data caps (or "fast lanes" etc for that matter) to exist for any telecom service will do nothing except hinder our innovation forever into the future.

I honestly would not have a problem with this if there was legitimate competition in the US for cable companies, because this would not even be an issue. If a company tried to do this to its customers they would simply switch to the other provider. Most of us do not have that option. You can easily look at the markets that Google entered with their internet option and see how Comcast and similar companies reacted. Internet package prices dropped across the board and data caps do not even exist.

One last question... why is our government allowing the US to be one of the worst in the world in terms of internet speeds and prices? (from PBS article-

http://www.pbs.org/newshour/updates/internet-u-s-compare-globally-hint-slower-expensive/)

Ticket: # 1242470 - Comcast's data caps are a danger to the digital marketplace

Date: 10/7/2016 1:51:58 PM

City/State/Zip: Byron, Illinois 61010

Company Complaining About: Comcast

Description

As we move forward into the future, it's easy to see that all of our media will soon be delivered digitally. From small files, such as mp3s, to 3d 4k movies, to video games, which can take up to 130 GB of space, it's clear to everyone paying attention that data caps are an attempt to find additional revenue from customers who take advantage of this mode of delivery. A game at 130 GB takes up 13% of your monthly data cap. But what if you need to download it on more than one system? All of a sudden, you've eaten away a quarter of your data in a day's time. And the madness doesn't stop there.

Take Microsoft's store for example. They are a well established company and deliver games, movies, and music digitally. With Windows 10 they introduced a new digital storefront for consumers, but with all new things there were kinks that need ironing out. Sometimes large downloads would fail and require a restart, sometimes more than once. As data caps roll out this will cause users to avoid this store. No problem, right? Microsoft is a large company. But what about smaller, fledgling corporations, attempting to launch their own store? Consumers will choose larger companies as an alternative, harming the market.

I hope you can see where I'm going with this. Is it too far fetched to realize that this is just a Cable company artificially adding value to their own on demand media services by punishing you for finding your media elsewhere?

Ticket: # 1244964 - Comcast Data Caps

Date: 10/7/2016 6:54:28 PM

City/State/Zip: Westland, Michigan 48185 Company Complaining About: Comcast

Description

Data caps are unfair for the consumer

Ticket: # 1245486 - Data cap

Date: 10/7/2016 8:09:45 PM

City/State/Zip: North East, Maryland 21901 Company Complaining About: Comcast

Description

Should not be a data cap

Ticket: # 1247531 - Comcast Data Caps

Date: 10/8/2016 4:43:15 AM

City/State/Zip: Mukilteo, Washington 98275 Company Complaining About: Comcast

Description

Comcast has become a regional monopoly. Due to the fact that it trades-off regions with its other major competitors, it can impose whatever billing practices it pleases in the areas in controls, like in my home town of Mukilteo, WA. The FCC would like to pretend that there is internet competition in my area because CenturyLink can offer 20-40 MBPS at their maximum tier for an unreasonable amount, but there is no real high-speed internet competition.

Recently, using its power position in the market, Comcast has decided to alter the terms of my internet service to require data caps of 1 TB per month. I am still required to pay the same price I have been paying and receive no concession for this "altered" internet service deal. Not only that, but I have no recourse in turning to the competition because there is none (at reasonably high internet speeds). Comcast now will charge \$50/month additional to receive the same internet service I had before the change (on top of the \$100/month that I already pay for internet and very basic cable). That's a 50% increase! That is ridiculous and out of reach for the everyday consumer. Comcast has very easily supported current consumer usage without the need for data caps. Suddenly, it has determined to charge for extra data in order to fight off internet-based TV competition such as Netflix and Amazon Prime because it is hemorrhaging TV customers to them due to its already-poor business practices. These data caps are a move to try and strangle consumers who want to stream HD videos from Netflix, Amazon, and others in order to break free from Comcast's TV service, which can easily put an individual over the monthly 1 TB data caps. It seems these anticonsumer practices are the only way it can retain its customer base and/or grab back the money it was losing from "cable-cutters".

The FCC has allowed this Oligopoly internet provider system to go on too long and needs to fully declare broadband internet as a utility so that Comcast's unreasonable pricing practices can be called into question. The FCC is supposed to be a representative for the American people against monopolistic business practices. Comcast's blatant anti-consumer, one-sided, and money-grabbing actions show that it has no fear of recourse from its helpless consumer base or from any Government oversight agency. This needs to change. FCC, please do something to stop this practice of Data Caps and ultimately, please move to break-up the power of these regional monopolies by declaring internet service as a public utility. Thank you.

Ticket: # 1248414 - Comcast 1TB Data Cap

Date: 10/8/2016 3:28:49 PM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Comcast

Description

To whom it may concern,

Yesterday I received an email notification from Comcast telling me that starting November 1, 2016, a 1 terabyte data cap will be applied to my monthly internet plan. While the announcement of this cap wasn't as surprising for me -- I knew Comcast was trialing the use of a 300 gigabyte data cap on residential internet plans, though where I live in California the limit was not being enforced -- I still find Comcast's decision to enforce any data cap at all, even one that is higher than 300 gigabytes, to be disappointing, bad for Americans, and bad for the open internet.

I'm aware that Comcast's main response to these data caps is that it's based on a principle of fairness, that the more internet data a customer uses, the more they should pay. However, this has been refuted by several experts in internet infrastructure. Simply put, the infrastructure that powers the internet isn't stressed by any one person consuming lots and lots of data. Thus, this is nothing but a blatant money grab by Comcast to try and profit at the expense of customers who are doing more and more things online.

Rolling out these data caps is particularly galling given that high bandwidth products and services such as 4K video and home automation devices are becoming more widespread. Comcast simply wants to gouge customers for using these devices, which is unfair and a blatant way at trying to evade the FCC's open internet policies. I urge the FCC to use all powers at its disposal to encourage internet competition, discourage these types of data caps, or ban data caps outright.

Sources:

- -- Comcast's blog post about how data caps are based on a principle of fairness: http://corporate.comcast.com/comcast-voices/you-can-do-a-lot-with-1-terabyte-of-data
- -- Comcast's own executives confirming that data caps are business policies and not required by technical necessity: http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/
- -- The FCC's own guidance on open internet policies (which I'm sure you're versed in!): https://www.fcc.gov/general/open-internet

Ticket: # 1248606 - Data Caps

Date: 10/8/2016 5:39:06 PM

City/State/Zip: Shreveport, Louisiana 71104 Company Complaining About: Comcast

Description

Comcast is initiating internet data caps which is a direct violation of my right as a citizen to access the worldwide web.

Ticket: # 1252119 - Data Caps

Date: 10/11/2016 3:23:20 AM

City/State/Zip: West Palm Beach, Florida 33412

Company Complaining About: AT&T

Description

I was looking at AT&T Internet plans for home use, but they are now charging for a speed (ie 6mbps) AND for bandwidth "usage". This is actually double billing because they are charging for the same thing two different ways. They are also increasing their price by A LOT.

