
Ticket: # 1546739 - slow internet

Date: 4/4/2017 5:23:37 PM

City/State/Zip: Williamsburg, Virginia 23188

Company Complaining About: Cox

Description

The past year the internet has been getting slower...half the time a one minute video will not play (circle keeps going round or nothing happens. I thought it might be my equipment and cox recommended getting a new modem...which I did...and a router. Both my tablet in laptop were still slow...nothing like cox in the years past. So this weekend I bought a new laptop...still slow. Cox had me run a speed test and said they did see some inconsistency but I would have to pay for a tech to come out if they did not find anything I would be billed for the visit. So I just spent all this money and nothing has changed. I sit here waiting for pages to load...just like the old dial up... which happened when the tech was on the phone.

I wish I could explain this better but the bottom line is the internet has become slower and slower ...several neighbors have mentioned it in the neighborhood blog.

Ticket: # 1547203 - Internet access issues

Date: 4/4/2017 9:51:41 PM

City/State/Zip: Grand Isle, Louisiana 70358

Company Complaining About: Eatel

Description

My residence is in a rural area and used to be serviced by Vision Communications. Eatel Communications purchased the franchise a few years ago and since then service has gone downhill. I am next to a FAA tower site. Previously I would hear all approach traffic to MSY through my TV. After several complaints to Vision / Eatel it was only after complaining to the FCC that I received a remedy to my issue. Over the last several months I have had an issue where, specifically in the evenings, my internet drops out. When I call customer service the phone rep tells me that they see issues. They see my modem online but they cannot communicate with it. Packet tests show that there is extreme packet lose. The issue is that this usually happens in the evenings. CSRs have given me responses such as 'well your in Grand Isle so until we get more complaints we will not send a tech for a single complaint'. I have had 3 different techs show up at my house who all report that there is no issue at my residence. They all report that from their experience there is a crack in a line or connector somewhere that is why the issue only occurs in the evening with temperature and humidity fluctuations. Eatel refuses to send a tech out when the issue is occurring. I know that this sounds trivial but for a small business that operates at odd hours this is very frustrating and I feel like my issue is being ignored. As part of my service agreement I pay a monthly fee, am penalized if I am late but I am also promised service in exchange for that fee and I am not getting that service. Just today the tech came out again and AGAIN stated that it was obviously a cracked line, coupling or something on the main line but there was nothing he could do because he cannot work overtime and it was obvious that environmental conditions were causing the problem to act up after hours. 4-4-2017 8:30 PM it is acting up again, I ask to speak to a supervisor and Cody tells me that the supervisor has stepped out for the evening so there is no further help for me.

Ticket: # 1547346 - Constant speed drops throughout the day

Date: 4/5/2017 12:18:25 AM

City/State/Zip: Melville, New York 11747

Company Complaining About: Altice/cablevision

Description

Several times a day my businesses internet connections (we have 2 with Altice/Cablevision) simultaneously drop speed to the point of them becoming unusable. The problem is more pronounced on the upstream where it will typically drop to sub 1mbps making service completely unusable to my telecommuters and rendering our company website unreachable. I have tried to get this resolved since the first week of December 2016. I have been repeatedly strung along by every single rep and supervisor I have spoken with regarding the matter. The answer is always the same there is an open ticket but NOBODY can tell me what the problem is. They have sent techs on at least 3 occasions with no resolution. I am presently dealing with a Field Supervisor directly for the last 3-4 weeks and I get the same non answers as I did to the general support phone number (there is a ticket open open). I almost feel I was told to call the Field supervisor going forward so there would be no more documenting of my calls through the general support line. It is CLEAR (even to the field Supervisor who admitted as much) that the node I am on is over saturated. When I inquired as to a possible partial refund I was told I could get \$9 !!!!!!! For MONTHS of issues and COUNTLESS phone calls. Policy is I must CONTINUOUSLY call in to complain each day every single time I detect the speed drop in order to get any kind of credit. This is despite the fact the problem is WELL DOCUMENTED in their systems.

Ticket: # 1547424 - internet throttling

Date: 4/5/2017 7:08:54 AM

City/State/Zip: Irvington, Alabama 36544

Company Complaining About: Centurylink

Description

around the hours of 4pm-12am my internet speeds are slow as 10% of what i pay for and the rest of the time its what its suppose to be on the down load side but never what its suppose oto be on the upload side they wont do anything about it just says its fixed but it never is please if you could help get it fix id appreciate it before i moved to this location they promised me 40/4 40 down 4 up and i made sure i knew what i was getting because i work from home and i wouldnt have moved here if it was any less than that but once i moved here i didnt find out they changed my plan and payments to 20 down 2 up plan which is half of what i was promised now im stuck here since ive moved in and i cant even work from home because centurylink pretty much scammed me but i have nothing in writing and although all calls are recorded i have no clue how to find that call and hold it against them even though it was more than one person that worked for them that promised me 40/4 speeds

Ticket: # 1548021 - Regularly occurring disconnections

Date: 4/5/2017 12:01:53 PM

City/State/Zip: Houston, Texas 77070

Company Complaining About: Comcast

Description

The internet connection completely stops working on a regular basis. The issue lasts anywhere from 10 seconds to 5 minutes, and occurs multiple times every day. This prevents me from doing anything requiring a constant connection, including remote connection to my office, streaming videos, and online gaming. They have sent multiple technicians and have not been able to resolve my issue. I have spent hundreds of dollars on my own attempting to fix it, including new modems, routers, cable, and cable connectors. This is incredibly disruptive and unacceptable for the cost of this service.

Ticket: # 1548029 - High speed internet service

Date: 4/5/2017 12:03:52 PM

City/State/Zip: Montrose, Pennsylvania 18801

Company Complaining About: Frontier Communications

Description

cannot supply a steady internet speed ..undependable! Many contacts with Frontier Communications .Response is to send out a service tec. Problem subsides for a few days and returns..So very tired of the runaround! .Complaint#1440114 was filed.the problem is .. persistant..What has to be done is upgrade of equipment.And because of the area is rural and non profitable it does not seem to be a high priority. They have credited my account a few times but that is not the issue.. I pay for that service and have no other service to turn to. Please do your best to resolve this problem. Thank you

Ticket: # 1548254 - Despite having the Double Play plan, the broadband access is still inferior at the consumer's residence.

Date: 4/5/2017 1:07:30 PM

City/State/Zip: Sebring, Florida 33872

Company Complaining About: Comcast

Description

(CTR 384) The consumer opts to have the double play plan with Comcast. Yet, the internet connection continues to be extremely slow which is contrary the advertised speed level. As a result of the inferior quality, this diminishes the quality and consequently, this impacts on her Video Relay Service Facility. In short, her communication access continues to be challenged and denied. This results in her being isolated at her residence due to her VRS being challenged by the inferior broadband access. She already aired her grievances with Customer service. In the course of her conversation with the Customer Service, in her findings, the modem that is replaced recently is actually used and she wants to know why the used modem of inferior quality is replaced and she has to pay so much for that. a Technician already came over to deal with that and he continued to be dismissive of the consumer and he even suggests that the consumer should pay more for better broadband connection.

The consumer wishes for Comcast to reexamine the situation and come to resolution.

Ticket: # 1548667 - continuing problems with AT&T Uverse

Date: 4/5/2017 2:55:14 PM

City/State/Zip: Orangevale, California 95662

Company Complaining About: AT&T

Description

I've been paying for high speed internet for quite some time. The connection speed varies between fine and unusable. Several technicians have come out with no difference and no resolution. Many representatives on the telephone have run tests and rebooted equipment remotely with no change in status.

I was told by the last technician's manager to get in touch with "Connect-Tech" for addition support, but they are now claiming that they're going to charge me for the work even though I have the AT&T inside wire maintenance plan attached to my service. The people on the phone don't seem willing or able to read the copious notes associated with this situation. They are certainly incapable of resolving this.

Here's a typical example of the issue, with two pings taken one after the other.

```
C:\Users\J(b) (6) >ping google.com
Pinging google.com [216.58.216.78] with 32 bytes of data:
Reply from (b) (6) : bytes=32 time=3619ms TTL=49
Reply from (b) (6) : bytes=32 time=3120ms TTL=49
Reply from (b) (6) 7 : bytes=32 time=1930ms TTL=49
Reply from (b) (6) : bytes=32 time=3502ms TTL=49
Ping statistics for (b) (6) :
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1930ms, Maximum = 3619ms, Average = 3042ms
```

Then, a minute or two later, it's back to normal:

```
C:\Users\J(b) (6) n>ping google.com
Pinging google.com [(b) (6) 8] with 32 bytes of data:
Reply from 2(b) (6) : bytes=32 time=28ms TTL=52
Reply from (b) (6) bytes=32 time=28ms TTL=52
Reply from (b) (6) : bytes=32 time=31ms TTL=52
Reply from (b) (6) : bytes=32 time=28ms TTL=52
Ping statistics for (b) (6) 8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 28ms, Maximum = 31ms, Average = 28ms
```

Here's a partial list of what was done.

At one point, I was supposed to have a technician come out and switch the service to another line at one of the nearby junction boxes. However, they called and told me that postponed this because of something unrelated at the central office. This was finally done.