A 6 megabit per second data rate is already usage capped at 1944 Gigabytes per month. (6*60*60*24*30 creates a usage limitation, since the amount of seconds in a month is known and finite).

But what happens when they say plans have a 1 TB cap as they are now claiming? A 6mbps plan theoretically offers close to 2TB of data within a month, but AT&T will now charge you fees if you use just HALF of the data capacity that you have already paid for!

AT&T's 18 mbps plans also have the SAME cap of 1TB. So why do you have to pay more for an 18mbps plan vs a 6mbps plan when they both only give you 1TB of data? It seems that they want to charge you for the data that you use, and they also want to charge you for the speed at which the data is delivered. But the speed of delivery already caps the maximum data that can be used in a month.

Data usage limits have always existed- they were just the same as the speed purchased. Need more data in a month? Get a plan that can transmit more data at a time, increasing the total transfer amount.

This new strategy however, is just a sneaky way to raise their rates without drawing scrutiny. Before, a 6mbps plan that cost \$30 would deliver 2TB over the course of a month. Now, with a 6mbps connection you pay \$30 for only 1TB of data. The price just doubled! (It's like filling half the bag of potato chips with air and charging the same price per bag. The price per bag is the same, the price per chip just doubled.)

But wait, there's more! Do you actually want to use the 2TB of data that you were previously paying \$30 a month for? Well now it will cost you \$30 for the first 1TB, plus \$10 per 50GB "overage" for using the rest of the plan. For the record, there are 20 "50GB blocks" in 1TB. So a 2TB user would now be billed \$230 per month.

Let me say that again. Before the "caps", you paid \$30 for 6mbps, which is 2TB per month. After the cap, the same amount of data, 2TB, will cost you \$230 per month. That's a 666% price increase! (Could it be.... Satan?!).

Seriously though. Are you going to allow a company that is a monopoly (or duopoly in some areas) where customers have no choice but to use AT&T (since Internet is now an essential utility), to increase their prices by 666%?! They try to pretend like it's about fairness. "people who use more

should pay more". Well, people who use more DID pay more. They bought faster plans with more data. This capping business is just price gouging a captive audience for increased profit.

ISP's have already admired that congestion isn't a problem. See: http://arstechnica.com/business/2014/07/isps-tell-government-that-congestion-is-not-a-problem-impose-data-caps-anyway/

(And I didn't even cover to the anti-trust component in all this- they exempt their own phone and tv from the cap, but competing VOIP and TV service (Netflix, etc) have their data capped. So you basically have to pay AT&T an extra fee for using your Netflix account or VOIP phones... but not AT&T TV or phone service (which is digital and uses the same bandwidth which is not congested by their own admission).

So what are you going to do about it? Will you stop them?

Ticket: # 1260031 - Internet Data Caps

Date: 10/12/2016 5:52:43 PM

City/State/Zip: Issaquah, Washington 98027 Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I implore you to ban internet data caps and keep the internet open and fair.

Ticket: # 1261111 - Data Cap / Price Gouging

Date: 10/12/2016 10:01:02 PM

City/State/Zip: Salem, Oregon 97301 Company Complaining About: Comcast

Description

The new data cap to be enacted by Comcast appears to be the attempt of the cable provider to circumvent net neutrality. The actions this company has taken in the past, such as threatening to charge for content providers such as Netflix to not be throttled, shows a clear intention of this company to attempt to milk more money out of their internet service.

The new data caps are a direct attempt to gouge cord cutters. For those of us who choose to stream entertainment such as Netflix or movies through VUDU, or even sign up for tv alternatives such as Sling or the coming DirecTV Now, we must now pay more money to get our content. For a customer to not pay Comcast for TV service, and equipment rental fees, we now need to pay an extra \$50 a month to ensure access to our content and avoid even more price gouging (\$10 per 50 gigs). In this day with so much digital media, this is a gross limitation to our access.

This limitation has enabled Comcast to turn from attempting to solicit fees from providers like Netflix and pushing those charges onto the end users. The claim that 99% of users are unaffected is a misrepresentation of the numbers. A great number of millennials and earlier generations are turning to cord cutting alternatives. Streaming media is growing in content and size, soon 4K may be the norm. Any claim that only 1% of customers is impacted by this limit is a claim that is stuck in misrepresentation and a snapshot in time, ignorant of the future. For anyone working from home, families who prefer to stream entertainment, or households converting to higher consumption data streams, this limitation to the data is a severe cost to the consumer.

Additionally, it now makes more financial sense to commit back to Comcast's tv offerings and pay rental fees. Streaming entertainment boxes such as the Rocky or AppleTV purchased solely to stream tv and avoid cable companies and equipment rentals have lost value, potentially all value to the consumer if purchased for that sole reason.

Finally, with Comcast having a monopoly over my market on cable internet access and TV, consumers are left with no option than to sign up or pay up, if satellite TV is an unappealing alternative.

This data limitation is a great burden to us as consumers, and should not be allowed. The cost of internet access can more than double for some consumers. This is a company that just reported nearly 3% increased revenues in their Q2 earnings report. Please stop this data limitation and allow more freedom for us as consumers to choose the distributor of our entertainment.

Ticket: # 1261440 - Data Cap

Date: 10/13/2016 12:52:32 AM

City/State/Zip: Portland, Oregon 97222 Company Complaining About: Comcast

Description

Data cap is horse crap

Ticket: # 1262062 - ISP Data Caps Are Bad

Date: 10/13/2016 11:41:05 AM

City/State/Zip: Tigard, Oregon 97224 Company Complaining About: Comcast

Description

Beginning in November, Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules. Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example, Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

Ticket: # 1265354 - Data caps

Date: 10/14/2016 1:10:53 PM

City/State/Zip: Everett, Massachusetts 02149 Company Complaining About: Comcast

Description

I am extremely frustrated that Comcast is rolling out new data caps. I have NO CHOICE in my internet provider. Comcast has a local monopoly at my apartment and therefore they are free to provide onerous restrictions on me. The US lags behind the rest of the world in access to internet and its affordability.

Capping my internet does not 'add' to my experience in any way. This is the same service that I have to pay for, only now with added restrictions in order to enhance Comcast's bottom line. As more videos turn into 4K HD, the things that I normally do such as watch a movie on Netflix will take up a larger chunk of this datacap that Comcast is imposing on me.

This is BLATANTLY anti-consumer and an obvious moneygrab by Comcast. Because they have an effective monopoly, they are free to charge whatever they want. This will make the internet less affordable for everyone and will benefit no-one in the economy but Comcast. It is a cynical attempt to force people who do not want a cable television subscription to either pay more money to stream TV shows or pony up to get cable. Then once you decide it's better to get cable TV, you then need to pay \$20/month just to get HDTV.

This is disgusting behavior and I urge the FCC to take action to reign in these monopolies and do something to actually benefit the consumer vs. kowtowing to a large corporation.

Ticket: # 1267319 - Comcast Data Cap

Date: 10/14/2016 5:32:16 PM

City/State/Zip: Minneapolis, Minnesota 55414
Company Complaining About: Comcast

Description

Comcast is attempting to impose internet data caps in the Twins Cities area of Minnesota (amongst other areas) and it is unlawful and unnecessary.

Comcast has suggested it is reasonable for customers to pay for amount of usage similarly as utilities which provide gas, electric and water service. But, there is a significant difference between these traditional utilities and the data access provided by Comcast. With gas, power and water, I can choose to restrict or limit my usage to save costs. However I do not have complete control over how much data usage can be attributed to my household.

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering. Not to mention Comcast has repeatedly shown they are irresponsible in accurately tracking their customers data usage. How am I suppose to track my data if their services can't accurately do so?

It costs Comcast no extra money if a customer uses over 1TB of data. They claim that the majority of their customers don't even come close to this much usage. I can tell you that I have read well over 100 forums and comments from users that use well over 1TB is data, effectively proving Comcast has no clue what their customers actually use. This doesn't even take into account multiple person households. This isn't 1TB per person, it's per household. In a day and age where we are CONSTANTLY connected online; for work, school, entertainment, etc it is entirely unacceptable and unrealistic for data caps to even exist! 4K technology is just getting off the ground and then BAM data caps. Not a likely coincidence.

Comcast is doing this for no other reason than to pad their pockets. Which wouldn't be a huge issue, but that fact that they have been ignored in becoming a MONOPOLY (WHICH IS ILLEGAL) allows them to push and bully their customers into paying whatever they want, because in many areas there are no other options!

Data caps should not be allowed to be imposed. They are unfair, unrealistic, and attempting to charge for a resource that DOESN'T COST EXTRA THE MORE YOU USE! Comcast is unjust in this decision, and the outcry that has come from the public will hopefully light a fire under your asses to actually do something about it.

Ticket: # 1273132 - Terabyte Data Plan

Date: 10/18/2016 8:38:17 AM

City/State/Zip: Fort Wayne, Indiana 46845 Company Complaining About: Comcast

Description

On October 6 Comcast informed me of changes to my internet plan: the activation of the XFINITY Internet Data Usage Plan ("Terabyte Plan"), which would become effective November 1, 2016.

The Terabyte Plan is flawed in multiple ways and does not promote an Open Internet, broadly defined on the FCC's Open Internet page (https://www.fcc.gov/general/open-internet) as "consumers [being able to] go where they want, when they want." The FCC seeks to achieve the Open Internet in multiple ways including establishing rules preventing Blocking, Throttling and Paid Prioritization.

While Comcast's Terabyte Plan may meet the letter of these rules, it does not, in my opinion, meet the intent of the rules established by the FCC in seeking to provide an Open Internet to all consumers.

- a. This plan does not include reasonable recourse to consumers for overages, as reported by Ars Technica in December 2015 (http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overage/). While this case was a 300GB data cap, it serves as a cautionary tale for multiple reasons:
- (i) The methodology for determining data usage is not published and information is not readily available for consumers to dispute any claims by the company of excess usage.
- (ii) As a result of the concerns stated in (i), any recourse a consumer may seek will be entirely at the discretion of the telecommunication company. Mr. Oleg, the subject of the Ars Technica article is in the minority in his ability to have continued access to the internet while disconnecting his router. As such, Mr. Oleg is in the minority in being able to receive compensation for a mistake that his service provider initially denied outright and did not look into further.
- (iii) Comcast has made no effort to provide assurances to consumers that the Terabyte Plan will be increased or pegged to increased usage over time. The lack of any form of assurance that the Terabyte Plan will match the increase in bandwidth This can be illustrated multiple ways:
- (a) With the prevalence of Netflix and similar businesses, whose services to consumers are entirely predicated on internet access, increasing resolution sizes which will become more common as technology improves, will result in higher costs to consumers. Cisco Systems (http://www.cisco.com/c/en/us/solutions/collateral/service-provider/ip-ngn-ip-next-generation-network/white_paper_c11-481360.html) highlights that Internet video to TV doubled in 2014 and projects that internet video traffic will account for 80 percent of all consumer internet in 2019.
- (b) Cisco Systems (ibid) projects that global IP traffic more than double between 2016 and 2019.

b. While Comcast may argue that the Terabyte Plan provides an option to pay for unlimited data, which allegedly allows the company to provide consistent bandwidth to all customers, a secondary benefit is that this serves as a barrier to lower-income families who may not have the disposable income to spend on the new data plan.

As a consumer, this concerns me. I do not have any form of reasonable recourse for any concerns and am entirely at my service provider's mercy. I, additionally, have no assurances that one Terabyte, which Comcast argues is statistically enough for the vast majority of consumers, will be increased to allow me free and open access to the internet.

Comcast's (among others') overt push to monetize data usage will serve to suppress usage and inhibit growth in internet access and bandwidth use. If the FCC truly seeks to promote an open internet and expand access, it should be actively seeking to remove barriers to consumers and not promote these anti-consumer actions.

Ticket: # 807512 - XXX XXXXXXXXXXXI's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/12/2016 1:59:47 PM **City/State/Zip:** Xenia, Ohio 45385

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 1587810 - Protect Net Neutrality!

Date: 4/25/2017 9:16:37 PM

City/State/Zip: Mesa, Arizona 85202

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 1584010 - Protect Net Neutrality!

Date: 4/24/2017 5:31:31 PM

City/State/Zip: Bremerton, Washington 98310

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 1586890 - Protect Net Neutrality!

Date: 4/25/2017 3:57:46 PM

City/State/Zip: Flushing, New York 11367

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.



Ticket: # 1587065 - Protect Net Neutrality!

Date: 4/25/2017 4:38:07 PM

City/State/Zip: Rancho Cucamonga, California 91730

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 1587363 - Protect Net Neutrality!

Date: 4/25/2017 6:03:29 PM

City/State/Zip: Albuquerque, New Mexico 87111

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 1587496 - Protect Net Neutrality!

Date: 4/25/2017 6:45:36 PM

City/State/Zip: Berkeley, California 94704

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 1587959 - Protect Net Neutrality!

Date: 4/25/2017 10:45:26 PM

City/State/Zip: Brooklyn, New York 11223

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 1588526 - Protect Net Neutrality!