A technician arrived on 1/19/17. He told me that the line/signal was switched to another line/signal. Moments after he left, I experienced the exact same problem, as shown here:

```
C:\Users\ (b) (6) >ping google.com
Pinging google.com [ (b) (6) ] with 32 bytes of data:
Reply from (b) (6) bytes=32 time=1975ms TTL=40
Reply from (b) (6) bytes=32 time=1737ms TTL=40
Reply from (b) (6) bytes=32 time=665ms TTL=40
Reply from 7 (b) (6) bytes=32 time=1476ms TTL=40
Ping statistics for (b) (6)
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 665ms, Maximum = 1975ms, Average = 1463ms
```

```
C:\Users\ (b) (6) >ping google.com
Pinging google.com [ (b) (6) ] with 32 bytes of data:
Reply from 2 (b) (6) : bytes=32 time=551ms TTL=52
Reply from 2 (b) (6) 6: bytes=32 time=212ms TTL=52
Reply from (b) (6) : bytes=32 time=242ms TTL=52
Reply from (b) (6) : bytes=32 time=273ms TTL=52
Ping statistics for (b) (6) 6:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 212ms, Maximum = 551ms, Average = 319ms
```

```
C:\Users\ (b) (6) >ping google.com
Pinging google.com [172.217.6.46] with 32 bytes of data:
Reply from 1 (b) (6) bytes=32 time=35ms TTL=52
Reply from (b) (6) =32 time=34ms TTL=52
Reply from (b) (6) bytes=32 time=36ms TTL=52
Reply from 1 (b) (6) : bytes= (b) (6)
 (b) (6) 172.217.6.46:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 34ms, Maximum = 36ms, Average = 35ms
```

After calling AT&T yet again and speaking with a supervisor, I was told there was a “profile mismatch,” which he corrected. He told me that he would “monitor the situation” and give me a call on Saturday. No call was forthcoming.

Yet again, another technician (two actually) came out. They told me all sorts of nonsense, all of which was thoroughly discussed with previous technicians. They said they were going to fix the problem, but basically did nothing for three hours.

Since they didn't see anything while they were sitting here, they decided there was no problem and left. I've had probably 20 technicians come out here, both inside and outside. Some have found problems and some haven't. Nothing is being resolved.

The throughput is so bad at times that no work can be done. AT&T could resolve this problem if they either run fiber closer to the building. And/or, they could at least have a shot at resolving it if they would send someone competent.

Ticket: # 1548798 - Re: [FCC Complaints] Re: Comcast internet service quality

Date: 4/5/2017 3:25:31 PM

City/State/Zip: Redwood City, California 94063

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1397636 "Comcast internet service qu..."

To whom it may concern, It's been close to a month since receiving the FCC response below. I just sent an email message to the Comcast person who initiated contact regarding my complaint about the stability and performance of Comcast's internet service.

Closing the complaint before a resolution doesn't make one bit of sense. If the FCC can't oversee service providers and ensure that consumers are getting the service they're paying for, can you please suggest who else would??

This has gone on long enough that some action needs to take place at this point.

If the FCC isn't the right agency to see this matter to a satisfactory resolution, can you recommend who I need to contact instead.

Regards, Awny

From: FCC <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Tuesday, March 7, 2017 6:43 AM

Subject: [FCC Complaints] Re: Comcast internet service quality

#yiv4410543581 table td {border-collapse:collapse;}#yiv4410543581 body .filtered99999
.yiv4410543581directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 1549708 - Horrible Internet Connectivity**Date:** 4/5/2017 9:26:15 PM**City/State/Zip:** San Jose, California 95134**Company Complaining About:** Comcast

Description

I recently opened a new account with xfinity for their performance pro blast internet connection. But since then our internet connection has been terrible! For the past 10 days my roommate and I have been on the phone with their agents every evening trying to get our issue fixed. And it's the same routinely checks every single time - Restart/Reset of modem, update of some settings, and then transferred to a higher level agent who does some more modifications. We even had a technician come by who replaced our splitter, cables and modem, but it was of no help at all. The connection is not constant. it comes in waves, which is almost as good as not having internet. All our work is on standstill thanks to poor internet connectivity and 1 -2 hour talks with Comcast agents. This is by far the worst experience i've had dealing with internet problems.

Ticket: # 1551205 - Internet Service w/ATT&T

Date: 4/6/2017 2:56:46 PM

City/State/Zip: Duncanville, Texas 75138

Company Complaining About: AT&T

Description

Poor internet connection and overbilling. False advertisement, there is no cooper wiring in my area and the hub is too far from my address (so what service am I really receiving). Few services are offered in this area because of the wiring so why is ATT&T claiming U-Verse. Plus, billing is never the same. I initially called ATT&T customer service to discuss two things why is my billing so high and poor internet connection problems. I was told Melissa who stated she was the all in all (Manager Escalation Specialist and Retention Supervisor). She stated that my bill is high because the promotion fail off (I received a new bill for this on 4-6-17 with a \$27 increase stating the promotion has expired). I called the Office of the President on 3-30-17, assigned a case and never heard back from anyone or given a case number. Called The Office of the President on 4-6-17 told the case has been closed, because what I receive is all that is offered. However, I spoke to a Brenda who placed me on a long hold. I hung up called back spoke to Teresa who state the case was closed by Eugene and he said he told me that is all that is offered in my area I never spoke to this guy but one time on 3-30-17). Who said they do not handle rates, as I was talking placed me on hold. Called back spoke to a Chantell who stated they don't have Att&t this is a call center (all I am pressing is redial).

[Ticket: # 1552370 - Internet frequently cuts off](#)

Date: 4/7/2017 12:07:16 AM

City/State/Zip: Tallahassee, Florida 32301

Company Complaining About: Comcast

Description

At least 5 times every day my internet cuts off completely. The internet speed drops to zero several times every day.

Ticket: # 1554565 - Windstream

Date: 4/7/2017 8:08:38 PM

City/State/Zip: Pendergrass, Georgia 30567

Company Complaining About: Windstream Communications

Description

So my mother is being charged almost 75 dollars a month for something that has never been close to the advertised speed. On a wireless connection in the home we get about 12 MBPS, but when directly connected you get the same speed. Now i understand what she is paying for is up to 15 MBPS and that's fine it's close but the ping is through the roof. It consistently fluctuates all over the place. On a good day it's about 169 ms which in my experience with any other ISP is horrendous, as i'm typing this out it is currently 265 ms now i would call that a good day seeing as it's been much higher it's still awful, on other days it's been in the 2000's range. The speed is always all over the place it's never constant. I have called them and they even sent over a "technician" He walked into the home, picked up the router, looked me dead in the eye and said that he didn't know anything about fiber optics which is completely mad considering i know for a fact that's not what we have here. They have a stranglehold over the area, they are the only ISP in the area that can even come here and they are charging way too much for absolute garbage internet. I will include with this some example speedtests i have accumulated over the years of us living here. I even filed a complaint with the Better Business Bureau myself and my brother in-law, I received an email from the BBB stating that Windstream tried to contact me via email and phone, They never called me. I did receive an email from them which was only a copy of the email they had received from the BBB like they were taunting me that nothing will be done about it. In short, there are constant inconsistencies with the speed, We barely receive what is advertised and to have to pay that much for that service is outrageous i know for a fact if there were others in the area that could come here it would be half or even more. Also another strange thing that has happened, I play a game that will alert me if there is another IP address logging into it. The person logging in was me but on closer inspection it also stated that the IP address was coming from Alabama. I would think it would be closer. I may be wrong.

[Ticket: # 1554569 - Spectrum](#)

Date: 4/7/2017 8:11:39 PM

City/State/Zip: Somerset, Kentucky 42501

Company Complaining About: Spectrum

Description

Hello,

We were previously customers of Time Warner Cable for both internet and TV. We had no issues with them. However, since they have switched to Spectrum, we have been experiencing outages with both TV and internet. I contacted Spectrum the other day, and while communicating with them, they assured me there was no outage. At this time, both services were restored. However, we are still experiencing consistently slow internet, sometimes it will not even connect. We also have experienced some channel outages with the tv (local basic channels), but we haven't had all channels go out since.

Ticket: # 1554684 - Comcast

Date: 4/7/2017 10:03:57 PM

City/State/Zip: Chicago, Illinois 60638

Company Complaining About: Comcast

Description

I have been calling Comcast for the past 4 weeks almost every single day. I have been having very slow speed and lost connection every day from 3:30pm to 11pm. Comcast customer service told me to upgrade my internet package to the 75mbps. They told me my modem was at the end of life, got a new modem and the issue continue. They then supposedly schedule a tech to come up and the tech never showed up. Now I am on the phone again and they claim that it is a wire outside. I have been talking to Level 2 support on and off. Level 1 customer support wouldn't transfer me to proper support even when they can't fix the issue. Spoke to a supposedly supervisor by the name of Juan (employee ID 21741) and he say they will send out another tech since it is a weak signal issue. No tech support ever told us that there is a weak signal issue. I even asked the previous 5-6 customer service agent about the weak signal issue and they ALL CLAIM THERE IS NO WEAK SIGNAL.

[Ticket: # 1554842 - Internet down/intermittent for five days and counting](#)

Date: 4/8/2017 8:10:42 AM

City/State/Zip: Dudley, North Carolina 28333

Company Complaining About: AT&T

Description

Internet has been intermittent for four days. As of this morning, completely down.

Ticket: # 1554999 - Comcast Charging Extra for inconsistent internet

Date: 4/8/2017 12:27:35 PM

City/State/Zip: Castle Rock, Colorado 80104

Company Complaining About: Comcast

Description

This is the second letter I have sent to the FCC involving the Comcast 1 Terabyte Data Plan. The first one all I got was the same response from the company about how if you use more internet you will pay more which is whatever, there is nothing I can do at this point. But I have seen so many complaints from around the U.S about inconsistent internet service delivery and cases where people haven't had access to internet or other services provided by comcast for days on end. I have been having my speeds reduced by almost 5x what they should be for about a week and I cannot press how annoyed I am at the boldness of this piss poor company you call an enterprise. You people have the audacity to charge extra for your services when you cannot even consistently provide your customers with the services they are paying for. Your CEO has been filmed saying you guys are practically a monopoly and it causes problems for everyone because you cant give people what they pay for, but they have no choice but to use your services because of the area they live in. You are basically stealing.