Date: 4/26/2017 10:49:25 AM

City/State/Zip: Aurora, Illinois 60504

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: #807465 - XXXXXXXX XXXXXXXI's complaint re: Comcast, Verizon, AT&T and

T-Mobile behavior

Date: 2/12/2016 1:57:09 PM

City/State/Zip: Seattle, Washington 98116

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 807467 - XXXXXX XXXXXXXXI's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/12/2016 1:57:19 PM

City/State/Zip: Chicago, Illinois 60616

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: #801903 - XXXX XXXXXXXXI's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/10/2016 2:22:26 AM

City/State/Zip: Miami, Florida 33147

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: #808143 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/12/2016 4:02:08 PM

City/State/Zip: Cedar Hills, Utah 84062

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: #808161 - XXXXX XXXXXXXXXXI's complaint re: Comcast, Verizon, AT&T and

T-Mobile behavior

Date: 2/12/2016 4:04:05 PM

City/State/Zip: Rancho Cucamonga, California 91730

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: #804083 - Misleading Advertising, Data throttling,

Date: 2/10/2016 10:04:28 PM

City/State/Zip: Conroe, Texas 77385 Company Complaining About: T Mobile

Description

By definition from the FCC Prohibited Data Throttling is defined as "providers may not deliberately target some lawful internet traffic to be delivered to users more slowly than other traffic". By this definition Tmobile is throttling customers with high data usage under the term "Prioritization". I have filed a complaint against Tmobile due to the prioritization throttling. I am experiencing. Tmobile has responded to my complaint stating that " effects of network prioritization should only be noticeable during times and places of extreme network demand. Once the high network demand has subsided, all customers will immediately experience improved network performance. Tmobiles's records indicate that data usage on Ms. Cepeda's account is very high relative to other customers. In fact, Ms. Cepeda's account is among the highest data usage on Tmobile's network, as a very heavy user of Tmobile services, Ms. Cepeda's usage may be prioritized below that of other customers in order to facilitate a fair allocation of network resources among all customers when and where network loading is high enough to exceed the available capacity. Where the network is lightly loaded, a very heavy user, such as Ms. Cepeda will likely notice little, if any effect of this lower priority. However, at times and places where the network is heavily loaded, a very heavy user, such as Ms. Cepeda can expect to see some material reduction in data speeds."

Tmobile representative Lizette Cazali, as states "Throttling customer's data speeds as a traffic congestion tool is more disruptive of customer's service than Tmobile's practice of prioritizing the data requests of extreme users behind those who use less data during times and at places where there are multiple demands on the network. Under the simple choice plan, customers receive truly unlimited data plan with no overage fees. Customers select how much high- speed data they receive. If their total high-speed data usage exceeds their selected high -speed plan allotment during a billing cycle, they continue to receive unlimited data at 2G speeds for the remainder of that billing cycle."

I do not have a plan which has a high speed allotment. it is clearly listed as a UNLIMITED high speed 4GLTD data. This plan does include a mobile hot spot of 7G.

Under Tmobile's new Network management section, It states that is a data user, uses over 25G of data, they will be de- prioritized until the next billing cycle. This is a clear discrepancy by what the Tmobile representative has clearly stated and is currently advertised.

I have included the advertisement Tmobile ran when I joined the network in september 2012. In this advertisement it clearly states "Tmobile USA, Inc., today announced an industry first- a truly unlimited nationwide 4g data plan. Featuring no data caps, speed limits or bill shock, as well as fast dependable 4G coverage, Tmobile's new unlimited nationwide 4G data plan offers the ultimate worry-free experience. The new plan is designed to satisfy both data-hungry customers who want to experience all their smartphones are capable of and those wanting the peace of mind of never having to keep track of their data usage. "

It also stated "Available starting Sept. 5, T Mobile's unlimited nationwide 4G Data plan will provide smartphone customers with uncompromised, dependable access to data on blazing-fast speeds of T-Mobile nationwide 4g network."

This advertisement was misleading as they are slowing data speeds by "de- prioritizing to 2g speeds" of high data users until the next billing cycle as I am experiencing. This by definition is considered Throttling and misleading advertising.

I filed multiple complaints to Tmobile support starting 2015, I was told on several occasions by tmobile support/ tech representatives on these calls, that tmobile does not practice throttling, nor do they slow high data users. During the end of 2015, Tmobile disclosed that it does prioritize its customers. This is also a discrepancy by what tmobile has said before and by what was told by Tmobile representative Lizette Cazali.

As a corporation and network provider, Tmobile has not been transparent in its Data practices and misleading in the services it has advertised and is currently providing.

Ticket: #807480 - X XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile

behavior

Date: 2/12/2016 1:58:03 PM

City/State/Zip: Arlington, Texas 76001

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 807891 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/12/2016 3:03:10 PM

City/State/Zip: Brick, New Jersey 08723

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.



Ticket: #807889 - XXXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and

T-Mobile behavior

Date: 2/12/2016 3:03:03 PM

City/State/Zip: lowa City, lowa 52240

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.



Ticket: #807890 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/12/2016 3:03:08 PM

City/State/Zip: Portland, Oregon 97230

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.



Ticket: # 807969 - XXXXX XXXXXXXXXI's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/12/2016 3:08:00 PM

City/State/Zip: Montclair, New Jersey 07042

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.



Ticket: #808127 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/12/2016 4:00:44 PM

City/State/Zip: San Jose, California 95130

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.



Ticket: # 808182 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 2/12/2016 4:06:19 PM

City/State/Zip: Chambersburg, Pennsylvania 17201

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.



Ticket: # 862695 - XXXX XXXXXXXXI's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 3/15/2016 11:29:57 AM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Ticket: # 873555 - Comcast, T-mobile, AT&T and Verizon are breaking the law on net neutrality and I want the law enforced.

Date: 3/23/2016 9:17:41 AM

City/State/Zip: Tecumseh, Michigan 49286 Company Complaining About: Comcast

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Ticket: # 968776 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/10/2016 10:33:51 AM

City/State/Zip: Naples, Florida 34120 Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Ticket: # 971714 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/11/2016 11:38:53 AM

City/State/Zip: Cedar Park, Texas 78613 Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.



Ticket: # 1585168 - Protect Net Neutrality!

Date: 4/25/2017 11:09:24 AM

City/State/Zip: Rochester, New York 14618

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 557294 - Data Caps

Date: 9/28/2015 9:34:14 PM

City/State/Zip: Tucson, Arizona 85718 Company Complaining About: Comcast

Description

Again, I have gone over my 350 GB data cap. Again Comcast wants to charge me for using the internet I already pay for. I looked at my Data usage as tracked in Windows 10 on my desktop, which is my main computer. I am including this to show just how ridiculous this tiny data cap is.

Origin (Game Platform): 78.0GB - One game install Battlefield 4.

Chrome (Internet Browser): 65.9GB - Twitch Streams, Youtube, Netflix are probably the biggest contributors here.

Steam (Game Platform): 33.5 GB - Games, and Game updates SteamWebHelper (Game Platform): 3.45 GB - Helper for Steam

Deluge (Bittorrent Client): 2.78GB - 2 Linux Distros (Linux Mint, and Ubuntu)

curl (Command Line tool): 1.91 GB - Used when downloading Vagrant (VM) images

Skype (Video/Voice platform): 1.60GB - Used for video and voice calls

Dota 2(Video Game): 445MB - A video game.

Android Studio (Software Development): 223MB - IDE for developing Android apps

A bunch of other apps less than 100MB.

Comcast claims that less than 10% of users hit their data cap. I don't know what these users are doing, but as you can see, I am using the internet for pretty normal things. The idea that 350GB is enough in the year 2015 is insane. I am not arguing against data caps, I am just saying they need to be more realistic. 1TB would be a good start for now, but will need to increase as higher bandwidth services are created. I watch my videos legally; I listen to my music legally, yet I am treated like some pirate who illegally downloads everything.

Just some more stats on why this cap is far too low:

Netflix Bitrate for Super HD is 4.5 mbps. Assuming I watch a 2.5 hour movie, I use ~40GB of data or 11% of my data cap.

Twitch Bitrate is 3.0mbps. Assuming I watch a Dota tournament all day (not that unreasonable), I use ~86GB or 34% of my data cap.

So without even much thought, I am already through almost half of my data.

There is no technical reason why this limit exists. It is simply Comcast trying to squeeze every cent out of their customers. (http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/)

Comcast is going to say they already gave me complimentary 350GB instead of 300GB, yet it is not enough.

FCC, I please ask you to review data caps.

Ticket: #703008 - Comcast Concerns

Date: 12/11/2015 9:34:38 AM

City/State/Zip: Moon Township, Pennsylvania 15108

Company Complaining About: Comcast

Description

I live in an area where Comcast is the only option. Yes, AT&T also provides internet service on paper, but it is so unreliable that its essentially nonexistent. The only people I know that tried using it switched back quickly because it was so bad. In fact, if you google "AT&T internet Pittsburgh", one of the first two links is to Xfinity/Comcast. This is an illegal monopoly. Now Comcast is rolling out data caps over 300GB. I like watching Netflix instead of watching cable TV. With this cap, I will either have to pay a lot more money to use my internet normally or stop visiting certain pages (that, surprise!, compete with Comcast cable TV). It does not cost Comcast more money for me to use more data, so this cap is pointless accept as yet another revenue stream to force from its captive customer base. It also is a huge violation of net neutrality for a company to restrict access to certain internet sites (in this case streaming sites). I do not see how this is permissible at best and legal at worst. At what point will the FCC stop listening to the lobbyists and stop the monopolies of the cable companies from further hurting the American people? Even now, as a middle class worker, I have trouble paying for a basic cable TV/Internet service among my other standard expenses. This will get even worse when the inevitable data caps roll out in Pittsburgh, and to someone who was born in the early 90's, living without internet in this modern world would be just as difficult as living without electricity. Its time for the FCC to do something to fix this.

Ticket: #709947 - Data Caps

Date: 12/15/2015 6:26:22 PM

City/State/Zip: Flemington, New Jersey 08822 Company Complaining About: Comcast

Description

Hi,

I'm writing to express my concern over the implementation of data caps on broadband internet usage in my area.

I have just moved out of my parents' home after years of careful saving. As a college student whose assignments are handed out in a vast majority online, I need internet in order to complete my studies and move forward in my life towards being self-sustaining and able to compete for jobs.

I bring this up because not only are there only two options for internet or cable in my area, only one offers speeds over 5mb/s at affordable rates (less than \$75/month) while still being reliable, and this option warns of a data cap of 300 GB/month. Although the data cap is "currently suspended in [my] area", I very much fear what these data limits mean for the future of public internet use.

As one person, I do not anticipate using 300 GB of data in a month. And again, the data cap is currently suspended.

But what happens when my cable provider, Comcast, chooses to impose that data cap? And I have found no text in my agreement with them that says they cannot lower it during the course of our agreement, which worries me further.

In a society based heavily around the internet, how am I to succeed if internet becomes unaffordable, as my agreement with Comcast very much implies it may? Besides Dish Network, which is unavailable to me because I live in a multifamily apartment home and am not allowed to put a dish on the roof, I have no other options.

I am coming to you as a frightened consumer who just wants internet, something my schooling, communication, and community are so dependent upon, to be affordable and kept affordable. Please do not allow companies to impose data limits. Please enable more companies to compete with big companies like Comcast, so that I can have a choice as to who provides me with internet and cable.

Kind regards,

(b) (6)

Ticket: # 1185045 - XXXXX XXXXXXXXXXXI's complaint re: ISP Zero Rating

Date: 9/9/2016 11:35:06 AM

City/State/Zip: Grayslake, Illinois 60030 Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1588094 - Protect Net Neutrality!

Date: 4/26/2017 12:56:37 AM

City/State/Zip: Lake Jackson, Texas 77566

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.



Ticket: # 1582573 - Protect Net Neutrality!

Date: 4/24/2017 11:43:55 AM

City/State/Zip: Roslindale, Massachusetts 02131

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 1585716 - Protect Net Neutrality!

Date: 4/25/2017 12:36:28 PM

City/State/Zip: Springfield, Massachusetts 01109

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Ticket: # 1253301 - Comcast Data Caps

Date: 10/11/2016 3:13:52 PM

City/State/Zip: Las Cruces, New Mexico 88011 Company Complaining About: Comcast

Description

Hello,

The recent Comcast announcement of expansion of 1TB data caps to more regions (including my own) concern me greatly.

Comcast claims this is for "fairness", but, it's network congestion isn't even the reason: https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml http://www.dslreports.com/shownews/The-Bandwidth-Hog-is-a-Myth-117230

In addition, their Stream TV service, which they claim is *not* an internet service, competes directly with other Internet streaming services, such as Netflix, Hulu, or HBO Go.

From their website:

"Stream TV is an in-home cable service delivered over Comcast's cable system, not over the Internet. Therefore, Stream TV data usage will not be counted towards your XFINITY Internet monthly data usage."

Going back to Netflix, from another user online:

"...streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection."

So even if it is a paid service, this data cap is an anti-competitive move that actively discourages cord-cutters like myself from being able to effectively utilize Netflix or other online services in lieu of traditional (overpriced) cable TV, which Comcast is so insistent on pushing. This concerns me because I am currently streaming full HD content and intend to stream 4k in the future.

Additionally, I am concerned because based on my own traffic ingress/egress measurements, Comcast's online data meter is incorrect--off by sometimes 50-100GB more than I have used. Searching online, there appear to also have been cases where this has happened, and users have been unfairly charged:

http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/

Please consider restricting or banning data caps on hardline connections.

Sincerely,

Ticket: # 1589110 - Protect Net Neutrality!

Date: 4/26/2017 1:18:43 PM

City/State/Zip: Southlake, Texas 76092

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- * Block sites and apps, to charge them "access fees"
- * Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- * Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.



Ticket: # 1199859 - XXXXX XXXXXXI's complaint re: ISP Zero Rating

Date: 9/16/2016 6:12:33 AM

City/State/Zip: Kingsport, Tennessee 37660 Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1254806 - Comcast Thieves

Date: 10/11/2016 11:11:52 PM

City/State/Zip: Denver, Colorado 80246
Company Complaining About: Comcast

Description

I have a CONTRACT with Comcast and regularly use more than 1 terabyte of data. Now they are implementing a data cap while I am still stuck in my contract. Data caps are bullshit and everyone knows it, it just is another way for them to avoid putting money into their infrastructure.

Ticket: # 862049 - XXXXXXX XXXXXI's complaint re: Comcast, Verizon, AT&T and T-

Mobile behavior

Date: 3/14/2016 5:45:50 PM

City/State/Zip: Tucson, Arizona 85749

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Ticket: #963890 - XXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 5/7/2016 9:32:56 PM

City/State/Zip: North Olmsted, Ohio 44070 Company Complaining About: AT&T

Description

Last year millions of people spoke out for Net Neutrality and the FCC responded by passing strong Net Neutrality rules to protect the open Internet. Now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users choose zero-rated content over content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That destroys net neutrality and is the very thing we did NOT want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me). Again, NOT net neutrality.