Ticket: # 1555013 - internet speed

Date: 4/8/2017 12:33:50 PM

City/State/Zip: Kingman, Arizona 86409

Company Complaining About: Frontier Communications

Description

I have had internet with Frontier (my phone provider) for 8 years. It was never very fast. However, in the past year, I barely have internet & speed tests put me in the lowest 2% of national average. This is a rural area. Frontier admits they added more customers than the lines are capable of handling, but they don't plan upgrades. I run a non profit animal sanctuary & I must stay engaged online because networking is how we bring in funding. Our 19 rescued horses and donkeys are at risk now because I barely have workable internet. Frontier suggested I try their satellite internet. I did and it was even worse, so I returned to DSL. They need to upgrade the lines or cancel the customers which should never have been added, in my opinion.

Ticket: # 1555132 - CenturyLink

Date: 4/8/2017 3:13:37 PM

City/State/Zip: Grand Ridge, Florida 32442

Company Complaining About: Centurylink

Description

Cannot get CenturyLink to provide the internet speed they have promised and will not release me from our verbal agreement without a penalty. Speed is very inconsistent. Would be happy if they would restore the speed I had before making new agreement.

Ticket: # 1555194 - Poor Internet Service**Date:** 4/8/2017 4:09:32 PM**City/State/Zip:** Newberg, Oregon 97132**Company Complaining About:** Frontier Communications

Description

We pay for broadband service to Frontier Communications. Lately it has been very slow and sometimes non-existent. Customer service has told us that we only have up to 1 mbps of service guaranteed in our area yet back in 2012 they were charging us for the 7 mbps plan and we reduced that to a smaller plan, which as I remember as being up to 5 mbps, since they couldn't deliver 7. We did get a technician out several months ago that got our speed up to nearly 3 mbps which was adequate for what we do. Now I am told there is high demand in my area and that since my speed is what they are now promising of 1 mbps, not enough to support 2017 devices that stream such apps as Netflix, that there is nothing they can do for me. It seems to me that it is fraudulent to continue to sell more broadband plans in an area where the demand is already surpassing the service availability. In today's world we need reliable and reasonably fast internet service and I am paying for what I am not receiving. Unfortunately Frontier has a monopoly in my area so they have no incentive to fix the problem.

Ticket: # 1555444 - xfinity hotspot service

Date: 4/8/2017 10:32:51 PM

City/State/Zip: Annapolis, Maryland 21401

Company Complaining About: Comcast

Description

we purchased an xfinity hotspot service last friday after we got paid (4/7/17) We pay \$20 a week for this service and every single time it never performs the way it should.

I can't watch a a single episode or a single show on netflix. forget trying to stream movies just more crippling buffer speeds.

I can't play my games (which require less than a few hundred mb)

Meanwhile comcast is taking money from us but offering little to nothing in actual service! This is criminal! My girlfriend and I work 25+ hours a week just to afford a house we barely get to stay in. The only thing I want to be able to do on my days off are unwind and play some games and watch a few shows with some friends.

We're not made of money and comcast continues to throttle us in hopes that we will actually ditch the hotspot service and purchase one of their consumer packages.

Please help us. They are thieves and they continue to get away with this.

This is probably the third time I've had to file a complain about this issue and they do NOTHING on their end to resolve.

The first time I reported them, they stopped throttling me and then called and asked if everything was working fine and I told them yes and that I would appreciate it if they would stop messing with my packets. They told me it was in regards to the report.

[Ticket: # 1555496 - Paying for more than what i am getting and throttling](#)

Date: 4/9/2017 1:30:09 AM

City/State/Zip: Fort Wainwright, Alaska 99703

Company Complaining About: Gci

Description

I am (b) (6) in Fort Wainwright Alaska and have internet service through GCI. My Amazon Fire is connected via Ethernet to the router. I Currently am paying for 100mbps through my ISP. Consistently I have been receiving speed between 65 and 19 mbps at my Amazon fire. In addition, I suspect that the ISP is drastically throttling my internet due to the lack of speed after streaming a movie. The first movie will stream fine but, during the second my internet speed will fall to speeds as low as 19mbps.

Ticket: # 155530 - AT&T has not been able to resolve slow DSL connection.

Date: 4/9/2017 7:46:39 AM

City/State/Zip: Palm City, Florida 34990

Company Complaining About: AT&T

Description

Multiple AT&T technicians have attempted to repaired/improved DSL speeds but only lasts for short duration. Inclement weather also affects performance. Problem ongoing for over a year. Last technician said animals have damaged line in multiple places.

[Ticket: # 1555880 - follow up to complaint No: 1426453](#)

Date: 4/9/2017 9:23:18 PM

City/State/Zip: Montgomery, Texas 77316

Company Complaining About: Consolidated Communications

Description

I am still experiencing poor internet connection and download speeds. Consolidated Communication has tried to fix my problem, but I have yet to see any results. It is very frustrating and I only wish I had an another choice for internet connection.

Consolidated Communications is a sorry excuse for a internet provider with today's communication demands.

Ticket: # 1557769 - Three month long internet service issue (Comcast)

Date: 4/10/2017 5:44:28 PM

City/State/Zip: Nashville, Tennessee 37209-4502

Company Complaining About: Comcast

Description

I reported a service interruption to Comcast on January 20th. My internet connection is painfully slow, requiring multiple attempts to access a webpage, and extremely slow page loading. As of today the issue persists with no periods in which the problem has subsided during this time. Eight (8) Comcast technicians have visited my home, but none have been able to find a source at my address. Multiple attempts to get any answer from customer service, even managers or supervisors, have failed. Several of the techs suggested the problem might be with Comcast's lines or equipment. Two techs have offered to help get answers from "maintenance supervisors," but both were unsuccessful. Since eight techs have checked my modem, router, and lines, I have reason to believe the problem is with Comcast's lines or equipment. I have found this issue to be impossible to resolve through normal Comcast channels over this nearly three month period. Therefore, I am filing this complaint in hopes of gaining their attention to this problem. Thanks!

[Ticket: # 1557788 - Internet modem keeps shutting down](#)

Date: 4/10/2017 5:52:27 PM

City/State/Zip: Gulfport, Florida 33707

Company Complaining About: Bright House

Description

Numerous times during day and night cable modem box which belongs to Spectrum/BrightHouse shuts off. Every time they decline exchanging the equipment although we do pay a rental fee monthly. Speed is like a snail when it does work.

[Ticket: # 1558216 - Increasingly inconsistent internet speeds, lag spikes, dropped packets.](#)

Date: 4/10/2017 11:09:06 PM

City/State/Zip: El Segundo, California 90245

Company Complaining About: Time Warner

Description

Paying for 200Mbps internet, regularly achieve speeds of 15 to 80 Mbps.

Frequent connection drops, packet drops, packet resets, etc.

Spectrum support was not willing to test anything or attempt troubleshooting last we spoke. This issue has been ongoing for ages and I've had enough.

Ticket: # 1558341 - Inconsistent Speed

Date: 4/11/2017 5:02:10 AM

City/State/Zip: New York, New York 10018-2540

Company Complaining About: Verizon

Description

Despite being "upgraded" and waiting for a technician to visit, not showing up for first appointment, and being 4 hours late beyond the "service window"; the speed achieved after the upgrade is even slower than it was before. Paying for 150/150

The past 4 days it has averaged 55/60

Ticket: # 1558742 - Latency issues, slow speeds, zero other choices at my address

Date: 4/11/2017 10:56:09 AM

City/State/Zip: Hampstead, North Carolina 28443

Company Complaining About: Charter

Description

I am currently living in a place that offers one choice of cable internet provider and this cable provider (charter) has been providing terrible service. The internet will frequently have latency issues. Packet loss and rubberbanding occur during streams and other realtime online applications. I have seen speeds drop to as low as 2% of the advertised speed of 60 mbps. I have also purchased 2 separate modems to alleviate the issues. The issues began shortly after the TWC, charter ATT merger. Please do something i have no option for better internet service other than to move.

[Ticket: # 1559190 - Internet speeds and reliability](#)

Date: 4/11/2017 12:58:04 PM

City/State/Zip: Fort Worth, Texas 76132

Company Complaining About: Reach Broadband (odessa)

Description

Reach Broadband of the West Odessa Texas area calls itself broadband but can't even deliver speeds close to 10mbps. They charge well over \$70 each month and the service goes down almost daily. My household was without internet for an entire week and Reach Broadband still expects us to pay full price for the month.

Ticket: # 1559757 - Comcast Internet Issues**Date:** 4/11/2017 3:17:04 PM**City/State/Zip:** Peru, Indiana 46970**Company Complaining About:** Comcast

Description

This will be my second complaint to the FCC for Comcast. My girlfriend and I have had Internet Service with Comcast since October. Every single month I've had an issue with speed/consistency. I've explained my issues countless times to a number of employees with yesterday being my latest issue. I spent one hour and thirty minutes plus on the phone with Comcast executives gave them all of my information more than once, reached "the top" of customer service with Dean (734-369-3785) for him to argue with me about getting notice of a data cap, and to tell me that not getting full speed is normal if playing I'm playing a game and have a browser open at the same time. I did not receive notice of a data cap my internet speed has been inconsistent still, and I just had Comcast Technicians show up at my house without notice to the number I provided to these executives. Every conversation I have with one person from Comcast gets lost and has to be retold to the next person I speak with. I've dealt with too many employees for them not to have a basis of what I've been through and too many technicians for it to be an issue with something in my house. Comcast has been rude, inconsistent, had a lack of communication within their company and costing me plenty of opportunities in the Major League Gaming World.

Ticket: # 1560271 - internet

Date: 4/11/2017 5:34:55 PM

City/State/Zip: Reeves, Louisiana 70658

Company Complaining About: Centurylink

Description

For 9 years century link has said we would be getting an upgrade . They offer one g/ per second TODAY but our service one g/per century. With F. C. C. doing nothing to fix the problem. F. C. C. get their salary century link get their bill paid . I have OOOOO choices . LOOK REAL HARD AT LOG OF CALLS MADE FOR CREDIT ON BILL & REPAIRS STAND ON IT OWN.