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Ticket: #976177 - complaint re: ISP Zero Rating

Date: 5/13/2016 9:59:23 AM

City/State/Zip: Anchorage, Alaska 99501

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 984172 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/17/2016 5:09:08 PM

City/State/Zip: Brattleboro, Vermont 05301 Company Complaining About: Comcast

Description

I was very happy with the FCC's determination last year to protect the end-to-end functionality of the Internet by passing strong Net Neutrality rules. I was one of the very many U.S. citizens who commented on that ruling.

Unfortunately, it appears that Comcast is trying to skirt the rules, and the FCC should put a stop to it. This decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

I do not subscribe to Comcast's video services, nor do I want to. I am quite happy with Netflix and Amazon video (as well as Youtube and various other online video services) and consider Comcast's offerings substandard. They could only succeed by anti-competitive behavior.

I don't want Comcast coercing me into using their online video service by making my current video consumption habits punitively expensive. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

In addition, as a person who works from home, I have a need to be able to transfer fairly large amounts of data over my Comcast connection, and to the extent that Comcast limits the amount I can download and upload, this directly impacts my ability to get work done.

There's no legitimate reason for data caps to exist. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me personally about my complaint, please do so via email.

Thanks!

Ticket: #723531 - Data Caps

Date: 12/23/2015 5:54:40 PM

City/State/Zip: West Chester, Pennsylvania 19382

Company Complaining About: Comcast

Description

I formally object to the idea of data cap charging on home broadband internet.

Ticket: # 1008348 - Comcast Monopoly -- Data Cap Abuse

Date: 5/30/2016 2:08:21 PM

City/State/Zip: Kittery Point, Maine 03905 Company Complaining About: Comcast

Description

i live in Maine, where there's very little choice in Internet providers and, in light of this fact, Comcast has made THE ENTIRE STATE A DATA CAP MARKET WITH A STIFLING 300GB/MONTH LIMIT. this is outrageous, monopolistic, abusive of consumers, and inherently dangerous to an open and free Internet.

in addition to this, i recently read that Comcast announced it was raising its data caps nationwide to 1TB... however, just today (Memorial Day, 5/30/16) i received a notification that we are at "80% of our 300GB plan". please see the attached screenshot of this warning message below.

finally, we recently upgraded our Internet service to the FASTEST speed tier Comcast has available (150Mbps)... why should we be paying Comcast a premium price for the "privilege" of speeding our way to its arbitrary, abusive data cap? Comcast charges me more to use "the fast lane" and then repays me by "shortening the road".

this is insanity, but all too predictable when large corporations like Comcast are allowed to operate as monopolies, running whole-hog over Americans and anything resembling fair use.

please investigate Comcast for its outrageous, monopolistic, and abusive data cap policies. by conducting itself in this way, Comcast is inherently dangerous to an open and free Internet for all Americans.

sincerely,

(b) (6)

Ticket: # 1012336 - Ever growing monopolies threatening my industry, and our country

Date: 6/1/2016 2:49:42 PM

City/State/Zip: Sebastopol, California 95472

Company Complaining About: AT&T

Description

It's widely known that AT&T has now implemented data caps across the board, where previously it was only in "test areas" one of which I was unfortunate enough to exist. In the same timescale of these caps and price increases, other countries have built and improved their infrastructure to the point where they have no data caps, increased their speed to double that of the average American broadband connection, and maintained a low-cost to their service whilst continuing to improve it.

The state of ISP service to the general consumer in the US is appalling in contrast.

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are "lobbied" to ensure that these anti-consumer regional monopolies can continue to exist.

The United States is supposed to represent a healthy competitive industry, and it is nearly the opposite for most regions, including mine.

Even Google, one of the biggest corporations in existence, struggles to implement unlimited/uncapped fiber, a healthy internet, across the nation. The existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

If Google is unable to compete in any large sense due to the existing monopolies, how are we to expect anything close to a startup or medium scale business to interrupt the market and provide healthy competition?

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

I work in the tech industry as a developer. I live and breath this stuff. It worries me to now end the direction our country is going with regards to the internet and surrounding technologies. All I seem to

see is the top corporate interests slowly stifling each and every aspect of internet technology that made it the boon of our economy.

Please right this ship. Stop focusing on anti-privacy measures like CISPA that will never be capable of anything more than harming the general public, and start focusing on the real problem of unchaining the industry from these ever growing and ever-limiting monopolies. Our international economy depends on it, now more than ever.

Ticket: # 1000042 - AT&T Data Caps

Date: 5/24/2016 9:14:27 PM

City/State/Zip: Raleigh, North Carolina 27615

Company Complaining About: AT&T

Description

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. This needs to be put to a stop for the good of the American people.

Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are lobbied (legally bribed) to ensure that these anti-consumer regional monopolies can continue to exist.

Whereas, companies such as Google are attempting to advance the quality of service in the broadband industry within the United States by building new infrastructure and providing a low-cost, high quality service. However, the existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

AT&T have started to implement data caps and increase prices, whilst in the same timescale other countries have; built and improved their infrastructure to the point where they have no data caps; increased their speed to double that of the average American broadband connection; maintained a low-cost to their service whilst continuing to improve it.

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

Ticket: # 1000063 - No data caps!

Date: 5/24/2016 9:24:33 PM

City/State/Zip: Boulder, Colorado 80303 Company Complaining About: Comcast

Description

Hello, my name is Clint, and my girlfriend and I work from home. We care for people with disabilities. We need full use of the Internet in our home due to constant email communication, keeping track of medication administration, access online/time sensitive documents, streaming video/ online gaming for relaxation (all crucial in our field of work). Data caps would hinder our day to day life and cause huge issues with the care that we give our clients. That's why we believe data caps would be a horrible mistake. Please fight against data caps for the well being of our clients.

Ticket: # 1000067 - XXXXXX XXX's complaint re: ISP Zero Rating

Date: 5/24/2016 9:28:58 PM

City/State/Zip: Savage, Minnesota 55378 Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 1000147 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/24/2016 10:28:54 PM

City/State/Zip: Colorado Springs, Colorado 80908

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1000128 - XXXXX XXXXXXXXI's complaint re: ISP Zero Rating

Date: 5/24/2016 10:12:45 PM

City/State/Zip: La Mesa, California 91941 Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1000140 - AT&T data caps

Date: 5/24/2016 10:25:01 PM

City/State/Zip: Oakland, California 94605 Company Complaining About: AT&T

Description

I live in a large metropolitan area and get broadcast TV over the air via an antenna, and I use AT&T U-verse for my home internet service and landline (one of only two choices in my neighborhood). I am retired and only watch the daily news on TV, and use the internet primarily for email. But when my son is home for the summer he undoubtedly will want to watch movies and play video games, potentially exceeding the new data caps imposed by AT&T for those three months. It does not seem fair to be penalized for using an internet service I already pay for, and/or forced to pay for additional cable services I do not need. My data speed is already limited by my present plan, and whatever I stream has no additional impact on AT&T's costs. Data caps are unfair business practices and should not be permitted.

Ticket: # 1000229 - Internet data cap

Date: 5/25/2016 12:02:09 AM

City/State/Zip: Kansas City, Missouri 64155

Company Complaining About: AT&T

Description

Att has placed data caps on my Internet service that has no real reason to be there aside from gaining charges from overages. With the increase of today's technology it is so backwards a company like att is placing caps on a previously unlimited. I am now paying for an inferior service and will be charged more if I use their service in the same way I had before these new changes.

Ticket: # 1000182 - XXXXX XXXXXXXI's complaint re: ISP Zero Rating

Date: 5/24/2016 11:11:58 PM

City/State/Zip: Valley Stream, New York 11580

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 1000197 - AT&T UVerse Data Caps

Date: 5/24/2016 11:30:30 PM

City/State/Zip: Round Rock, Texas 78664 Company Complaining About: AT&T

Description

AT&T has just started "enforcing" data caps in Austin.

I am a software engineer who frequently works from home, as well as an avid gamer. I require a high-bandwidth connection to do my job and provide for my family. I purchase music, movies, and games in digital formats, all of which will count against this "cap". Multiply the data usage for my wife and children watching streaming video and downloading their own purchases, and there is no way I'm going to avoid paying incredible overage charges that AT&T suddenly requires. Or I can pay more on top of the already ridiculous amount I pay for their service to go "unlimited"; how this is different from the service that I already pay for is beyond me, and most likely a complete lie. One might suspect this has something to do with the upcoming rollout of their own streaming video service.

The ability to choose a competitive ISP in Austin is almost non-existent; Time Warner and AT&T have most of the city by the dangle, and keep upping prices and imposing new "limits". How this isn't in violation of FCC legislation is a complete mystery.

Ticket: # 1000210 - AT&T U-Verse with Gigapower data caps

Date: 5/24/2016 11:40:57 PM

City/State/Zip: Georgetown, Texas 78628 Company Complaining About: AT&T

Description

AT&T has recently started enforcing a data cap for their internet usage. They offer a couple of ways "around" the cap. Namely you can either pay up to \$100 extra per month if you go over enough, pay \$30 every month to get unlimited added on, or pay for any of their TV services.

The data cap not being enforced for all traffic (including their TV services) and the fact that it doesn't apply to people that pay them for their TV service seems to be in direct violation of the Net Neutrality communications that have been coming from the FCC.

On top of that, the caps themselves are unmanageable for families using modern internet services. AT&T has historical usage amounts on their new usage meters and my family of 5 has gone over the usage allotment of 1TB a few times over the past 6 months, and that's with relatively light usage from the kids. That use is only going to go up from here as they get older and we replace our 1080p tvs with UHD sets and more video and photos are uploaded by them. Also the speed by which I can all of a sudden owe \$100 more a month (500GB extra data used) at 1gbps (my advertised speed) is an hour and 6 minutes. So if all of a sudden some application decides to flood my connection an hour later I can owe \$100. No amount of usage websites or warning e-mails is going to help mitigate going over in situations where my connection is being used to its fullest potential.

Data caps are going to severely hinder adoption of new internet services and put unexpected stress on users who simply shouldn't have to worry about how much of a basically unlimited resource they are using.

Ticket: # 1000235 - Unfair Practices by AT&T

Date: 5/25/2016 12:14:27 AM

City/State/Zip: Chagrin Falls, Ohio 44023

Description

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. This needs to be put to a stop for the good of the American people.

Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are lobbied (legally bribed) to ensure that these anti-consumer regional monopolies can continue to exist.

Whereas, companies such as Google are attempting to advance the quality of service in the broadband industry within the United States by building new infrastructure and providing a low-cost, high quality service. However, the existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

AT&T have started to implement data caps and increase prices, whilst in the same timescale other countries have; built and improved their infrastructure to the point where they have no data caps; increased their speed to double that of the average American broadband connection; maintained a low-cost to their service whilst continuing to improve it.

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

Ticket: # 1000237 - New Data Cap

Date: 5/25/2016 12:18:57 AM

City/State/Zip: Fort Worth, Texas 76132 Company Complaining About: AT&T

Description

AT&T has started enforcing it's magical new data cap. A day after the caps went into effect (and with no tool to view the cap before it went into effect), I'm already over. My choices are:

But the \$20/mo television service includes a mandatory \$199 installation fee for a service I will never use!

The data caps weren't in place when I started my service TWO MONTHS AGO, and were announced days after my installation. I have altered the deal. Pray I do not alter it further.

^{*} pay up to \$100/mo in overage fees; OR

^{*} pay \$30/mo to have them waive the cap; OR

^{*} bundle a minimum of \$20/mo television service I do not need or want (I don't own and don't want a television)

Ticket: # 1000265 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/25/2016 2:42:11 AM

City/State/Zip: Washington, District Of Columbia 20012

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 1000271 - Data caps!?!?

Date: 5/25/2016 3:30:12 AM

City/State/Zip: San Diego, California 92130 Company Complaining About: Time Warner

Description

A few years ago, an island received island wide internet, at a cap. A few years later, in the present, the island has lifted the cap. This place is New Zealand.

This complaint is about att decision to set data caps on internet service. What in the world?

How is it that a small nation like New Zealand is capable of lowering consumer cost for internet service, and the united states internet providers has gone back to the dark ages? Data caps? Now? Come on, streaming is becoming popular, so data becomes even more of a profit stream. They did the same with unlimited data to now capped cellular data.

This is not right. This is not a fair practice, please intervene if you truly represent the voice of the people, the consumers.

Ticket: # 1000298 - AT&T Data Caps

Date: 5/25/2016 6:34:26 AM

City/State/Zip: Fletcher, North Carolina 28732-8369

Company Complaining About: AT&T

Description

AT&T has recently decided to begin enforcing ludicrous data caps, despite the fact that they are ineffective in curtailing bandwidth (the actual cause of network congestion), and despite continuing to offer an unlimited plan for \$30, rendering the entire exercise transparently useless. Since they offer this \$30 "value" for free if you bundle the service with TV, it is impossible to view this as anything but a cynical attempt to punish cord-cutters, a crass violation of internet neutrality.

Ticket: # 1000306 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/25/2016 7:19:14 AM

City/State/Zip: Trenton, New Jersey 08619 Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1000347 - AT&T data caps

Date: 5/25/2016 8:38:17 AM

City/State/Zip: Mobile, Alabama 36695 Company Complaining About: AT&T

Description

Since the data caps went live on May 23rd, I'm showing internet usage of 425GB out of 600GB this month as of May 25th. This is ridiculous, I have not used 400+GB in 2 days.

If there was real competition at the ISP level in my area, I would immediately leave AT&T. As a techoriented consumer, I'm apparently being punished for having a 4K TV and enjoying Netflix in 4K. I know a season of House of Cards in 4K is apparently 200GB.