[Ticket: # 1560332 - throttling internet speed](#)

Date: 4/11/2017 6:09:19 PM

City/State/Zip: Victoria, Texas 77901

Company Complaining About: Sudden Link

Description

Its been a long day at work, and my provider is throttling my VPN connection for whatever reasons. I pay for a service montly of 50mbps and 250gb download, and every time i get on my VPN my connection drops like a bad habit. I know ISP's are throttling VPN everywhere! Just tired of it.

[Ticket: # 1560531 - WindStream](#)

Date: 4/11/2017 8:15:07 PM

City/State/Zip: High Springs, Florida 32643

Company Complaining About: Windstream Communications

Description

WindStream Communications is constantly having service issues. Our internet drops out multiple times daily. The only fix that they give us is to switch over to their monthly modem rental. Tonight I spent an hour on the phone with no solution. A little while later the internet was back up and running. I think this drop of service in high demand times is inexcusable.

Ticket: # 1560644 - Paying for speeds I'm not getting

Date: 4/11/2017 9:26:26 PM

City/State/Zip: Davenport, Iowa 52806

Company Complaining About: Mediacom

Description

We pay for 100Mbps download and 10 Mbps upload Mediacom service. Unfortunately, Mediacom is the only ISP in the area to "provide" such speeds, so they are a necessary evil. We've had issues in the past. Three or four years ago, we had an issue occur over a month, which required 7 different tech appointments, all of which required me to take off from work to accommodate. It wasn't until the seventh technician did something to the established wire at our pole, that everything was fixed...something that took five minutes, and confirmed my suspicion that I didn't need any of the previous 6 technicians in my house to fix. The current issue has been occurring since January, for a total of 3 months. The download speeds have been great, exactly where they need to be. The upload speeds have been all over the place, but for the most part, horrible. Gaming is impossible sometimes, and forget about adding attachments to emails or uploading videos to Youtube, which can take hours to occur. Upload speeds have regularly been around 1 - 3 Mbps. I reached out to Mediacom through their website. A tech was sent out, who verified that our setup and equipment was fine, and he couldn't fix it, but there was a huge "leak" down the street, which he thought was the problem. I was told this was fixed about a week later, and speeds were back to normal, for a few days. Then, the problems immediately persisted, and have continued ever since. What infuriates me is that there is no consideration for my time or competence. Reading their own message boards, the upload issue has been a huge problem across the board since they introduced their 1Gbps service. Instead of verifying this, they continue to blame customer's equipment and wiring, instead of addressing the real problem, that is affecting numerous customers. When you present this to them, they again, say that it has to be my equipment, and that I need to take more time off work, so that I can have a technician come out to my house to tell me the same thing...my equipment is fine. I'm sick and tired of dealing with this...I want Mediacom to address this widespread issue, and stop putting it on the customer. I've done the research and troubleshooting...stop treating me like an idiot and fix the problem. If I had any other choice, I would have left Mediacom years ago, but it's impossible in my area.

Ticket: # 1560714 - AT&T Internet service complaint

Date: 4/11/2017 10:42:55 PM

City/State/Zip: Placerville, California 95667

Company Complaining About: AT&T

Description

This complaint is a rebuttal to AT&T's response to my previous complaint: ticket number 152-3934.

AT&T's response was ingenuous. They only referred to one trouble call as if that was the only outage I had incurred. They failed to address the broader issue that I have had reoccurring outages, and I have experienced bad service from them for almost a year and a half...not only to the Internet but to my landline; some have lasted two weeks. In 2016, I had 12 different dispatches for impaired Internet service. And before that I have had many. So far in 2017, I have had 5.

They seemed to be more interested in providing a timely response to the FCC, than fixing my issue. And, at times, seemed defiant in defending AT&T, and became fixated on not replacing the cable...when all I wanted was better service.

AT&T's policy is not to replace copper cable which appears to be the root cause of my outages. Instead, their plans are to replace with fiber in approximately five years. They provided me a contact for future outages if they occur. AT&T stated this is the best they can do. In the meantime, I have to live with the possibility of future outages. Their only conciliation was that other customers are having the same problem. Please help me get better service from AT&T. Maybe I and others won't have to wait 5 years for better service...

Ticket: # 1560831 - Centurylink internet service

Date: 4/12/2017 6:06:33 AM

City/State/Zip: Robertsdale, Alabama 36567

Company Complaining About: Centurylink

Description

This complaint is in regards to Centurylink of Robertsdale Al, !!

We have a business set up for our RV park "(b) (6)" Robertsdale, AL 36567 "(b) (6)"

The service we are to have is a 25 plus mbps an we are only getting 5mbps or less an it never works half the time ! Have called Centurylink several times for service changed routers an its the same old thing ! there is not another service int he area for our business an for our customers ! we have 41 lots an most come thru are contractors an others of the like an they rely on this service we offer in wifi to stay in touch with family an there own business's ! Now this is the year of 2017 an technology is the key now for any commutations across the country!

We are asking for someone to make a call an help us in getting someone off there butts to fix this service correctly ! We also understood that Century Link received some grant an used the money elsewhere ! We have filed Complaints before an we are asking for your help ! it is very important to our business/customers !

Sincerely "(b) (6)"

[Ticket: # 1560893 - slow internet service or non at all](#)

Date: 4/12/2017 8:30:52 AM

City/State/Zip: Onsted, Michigan 49265

Company Complaining About: Frontier Communications

Description

Internet is extremely slow. We need to reboot our modem all the time. If more than one computer is running we can't get on at all. HBO to go streams most of the movies we get.

Ticket: # 1561069 - Time Warner Cable/Spectrum

Date: 4/12/2017 10:08:43 AM

City/State/Zip: Clifton Park, New York 12065

Company Complaining About: Time Warner

Description

Since summer of 2016 we have had interrupted service – can't use certain programs, etc...

Have called multiple times and they have a different diagnosis each time. We have had our equip and wiring checked, others in building complained as well.

[Ticket: # 1562151 - Exede Internet Service Complaint](#)

Date: 4/12/2017 2:49:10 PM

City/State/Zip: Mounds, Oklahoma 74047

Company Complaining About: Exede

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1562802 - Year's worth of poor internet

Date: 4/12/2017 5:48:39 PM

City/State/Zip: Tallahassee, Florida 32310

Company Complaining About: Centurylink

Description

For over a year we have experienced poor quality internet services. The internet constantly goes down, and sometimes for days. We've had over 20 tech visits, and the last one they dropped us down from 6MPS to 1.5MBPS without our permission stating that all of a sudden we are too far away from their office. Also, the price I pay does not change, unless I want to enter into a contract. I have poured blood sweat and tears from trying to get someone to fix the issue for a year now. A technician told me that we should have no issues because there is fiber optics at the end of our driveway and there should be no drop off in the speed, yet there is. This billing cycle ends 4/19/17. I will leave this company and be done with it. I do want justice for the times I was yelled at, called a liar, and more. Enough is enough with this company. Someone needs to take these bad guys down. They do not care about customers. If they did it wouldn't have taken them a year to come to this conclusion. I believe they are throttling the internet to try to spread it further, and that is the real reason for the drop off. Please take a look at my attached document to see my logs of the internet falling out. I have multiple screenshots (like a hundred at least) but the internet is too slow to upload them all. I'll include a couple of them to show you. Try not to laugh when you read my internet log! Just kidding, it's pretty funny. As mean as I am in my logs I remained professional with them when speaking to them. I can't say the same for them. I am trying to homeschool my children, please help me. The internet has so much valuable information. Please hear this mom's cry! My kids do not spend every waking hour playing games, they do use a free curriculum on the internet though, and play educational games, and I blog for work. I will no longer be able to work. My family will miss out on the income, and I am super sad that the last couple of years are now just going to be a waste of my time, instead of possibly adding more money to the \$300 I use for groceries to feed five people each month. This year, I am just starting to make some real money from blogging. It could have gone a long way to feed my 3 boys, who will all be teenagers very soon! Thanks for you time. I really do appreciate it! Oh if you are interested, I recorded many of the phone calls, and I have MP4s of video I took of the internet going in and out. I tried to upload a video but it the internet wouldn't even try! HAH! Not suprised there a bit!

Ticket: # 1563042 - Comcast

Date: 4/12/2017 7:49:43 PM

City/State/Zip: Miami, Florida 33133

Company Complaining About: Comcast

Description

My name is (b) (6) and i am deaf.. so by default i really need Internet at stable for video phone and game (180 download and 25 uploads) now i am get 10/10 or 180/2 (random) then i called them comcast for many time and they send tech over and said it was issue on their side and told me that it will be fixed in few day and im still have this issue and i called them and they saying same thing all over again and i am really tired of this "repeat methods" and have technician to come over only to find out that issue is not from my home... im not paying anything till you 100 percent fix this issue because im tired of call comcast everytime when i have this issue and all they said is will be fixed which is (never) and i am not interest to play game with them..

[Ticket: # 1563138 - Verizon Internet Speed](#)

Date: 4/12/2017 8:48:28 PM

City/State/Zip: Fombell, Pennsylvania 16123

Company Complaining About: Verizon

Description

The speed of my internet is really slow and it makes web browsing impossible.

Ticket: # 1563615 - Intermittent service

Date: 4/13/2017 9:53:43 AM

City/State/Zip: Mountain Home Air Force Base, Idaho 83648

Company Complaining About: Zito Media Llc

Description

Ive been with my ISP for a year now and about 4 weeks ago my internet service became intermittent. Over 4 weeks my network has been plagued with restarts and modem "flapping." Upwards of 50-100 times an hour according to one rep I spoke with. I've called customer service 7 times now and I am told the rep will try something, the same thing every time I call. It never fixes the problem, I've been told twice a technician is going to come by and take a look and the technician never shows up. I spoke to a supervisor who assured me something would be done and a week later nothing was fixed or even an update on the situation relayed to me.

I am paying 80 dollars a month for my internet service the "Ultra" package which advertises 100mbps, when the internet is up these are not the speeds I actually receive either.

I have e-mailed the error logs of my modem to Zito media 3 times now, providing them with the exact error I'm getting and they refuse to acknowledge what could be wrong or even try to help me. I continue to save my logs to show that at any given hour my modem will reset numerous times. I don't know who else to contact about this but I truly feel I am being wronged by my ISP.

If you need any copies of the e-mails, phone records, or modem event logs I'd be more than happy to provide them.

Thank you.

Ticket: # 1564020 - Inconsistent internet speed

Date: 4/13/2017 11:54:59 AM

City/State/Zip: Jacksonville, Florida 32217

Company Complaining About: Comcast

Description

We have been experiencing daily internet speed drops for several hours at a time for months. Comcast has been completely unhelpful in resolving any issues when contacted: they told us that the modem is to blame and that I need to upgrade it.

Our service is supposed to be 75 down/10 up. The download speed will drop to around 5-8 Mb/s during slowdowns, but the upload speed stays a consistent 11-12 Mb/s. I've attached a screenshot of a few speed tests: one is from yesterday when the internet speed was normal, and the rest are multiple attempts from today showing poor consistently results from multiple test servers. I've checked my router's bandwidth history to see if there is any traffic coming from a device on my network that I'm not aware of, but there is nothing. The problem is 100% on Comcast's side.

Thank you!

Ticket: # 1565166 - Comcast

Date: 4/13/2017 4:27:45 PM

City/State/Zip: Jacksonville, Florida 32256

Company Complaining About: Comcast

Description

I have the Comcast internet and cable package and have been a member since 2015. I spend at least 1 day a week talking to someone through Comcast. Either with my cable, internet or internet account. They don't get back in a timely manner. I've asked to speak to a manager or someone higher and they never get back to me. My bill gets adjusted once a month. They said I have a cancellation fee but I never cancelled just transferred. My account is not accessible but continue to be charged for my product that I'm never satisfied for.

I honestly know this is the worst company ever. And I've had a lot of services due to being in the military. I'm very frustrated with everything Comcast has to offer. I would never refer them to anyone ever!

Ticket: # 1565173 - Re: [FCC Complaints] Re: internet service

Date: 4/13/2017 4:29:06 PM

City/State/Zip: Seven Points, Texas 75143

Company Complaining About: Centurylink

Description

This is a follow-up to your previous request #1295778 "internet service"

Hello and thank you. I wanted to say we are not, not satisfied with your service. This was part of our concern when I contacted you folks in the beginning. Centurylink stated that there was nothing wrong with the line, but a down grade in speed may be necessary. And my question was and still is if there is no issues with the line then why would you down grade some one? Again every time it rains or the humidity is high internet is horrible. Or why centurylink over sold internet service in our area knowing the line could not handle it. Again we are not dissatisfied with your service, we would like real answers.

Sent from Yahoo Mail on Android

[Ticket: # 1565729 - Slow Internet Srvc./](#)

Date: 4/13/2017 8:29:00 PM

City/State/Zip: Vero Beach, Florida 32960

Company Complaining About: Comcast

Description

Internet is constantly going in and out.. Get tired of calling and being transferred to 5 different people... Then to schedule a tech appt after not having consistent internet for 6 days.. Im schld an appt frm 1-3pm.. Tec does not arrive till almost 5pm. Billing only wanted to gv an \$ 8 credit for being in and out of service.. I work off internet n thts why i pay n hv internet

Ticket: # 1565880 - throttling

Date: 4/13/2017 10:43:06 PM

City/State/Zip: Victoria, Texas 77901

Company Complaining About: Sudden Link

Description

They are throttling my VPN connection to where I cant even watch youtube videos.

If I'm watching a video my connection stops always and I have to reconnect.

Ticket: # 1566390 - Comcast blocking high speed internet by forcing consumers to buy high-end TV

Date: 4/14/2017 11:45:19 AM

City/State/Zip: Ranson, West Virginia 25438

Company Complaining About: Comcast

Description

In an attempt to try and lower our monthly costs for cable/internet bundling (\$200/mo), we were denied the same "boost" or high speed "internet only" service unless we pay exorbitant prices for X1 platform. The only way to keep high speed internet is to buy X1 platform TV. Using the "dial-a-speed"/pricing method seems manipulative. "Internet only" ranges from 10 mbps to (200 mbps at 85.00/mo---but it's offered at 34.99 with X1, combined. Buy down the TV service, and you lose the internet. Very manipulative and seems illegal?

Ticket: # 1566765 - Windstream Internet

Date: 4/14/2017 1:29:06 PM

City/State/Zip: Moultrie, Georgia 31788

Company Complaining About: Windstream Communications

Description

We have subscribed to Windstream for our internet service for years with no real issues until now. We are currently unable to download, stream movies and video, or surf the internet without delays and interruptions. We are still paying the same amount each month but getting only 25% of the service we used to have. I have email exchanges where I have contacted Windstream and there response which pretty much blew us off.

Ticket: # 1566877 - Comcast executive offices.

Date: 4/14/2017 2:08:53 PM

City/State/Zip: Rockford, Illinois 61101

Company Complaining About: Comcast

Description

A rep from their executive offices call Tuesday. I was busy at that time so I asked Rashea to call me Wednesday at 3pm cst and she agreed and repeated back the day and time to me.

Wednesday 3pm came and she had not kept her word to call me so I waited until 4:30pm cst and left my house, I was away from the phone at that time. Shortly thereafter she called at 4:48 pm cst to inform me to contact her if I had any further questions.

I called them back and talked to Rashea and informed her I would like to speak to her supervisor, based on her attempting to shut me down by out shouting, over-talking while I was answering her question I concluded i would no longer be able to talk to this person based on her lack of integrity and patience. She proceeded to "TELL" me she was going to put me down for a call back and insisted she wouldn't help me even though I repeated to her over and over to help me before she hung up. She refused. It's a nightmare how they use people, confuse things to justify dysfunction on their part.

I do not have one complaint. I've been trying to get them to fix my internet for 2 years. I complain constantly to them and their fix is to bump me to a higher speed package to lessen the latency between my computer and their network. I pay for a 10mpbs connection right now and get 680 to 890ms patency. I've asked and I've begged and I've cried and and thrown up from spending an average of 16 hours a month on the phone trying to get them to fix things, billing is insanely messed up, speeds are messed up. Comcast is using people and spending their lives to do repairs, billing hassles created by careless uneducated call center employees.

Ticket: # 1567730 - internet service

Date: 4/14/2017 11:56:11 PM

City/State/Zip: Winchester, Virginia 22603-2010

Company Complaining About: Wave2net

Description

Wave2net advertises high speed wireless internet but cannot deliver even 1/6th of the plans speeds. when 6/3 Mbps plan was only getting 1.5-2Mbps/ 350-500Kbps they came , replaced some equipment and stated that the best they could do , have to upgrade to satellite, and you will have to pay for instillation .

[Ticket: # 1567898 - Device is in exhaust at 1.5meg](#)

Date: 4/15/2017 9:59:00 AM

City/State/Zip: Wilton, Wisconsin 54670

Company Complaining About: Centurylink

Description

I have called the company several times to have my account marked as wanting higher internet speed, I have contacted the local Outside plant Engineer. Several neighbors are complaining they are paying for 10meg and only getting 1.5meg. Very difficult to stream, download or anything at the speed of 1.5meg

Ticket: # 1567967 - TWC/Spectrum Customer service /internet

Date: 4/15/2017 11:45:43 AM

City/State/Zip: Bellbrook, Ohio 45305

Company Complaining About: Time Warner

Description

I had slow internet for weeks now i switch out 2 -3 modems 2 is Spectrum provided had 2 supervisors and about 3-4 technicians here and still no improvement i called today 4/15/2017 and tried to get this problem solved I said i have some internet problems and she said UH HUH. UH HUH? really? no, sure i can help you with this problem? UH HUH is the words of a rude/sarcastic representative or Elvis. I called them about 5 times to get this issue resolved and every-time there's no progress. I called CCE Lisa Johnson to get this problem fix she said i'll tell a representative to get back to you and never did they call. also i just had a technician here that gave me another modem and still having problems yes my computer is only 100/mbs but I use other devices as well and my speed is not 300 down and 20 up.

Ticket: # 1568052 - Comcast is terrible

Date: 4/15/2017 1:09:41 PM

City/State/Zip: Portland, Oregon 97213

Company Complaining About: Comcast

Description

I use comcast for my internet, and it is terribly unreliable. I have to reboot my cable modem multiple times per day, and websites are often very slow to load. Their customer service and technical support is awful, hold times are very long, and they frequently have nothing useful to say.

Ticket: # 1568135 - Failure to appear to repair internet, no call or notification.

Date: 4/15/2017 2:40:54 PM

City/State/Zip: Killeen, Texas 76549

Company Complaining About: Centurylink

Description

I called Tuesday to centurylink because my internet isn't working. Was told that a technician needed to come and fix it. Got an email stating when the technician will be here. I took off work to be here, no one ever came no phone call to say they weren't coming. I have called Centurylink over 4 times trying to get an answer. Nothing has been resolved I am paying for a service that is not working. Very frustrated and annoyed.

Ticket: # 1568162 - Comcast internet

Date: 4/15/2017 3:10:59 PM

City/State/Zip: Orlando, Florida 32819

Company Complaining About: Comcast

Description

I do not get the speed according to the plan I have with Comcast. I pay for 75 Mbps, on average and receive 2-3 Mbps on a lucky day. The service is very variable. There are times when the service works great and I do speed test which show 40-50 Mbps and no issues at all. Other times, I can not even check my email, not even on "basic" view. What kind of nonsense is this? And this new pathetic FCC clown in charge wants to give more power to company's like Comcast that can not even deliver services they sell. I believe it is stealing when you are no where near the speeds you are "selling" to a customer and consistently are unable to even get online. I have contacted the FCC about this issue before and Comcast did basically nothing but switch out my modem which did nothing to fix the issue. I want the issue fixed and money back for lost usage.