I like comparing data caps to road caps. To ease congestion on the roads, instead of improving infrastructure or moving working times around, let's cap everyone's ability to drive at 100 minutes a month. Still gotta work from 8-5, and there will still be rush hours, but hey, caps!

End this stupid cap business. Or please get Google to build fiber out down here, I'll switch in a heartbeat to Google even if I had to pay more for slower speeds.

Ticket: # 1000349 - XXXXXX XXXXXXXI's complaint re: ISP Zero Rating

Date: 5/25/2016 8:41:19 AM

City/State/Zip: Pittsburgh, Pennsylvania 15209

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 1000451 - XXXXXXX XXXXXXI's complaint re: ISP Zero Rating

Date: 5/25/2016 9:51:33 AM

City/State/Zip: Fall River, Massachusetts 02721

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 1000490 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 5/25/2016 10:21:38 AM

City/State/Zip: Bountiful, Utah 84010 Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1000609 - AT&T Data Cap

Date: 5/25/2016 11:00:45 AM

City/State/Zip: Austin, Texas 78741 Company Complaining About: AT&T

Description

AT&T has imposed a data cap in my area, against FCC regulations.

Ticket: # 1000645 - XFINITY COMCAST INTERNET ACCESS MONOPOLY AND

DATA CAP LIMIT COST HARM

Date: 5/25/2016 11:07:00 AM

City/State/Zip: Deerfield Beach, Florida 33442

Company Complaining About: Xfinity

Description

Hello,

Trust all is well:-) I am a Xfinity Comcast Internet Account holder.

Xfinity Comcast is effectively a monopoly internet provider, and has damaged/harmed me as a citizen of USA.

When I signed up for Xfinity ComCast Internet access it was before data cap limits or trails, and no additional charges or costs other than access speed was know to me at the time (6.5.2014 @ zip 33442)

Got a pop-up on browser while going to another website that hijacking my connection, redirecting me to Xfinity ComCast, filtering limiting monitoring my internet connection(s).

It says in summary a data cap limit trial in effect period on " You have used 90% of data cap limit ComCast Xfinity is 30% due to be reached..etc..."

I have no internet access alternative competitor for internet service that would be cost effective and/or would be a significant change to my current data backup activities to network drives, NetFlix streaming, HuLu streaming, etc...

When I initially setup and paid for my Xfinity Comcast account there where no Data Cap Limitation(s) that I was aware that would warrant concern what so ever.

I am being charged/monitored Xfinity Comcast, for additional and unreasonable internet access and data cap cost that would harm me financially.

Please Advice and/or direct Xfinity Comcast to desist.

(b) (6), USA Citizen

Xfinity ComCast Customer

Account# (b) (6)

Ticket: # 1000653 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/25/2016 11:09:48 AM

City/State/Zip: Victorville, California 92394 Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1000887 - AT&T and deceptive business practices

Date: 5/25/2016 12:25:30 PM

City/State/Zip: Middleburg, Florida 32068 Company Complaining About: AT&T

Description

I filed a complaint earlier and was contacted by someone named I believe his name was Eric and gave me an email address to show him that the bills did not say anything about a data cap on them. Even the very first bill did not make mention of this.

When speaking with said individual he asked if I could send him the bills and his email address was undeliverable and then refused to answer the phone or respond to messages.

I feel they are punishing their customers who are not upgrading to their tv services and are enacting a policy that is both unethical and deceptive.

This complaint was closed without resolving the issue.

Ticket: # 1000926 - Internet data cap by AT&T gigapower

Date: 5/25/2016 12:35:56 PM

City/State/Zip: Raleigh, North Carolina 27605

Company Complaining About: AT&T

Description

My internet provider has capped my data at 1024 GB per month, or 1 TB.

I payed for the fastest internet, which is *up to 1 Gbps*.

If my internet were to access the full speed that is advertised, it would take 17 minutes and 4 seconds for me to reach my data cap.

This is absolutely unacceptable.

Ticket: # 1001185 - Comcast Data Caps

Date: 5/25/2016 1:50:06 PM

City/State/Zip: Atlanta, Georgia 30345 Company Complaining About: Comcast

Description

I am writing in the hopes that the FCC will put an end to these ridiculous data caps once and for all. Why on earth does comcast need data caps? Other than to gouge their customers. They have made it impossible for me to to go elsewhere for video services since doing so could cause me to incur additional chargers for data usage.

How is this competitive? I have many, many problems with their video service and after many calls, executive escalations, and failed repair attempts I am stuck paying for a service that I cannot get out of. If I were to go with a Sling Service or Playstation Vue I'd be guaranteed to exceed their supposed cap.

Please help,



Ticket: # 1001296 - XXXXXX XXXXXXXXI's complaint re: ISP Zero Rating

Date: 5/25/2016 2:28:19 PM

City/State/Zip: Seattle, Washington 98115 Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1001294 - XXXXXX XXXXXXXXI's complaint re: ISP Zero Rating

Date: 5/25/2016 2:27:42 PM

City/State/Zip: Seattle, Washington 98115 Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.



Ticket: # 1001240 - AT&T imposition of data caps

Date: 5/25/2016 2:08:46 PM

City/State/Zip: Pearland, Texas 77584 Company Complaining About: AT&T

Description

Up to this point, I have been unhappy because AT&T has been charging a premium price, for ancient technology in my area. I moved from a location with 1Gbps fiber, over to a location which was ONLY serviced by AT&T Uverse at a 'blazing speed' of 15Mbps (under ideal circumstances, when the moons of Jupiter align). To add insult to injury, AT&T has now imposed a data cap on internet service which were unlimited previously, but in the same email announcing this latest raping of the customer... they also said that they would waive the data cap and allow unlimited, if only I would also sign up for TV services with AT&T. That's right, they are crippling my internet and attempting to blackmail me into also subscribing to their TV services. How is this NOT prohibited by the FCC?

Ticket: # 1001341 - ATT Data Caps and Privacy

Date: 5/25/2016 2:40:55 PM

City/State/Zip: Mckinney, Texas 75070 Company Complaining About: AT&T

Description

ATT has altered my contract to impose data caps. This is insane. I have canceled my contract with

Ticket: # 1001537 - XXXXXXX XXXXXXXXXXXI's complaint re: ISP Zero Rating

Date: 5/25/2016 3:34:32 PM

City/State/Zip: Lincoln Park, Michigan 48146 Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet, if these people don't respect the supreme court decision then CEO should step down. The Internet is for everyone not just them. "Stop playing Monopoly with are living.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1001557 - XXXXX XXXXXXXXXXXI's complaint re: ISP Zero Rating

Date: 5/25/2016 3:41:53 PM

City/State/Zip: Franklin, Tennessee 37064 Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules yet again, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

WHEN are you going to put your foot down and stop AT&T? How many more rules do they need to break? How many fake "FCC charges" do I need to pay on my phone and internet bills? Fees you claim are not from you. And, now this?

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I do NOT want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Thank you.



Ticket: # 1001754 - XXXXX XXXXXXXI's complaint re: ISP Zero Rating

Date: 5/25/2016 4:42:39 PM

City/State/Zip: Washington, District Of Columbia 20003

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)