[Ticket: # 1568393 - Verizon dsl](#)

Date: 4/15/2017 8:51:17 PM

City/State/Zip: Edinboro, Pennsylvania 16412

Company Complaining About: Verizon

Description

Verizon dsl wont connect or slow speed

Ticket: # 1568563 - Hughes Net

Date: 4/16/2017 12:06:50 PM

City/State/Zip: Fort Mccoy, Florida 32134

Company Complaining About: Hughes Net

Description

This is an update for my original complaint about the service I received from Hughes net. Hughes Net did upgrade me from Gen 4 to Gen 5. A technician came out to hook up the new box and redirect my antenna. All seemed to be going well until we tried to stream movies on our Amazon Fire TV. We were experiencing frequent buffering problems to wit I called William from Hughes Net who has been working with us to correct this same problem that we had from Gen 4. He put us in touch with a company who would test my complete system and make needed adjustments for proper operation. After sharing my computer with Jeremy, he could not find any real problem with our system or connections. He did take our Amazon Fire box outside the firewall and we decided to try it for a couple of more days. Again this had no real success so we called William back and cancelled our service with Hughes Net. Everyone we worked with on this issue was kind and considerate. We just decided that Hughes Net did not work for us or in our location for streaming TV but it did provide good internet services.

[Ticket: # 1568565 - Constant throttling](#)

Date: 4/16/2017 12:14:36 PM

City/State/Zip: New Orleans, Louisiana 70131

Company Complaining About: Cox

Description

My ISP, Cox Communications, has been throttling my upload speeds regularly. When I scheduled a tech to come out, I magically had exactly the speeds I am paying for, but less than 24 hours later...I am back to getting 1/6th speeds.

This is a known issue with them. Anyone actually using the upload rate they pay for is punished. Please do something about this.

Ticket: # 1568615 - Repeative Node Issues

Date: 4/16/2017 3:15:47 PM

City/State/Zip: Olive Hill, Kentucky 41164

Company Complaining About: Time Warner

Description

My Service Provider (spectrum) Formerly Time Warner Cable, has been having Node issues in my area since March 2nd 2017. I have called in multiple times regarding this issue, displaying my discontent and Also pointing out the exact issue that i currently have that is affecting the entire neighborhood.

We pay for 60 megabit Download Speed, and 5 Megabit Up. For the last 5 days it has consistently been down for several hours at a time. They have come to my hosue to replace the modem Multiple times, offering this as the only solution they can offer.

After replacing the Modem multiple types you would think, they would start looking elsewhere for the issue. But no they do not. They still only offer modem replacement to fix the solution.

The specific issue is that the Node for my network area assumes that it is at capacity during not Peak hours and starts dumping clients and minimizing Client connections to the network to control what the system believes is massive traffic on peak hours. I live in a town of 5000 people, on the outskirts of it. My node section has less that 100 people on it, mostly elderly people that do not use the internet. If they are unable to handle that kind of "Peak" Traffic, then i assume their network in this area is held together by duck tape.

I have pleaded with them for 2 months about this issue and given them more than the specifcs i have given you today. They refuse to listen, or even attempt to look at my suggestions, and personally, being a security network manager for 5 years with ATT, i assume i know at least a little bit in regarding to what I'm talking about. They have left me little choice except to create complaints to the FCC

My information :

(b) (6)

Spectrum (formerly TWC) is my Internet Provider.

Ticket: # 1568820 - Absolutely Terrible Internet service by "Moonbeam"

Date: 4/16/2017 10:29:22 PM

City/State/Zip: Tampa, Florida 33612

Company Complaining About: Moonbeam

Description

I honestly don't understand how this company is still in business in 2017. I live in an apartment complex called ██████████ in Tampa, Florida. The only provider I am forced with, as no other ISPs can set up on this complex, is called Moonbeam. Ever since day one of turning on my internet, I've been having issues. I promise it is not an exaggeration that I've called them 49 times in the past one and a half months about the issues I've had day one.

My biggest problem is that their only available package is outright pathetic. They advertise as "High speed internet" yet their only package provided here is 5 mb/s download and 1mb/s upload. I am a partnered livestreamer for Twitch.tv and the minimum to stream is an easy 5mb/s upload. So I have been forced to leave my CAREER to do carpet cleaning until I can find something else. Now I've come to accept that by now, but Moonbeam can't even handle 5d/1u! Downloads stay at 100-400 kb/s, maybe 500kb/s if I'm lucky. I get kicked out of game servers and streaming services like YouTube and Netflix take ages to load. It is 2017! How can this be legal?

Alright, now onto the next issue. The customer support and technicians are all absolutely useless. I know all the phone reps and managers by name at this point, and they all equally don't know how to do their job. They have given me my first month free and I will be damned if they don't give me this second one for free, too.

I did research and asked around to see why the only thing you can find when googling "Moonbeam" is a ton of bad reviews and found out they are involved in some scam or loophole. Well here is my complaint to get this company banned from existence.

PS. Under Internet Speed Sub Issue, please add "All of the above" as an option.

[Ticket: # 1569182 - comcast](#)

Date: 4/17/2017 10:46:09 AM

City/State/Zip: Manahawkin, New Jersey 08050

Company Complaining About: Comcast

Description

problems with internet and billing issues

Ticket: # 1569262 - Inconsistent Internet Service**Date:** 4/17/2017 11:16:50 AM**City/State/Zip:** Yatesville, Georgia 31097-3534**Company Complaining About:** Windstream Communications

Description

I keep losing my Internet connection, and when it does have a connection the speeds are erratic, I have called my ISP provider about this problem several times, they sent out a lineman this time, but he told me that he could do nothing on his part, and that the trouble was coming from the transfer box, or office, I also asked him when they were going to replace the copper wiring with Fiber Optics cable, I told him, I was informed a year ago that this was in the works, to which he replied, that it had been, and that money was regulated for such work, but then was pull for some reason, so now there was no money for the Fiber Optics cable replacement, after his service call my connection started running good for about three days, but now It has started back to being erratic, and having multiple dropped connections, my sister lives a mile up the road from me, and is having the same trouble, and I was informed by one of the ISP support techs that there was many complains from my area of the same problem, so it a larger problem than just my connection, I don't like having to report this to the Consumer Complaint Center, but I feel I have been given no choice, after going through their support services, and still facing the same problem.

Ticket: # 1569303 - Poor DSL Service

Date: 4/17/2017 11:29:14 AM

City/State/Zip: Waynesville, Ohio 45068

Company Complaining About: Frontier Communications

Description

We are currently with Frontier Communications in Southwest Ohio. Frontier is the only provider in the area for internet and their service is terrible. Slow speeds, high latency, service goes in and out, poor customer service, billing issues are just to name a few of the issues. I have worked with the office of the president in the past and gave up because it is not worth my time. Since they are the only provider in the area for internet, they aren't very responsive to issues.

Ticket: # 1569618 - Frontier Communications DSL Internet Service Trouble

Date: 4/17/2017 12:53:17 PM

City/State/Zip: Charleston, West Virginia 25312

Company Complaining About: Frontier Communications

Description

1-23-17 Frontier upgraded our DSL internet service from 6Meg to 12Meg utilizing two phone lines instead of one.

Internet performance was immediately slower .

3-26-17 Called Frontier to report trouble with DSL Internet Service.

Technician came and worked on it for two days.

Technician "unbonded" to two phone lines and switched us back to one phone line DSL service.

Technician said it was now 12Meg speed utilizing only one phone line.

4-12-17 DSL Internet Service completely inoperative.

Called Frontier to report trouble.

Frontier said a technician would be here by 4-14-17.

No one from Frontier called or showed up to fix trouble.

4-15-17 Called Frontier Repair again.

Frontier said technician was rescheduled for 4-18-17.

4-17-17 Frontier technician arrived.

Technician said that the modem/router "connection type" was set wrong.

Technician said he fixed it.

Technician could not explain why the DSL1 LED on the modem/router flashes sometimes (it is supposed to be steady green at all times).

We have had tons of trouble with Frontier's phone and internet service over the years.

The local Public Service Commission can only help with the phone service.

They suggested that we file a complaint with the FCC regarding the DSL internet service.

Please let me know if you can provide help with this.

Thank you.

Dan Shaffer

Ticket: # 1569893 - Intermittent outages and high latency

Date: 4/17/2017 2:10:16 PM

City/State/Zip: Shreveport, Louisiana 71118

Company Complaining About: Comcast

Description

For a while now, my internet will go out and random times during the day, ranging from the afternoon to very early in the morning for no reason. It usually comes back up within 10 minutes, but it needs to not go out at all.

Also, I experience very high server latency in the various online games I play. I should have server latency of ~50ms, but lately I have had server latency of 150-200ms+. This makes online games very frustrating to play, namely World of Warcraft. I also and getting a fairly low upload speed.

A couple weeks ago, I had poor internet and my modem was exchanged.

Both of these issues need to be fixed. I don't pay for poor service.

Ticket: # 1570702 - Internet service

Date: 4/17/2017 5:27:51 PM

City/State/Zip: Bellbrook, Ohio 45305

Company Complaining About: Time Warner

Description

I am a paying customer paying for 300 down and 20 up service i had a problem for weeks now i had 4 technicians plus 2 supervisors here i called dozens of times and nothing is getting done i switched out 3 modems 2 where provided and 1 was customer owned that is on the list of modems approved to work with spectrum and TimeWarner and charter which are the same company (I will put an attachment at the bottom proving this)I have the (Arris SB6183). all i ask is to get the service I'm paying for and be consistent also a representative i talked to i said hi i my internet is slow and she said Uh huh like really? her name was Lee or Li or how you want to spell her name i tried to contact Lisa Johnson head of CCE she said she'll have someone call me and yet didn't happen.

Ticket: # 1570960 - CenturyLink Poor Service

Date: 4/17/2017 7:34:52 PM

City/State/Zip: Eagan, Minnesota 55123

Company Complaining About: Centurylink

Description

My internet service from CenturyLink is very unreliable to they wont let me cancel.

Ticket: # 1571093 - Internet

Date: 4/17/2017 8:52:24 PM

City/State/Zip: Sheffield, Alabama 35660

Company Complaining About: Comcast

Description

Internet ain't working right since February after changing the box out it still not working right they came out and it since ain't working right it takes 5 minutes for anything to load..

Ticket: # 1571131 - Mediacom providing the worst service I've ever seen.

Date: 4/17/2017 9:18:06 PM

City/State/Zip: Davenport, Iowa 52802

Company Complaining About: Mediacom

Description

I've had Mediacom for years, and never had an issue with their service until I moved into my house in January of this year. Now, multiple times a month, my internet drops down to a pathetic 0.1 Mbps download speed while I pay more than 80 dollars a month for 100Mbps.

Every time I call their helpdesk, they just tell me that the signals look fine, and my 6 month old modem just happened to go bad the exact day I moved into my new house.

Their "engineers" on the forums tell me the signals actually look terrible, and have since sent two technician out to fix the problem.

So far, I've been told that:

- My modem is broken.
- My Modem firmware is bad.
- The splitter is causing my signal levels to be too low.
- not having a splitter is causing signal levels to be too high.
- The frequency jammer (I subscribe to internet, but not cable) is messing with the signal.
- And my absolute favorite, "I can ping your modem just fine, there isn't a problem."

At one point, I had over 3 million uncorrectable errors hitting my modem at any given time, and their helpdesk still maintained that nothing was wrong. Instead they activley tried passing blame to me.

These business practices are outrageous. Not only are they allowed to monopolize an area, but they are allowed to basically steal money but not giving me the product I pay for.

I can no longer stand idly by while these criminals screw over their customers.

[Ticket: # 1571161 - Uverse Wifi](#)

Date: 4/17/2017 9:40:04 PM

City/State/Zip: Chino Hills, California 91709

Company Complaining About: AT&T

Description

We have had AT&T until recently. We've called numerous times due to failing internet. They come out and "fix" the issue and it works for a few hours then we are down again. The issue has never been resolved. We have paid our internet bill religiously without receiving service. I want my money back!

Ticket: # 1571245 - Internet service

Date: 4/17/2017 11:28:48 PM

City/State/Zip: Olive Hill Ky, Kentucky 41164

Company Complaining About: Windstream Communications

Description

Internet service in Carter county ky needs to be fixed or we need other options in the rural community over 200 to 300 customers only have a option of windstream and nothing else the service stinks, my husband is employed by windstream and he has tested ours and everything on our end is fine and he also said the cable pairs back to hub are clean, but we are paying way too much for the service we receive you could do a survey in Carter county ky and all your windstream customers would tell you how crappy there service is, we need more options out this way for rural communities to receive a quality service for what we pay for

[Ticket: # 1571362 - internet speed](#)

Date: 4/18/2017 6:59:17 AM

City/State/Zip: Spartanburg, South Carolina 29307

Company Complaining About: AT&T

Description

I am paying for 1.5 and last speed check 4-18-2017 it was .34 service in my area really bad. Att over sold this area and they know it and not going to do anything about it right now. The over selling is not my fault. This has been going on for yrs now. So i am not getting what i am paying for. Why does the FCC keep letting them go up and service going down.

Ticket: # 1571800 - ISP complaint

Date: 4/18/2017 11:10:49 AM

City/State/Zip: Royse City, Texas 75189

Company Complaining About: Rise Broadband

Description

In 2016 I rendered the services of Rise Broadband to provide me with 15mbps on internet service. In the time I had service with them my speeds were at a consistent rate that was below 1mbps. Multiple service calls were made and the issue was never resolved. Also, no explanation was ever given as to why this is happening. Techs we're not knowledgeable enough to give an educated reasoning behind the issue. After multiple failed attempts my wife and I decided to give up and started to use the hotspots on our mobile phones. We then moved and no longer wished to continue to use Rise Broadband as our ISP because of the issues stated above. I called to have my service stopped once I moved and was then told that I was required to pay an early termination fee. Of course, I disagreed. The rep stated that if the connection could not be repaired then the fee would be waived. So a tech comes back out and quickly determined that it was not possible to fix due to the line of sight tower being overloaded with traffic in my area. I then asked him to gather the equipment and to make sure this was annotated. I paid my final bill and went on my way. Four no the later I receive an letter from a collections agency stating that I was delinquent on my account for monthly service that didn't exist and an early termination fee. I disputed with the creditor and called Rise Broadband. They now claim that there was never an issue at my address and that everything was always working. However, they now admit about the false charging of monthly service but would not back down on the termination fee. I feel as though they are bullying into paying the cancellation fee that is unjust and unfair.

Ticket: # 1572515 - weak signal bad service

Date: 4/18/2017 2:27:18 PM

City/State/Zip: Franklin, North Carolina 28734

Company Complaining About: Balsam West, Sylva, Nc

Description

We had Dnet from franklin, nc as our wireless service for internet service, netflix
It was good. Now Balsam West from Sylva, NC and the service is the worst. Its like old dial up. We
are trying to watch a movie and have interruptions constantly sometimes every 2 minutes. Then
accessing anything online is the same way. We have called 7 times in the last week. No tech has
even bothered to call us. The woman who is the customer service just keeps yes sing us and then the
next time we call her again. Please help us !

Ticket: # 1572695 - Unresolved issues with AT&T on System Slowness

Date: 4/18/2017 3:10:45 PM

City/State/Zip: El Paso, Texas 79902

Company Complaining About: AT&T

Description

Our medical practice has been having recurring problems with system slowness and dropped calls on cell phone when connected to WiFi.

Several tickets, calls, emails have been placed and we have yet to hear back from anyone. I was informed someone would be reaching out to us and a week later still no word from anyone and our internet issues continue.

Not even a simple courtesy call to inform the problem is being looked into.

Some tickets were closed by AT&T and reported as system clear of any issues. How can this be if the system slowness continues. This has affected our daily business operations and is very frustrating that the matter is not being resolved and the liability it puts on physician in for not having reliable connection in receiving emergency calls. AT&T is failing to provide stable internet service as agreed on the service contract.

[Ticket: # 1573239 - Internet is constantly slow](#)

Date: 4/18/2017 5:34:46 PM

City/State/Zip: New Orleans, Louisiana 70131

Company Complaining About: Cox

Description

(b) (6)

New Orleans, LA

70131

My internet speeds have constantly been slow throughout the years. Sometimes it would run fine, but then it would run slow for awhile. I have called Cox internet to come and check it out and they never found a solution. It is ridiculous to pay this much money for their services when I cannot get consistent speeds and sometimes it is completely unusable.

Ticket: # 1573667 - Constant interrupted internet service

Date: 4/18/2017 9:25:34 PM

City/State/Zip: Bronx, New York 10470

Company Complaining About: Optimum

Description

The search engines I attempt to use continually stall, after numerous attempts and do not load.

I have contacted my internet provider numerous times. Only to have the problem repeat again.

When I am having a phone conversation the phone drops the call while talking continually.

Ticket: # 1574660 - Failed service-past due account no billing

Date: 4/19/2017 1:15:31 PM

City/State/Zip: Summerville, South Carolina 29485

Company Complaining About: AT&T

Description

I March 2017 an AT&T door to door salesperson came to my home. He indicated that my neighborhood wiring had been updated and I was now eligible for faster better service at a lower price. I physically showed the representative my most recent Time Warner billing and service statement, I explained that if I couldn't have the same or better service that I was not interested. The representative assured me that my service would be better than my current service and for a reduction from \$141.00 a month to \$80.00 a month. I received service installation 3-24-17, immediately I had no issues several weeks after installation my neighbor informed me that AT&T did not fully bury the underground wires. I attempted to call AT&T the week of 4-10-17 and after being on hold for 28 minutes I was unable to explain to the representative from Manila that I had exposed wires and I disconnected the call. I then this week received an email from AT&T that my charges were past due, this was odd because I had never received a bill and the amount was odd at it was for \$161.00 and I've had the service for less than one month and I was told total monthly charges would be \$80.00. I am having issues with my internet service I have a disabled child and need to on occasion work from home and also having the land line is impressive. I had no issues with my land line and no issues working from home with Time Warner, I'm having multiple issues with AT&T. The land line calls are not going through and do not have reliable internet to work at home when the occasion has arisen. My neighbor suggested I attempt to log into my computer at her home through her internet, and I have no issue. I have attempted to contact AT&T and they informed me that I indeed do not have the same service I had with Time Warner my current speed is 45 megs and my previous service was 50 megs. and they do not offer a speed higher than 45 msg. Also I was very clear with the salesperson I did not want a credit check ran on my information because I am looking to finance a new home. I was told that instead of a credit check I would be asked personal information to verify my credit and they would use my good standing with my AT&T cellular account. I received notification after my installation that AT&T did intact run a credit check on my SS# I'm unsure how that was even possible as I did not provide it. During my recorded call with the sales department in the presence of the salesperson I was adamant I did not want the service if it would require a credit check. They did that same thing to me last fall and I cancelled the pending installation, I incorrectly assumed a face to face sales call would prevent any duplicate issues.

[Ticket: # 1575889 - Internet connectivity](#)

Date: 4/19/2017 9:27:53 PM

City/State/Zip: Clarksville, Texas 75426

Company Complaining About: Sudden Link

Description

Getting kicked off the internet constantly. Techs show up, tell us it's a citywide issue, never resolve the problem.

Ticket: # 1575895 - DSL/ latency/ and overall quality

Date: 4/19/2017 9:36:09 PM

City/State/Zip: Dewitt, Arkansas 72042

Company Complaining About: Centurylink

Description

Three months ago I filed a complaint -REQUEST #1339936

Tonight I am coming back to you asking for help because the service we receive has not gotten any better, in fact is it just as bad or worse. We experience very frequent loss of internet service or the speed is so slow you can't use it.

The drop from the pedestal (8 wire) to my home is 3-4 years old. The problem lies between the pedestal and the Central Office. That cabling is old and in constant state of repair. The overhead facility is an older generation and the technicians are working on it constantly, especially when we have a rain. It needs to be updated. From my pedestal back toward the overhead wiring, there is approximately 2500 ft. of buried cable.

This past 4-months have been very frustrating to both my wife and I, as we work from home with two separate companies and we pay for 3 DSL lines, and 3 phone lines but experience constant interruptions.

One of our ID teams did a ping test and the result are in the attachment section below, but the summary from the engineer is listed in the next paragraph.:

I think this is going to be an internet bandwidth/latency issue. I did a real quick "ping" test. As you can see from the highlighted section, the average latency is 171ms with a maximum latency of 389ms. Pre the SANS Institute:

"In two-way phone conversations latency can be very undesirable.

To achieve high quality voice the maximum desired one-way latency is 150ms if round trip delays exceed 250ms voice users will notice delays, and callers will start to talk over each other.

I believe this is the source of all the voice problems that Ron is experiencing.

Ron – Please reach out to your internet service provider and let them know that the "latency" on your internet connection is unacceptable and that you would like your line tested. Additionally, I would suggest that you see if they can, (a) replace their line from the pedestal to your house (as it is probably old wiring that needs to be replaced), (b) possibly replace the pedestal if it is damaged or old, (c) increase the bandwidth on your service, and (d) clean up any "noise" on your DSL line."

We reached out to CenturyLink after the last complaint and CenturyLink said we could have fiber for \$738.00 per month for a 3 year contract. I can't justify the cost for internet service. According to the sales person there is fiber in our area from the Immanuel area which runs toward (b) (6) and a little way down (b) (6) putting it within 311 yards from our pedestal. If Century-Link can run fiber to us then they should be able to service other customers from that same run and resolve the problem we are all having in this area. I am a project manager in the telecommunication business and understand the cost involved in a build out and replacement of old wiring and equipment. But as a customer I expect to get the service we pay for and not have my internet lines and phones out 2 or more times a week.

The latency was so bad on my computer this last week that I had to take a 2 hour training course in the middle of the night because the service was so slow and the latency so bad during daylight hours I couldn't understand the video.

As you can see from this email we are struggling with the service and need a resolution. I look forward to hearing from you and Century-Link with a resolution to provide good Internet and Voice service to this area.

Ticket: # 1576075 - Re: [FCC Complaints] Re: Ritter Communications' Internet Service

Date: 4/20/2017 12:39:38 AM


City/State/Zip: Atoka, Tennessee 38004

Company Complaining About: Ritter Communications

Description

This is a follow-up to your previous request #1376537 "Ritter Communications' Inte..."

Thank you for looking into my concerns. Fyi, I never received a second response from Ritter as you stated and it's been well over the 7-10 day time period. But thanks anyway.

Sent from (b) (6) 

Ticket: # 1577828 - HORRIBLE INTERNET

Date: 4/20/2017 4:16:18 PM

City/State/Zip: Marion, Illinois 62959

Company Complaining About: Frontier Communications

Description

I have contacted frontier multiple times (over 7) about our internet being slow. I have been told so many times a tech will come out, they never show up. The last couple times I have called they told me their ports in our area are overcrowded. So therefore they have over sold internet in our area, meanwhile I am still having to pay for barely any internet at the higher price. They do not or will not give me a date on when this will be fixed. Some days our internet doesnt even work!!!!

[Ticket: # 1577978 - Inconsistent internet speed that cuts out](#)

Date: 4/20/2017 5:02:43 PM

City/State/Zip: Rosemead, California 91770

Company Complaining About: Charter

Description

Internet speeds have been very inconsistent and normally falls on the slower side after a few months since set up. Has been an issue for awhile, even after replacing router.

[Ticket: # 1578528 - Frontier unwilling to fix our areas speed problem](#)

Date: 4/20/2017 10:09:48 PM

City/State/Zip: Lone Oak, Texas 75453

Company Complaining About: Frontier Communications

Description

I have had Frontier (formally Verizon) for over 10 years as my DSL provider. the speed used to be okay. As of about the last 2 or 3 years the speed is so slow and erratic. We are getting speeds of anywhere from 1.50 mbps to 2.75 at the best of times. we NEVER keep a constant speed. We can not watch videos or Netflix without pixilation of constant buffering. Pioneer provides super fast speeds in the city, but they could care less about those of us in rural areas. They are aware of our lack of choice. They chose to leave us with old and faulty lines.

[Ticket: # 1578604 - Poor connection](#)

Date: 4/21/2017 12:27:11 AM

City/State/Zip: Corrales, New Mexico 87048

Company Complaining About: Comcast

Description

Paying for 250 mg getting between 1 md and 300 mg. Usually slow. Have had Comcast out many times. They will not resolve the issue.

Ticket: # 1578638 - HughesNet Internet Service**Date:** 4/21/2017 2:15:14 AM**City/State/Zip:** Kilmichael, Mississippi 39747**Company Complaining About:** Hughes Net

Description

I have been complaining to HughesNet since November 2016 that something has happened to my internet service. My family was able to stream movies and videos on our ROKU player with absolutely no problem for about two years. The all of a sudden, everything we watch would stop and buffer. It would play one minute and stop and buffer. I've called and called and they keep saying nothing was wrong. I've called ROKU and my router provider, Linksys. I've set and reset those devices. But they all said it's my internet provider. Finally about two weeks ago, someone at HughesNet said I was on a satellite that was too congested, and that I would have to pay to get another satellite. That to me is not fair. In order to get clear service, I have to commit to a two year plan and pay \$30 extra dollars a month for something that I have absolutely no control over. I had this problem before, before I had a router. My internet service became so slow, like now, it took hours to download a simple 10 minute video or large file. But then, they wanted me to change to another router and upgrade my service. I believe HughesNet, like AT&T deliberately slows down their customer's service in order to 'force' them into a more expensive plan. And that it is totally unethical and unfair.

Ticket: # 1578656 - CenturyLink

Date: 4/21/2017 4:40:43 AM

City/State/Zip: Rising Sun, Indiana 47040-9476

Company Complaining About: Centurylink

Description

We live at (b) (6) Rising Sun, Indiana. Our only internet provider is CenturyLink. The service is horrible! We can only use the internet from 3 A.M. until 6 A.M. without having issues. Forget using the internet on the weekends, or in the evening hours- that is not possible. The internet speed is 2.3 while we pay for 10. We have been a customer for 3 years and the problem gets worse everyday. Continued calls to customer service (hours wasted). If you can talk to a rep without getting hung up on, you are told that "everything looks fine on their end". Service techs tell us the problem is that too many people are connected to the only main box in the area. If that is the case, CenturyLink needs to upgrade their system. We should be able to use our internet at speeds we pay for, or at the very least, we should be able to get online to use it for very basic things, which we cannot! This is not just a problem for us, but a problem for each and every customer in Ohio County.

[Ticket: # 1579408 - Internet](#)

Date: 4/21/2017 12:33:44 PM

City/State/Zip: Ulster, Pennsylvania 18850

Company Complaining About: Frontier Communications

Description

Horribly slow internet from frontier is worthless

Ticket: # 1580828 - Frontier Internet

Date: 4/21/2017 11:54:47 PM

City/State/Zip: Kouts, Indiana 46347

Company Complaining About: Frontier Communications

Description

I have issues on a daily basis. For the past year or so frontier gives me the excuse that it is because of people using the system so much. Then I find out someone had reset my settings on my incoming internet to lower than it was, not to mention having to reset the modem in excess for 5 to 12 times a way because it locks up.

I tried to sign up for Dish internet but frontier has blocked that and dish says there is nothing they can do about it.

Ticket: # 1581318 - Problems with Comcast Service**Date:** 4/22/2017 5:13:34 PM**City/State/Zip:** Riverdale, Maryland 20737**Company Complaining About:** Comcast

Description

I have had Comcast service for the last 10 months since moving and it has been nothing but a headache. They have sent several technicians, slowed my internet speeds and cut my service, all while expecting me to pay the full amount for the service. I have internet, cable and phone service. The internet never works. I literally just had a technician in my home and right after he left the internet disconnected. I ask to speak to a supervisor when I can and I am told to use the same work arounds that I have been taught on the other calls. The cable service is constantly pixelating. While "attempting to fix the issue" the technician tells me that its MY wires that are the problem and that I needed to hire a contractor. They constantly deflecting their own inept service and issues on the customer. Enough is enough with comcast. I'm tired of their shady business practices. Please help!

[Ticket: # 1581373 - Poor internet service.](#)

Date: 4/22/2017 7:15:42 PM

City/State/Zip: Odessa, Texas 79764

Company Complaining About: Reach Broadband

Description

Poor internet service. I'm paying for practically nothing. Almost every day I either have no internet service or the slowest internet service. The customer service is great but whenever you call them and they know you by name then you know there's a problem. I've been paying for 5mbps download and 1mbps upload. I usually get 1-2mbps download and 0.05mbps upload or nothing at all. I only want service that is reliable and where I get what I pay for.

[Ticket: # 1581427 - Internet Speed from Hotwire Communications \(cable internet provider\)](#)

Date: 4/22/2017 8:21:32 PM

City/State/Zip: Manchester, New Jersey 08759

Company Complaining About: Hotwire Communications

Description

Internet speeds from as low as 0.0 mbps download speed, and upload speeds as low as 0.12 mbps for MONTHS now. Upon complaining to the ISP, we are often told that no one else is complaining about speeds in our community whereas I see numerous complaints from others in our community facebook pages. Poor service over significant periods of time have resulted in only one credit to me -- a credit of \$1.99 last month!

Ticket: # 1581540 - Internet(dsl) Service

Date: 4/23/2017 2:29:31 AM

City/State/Zip: Cleveland, Texas 77328

Company Complaining About: Eastex Telephone Cooperative, Inc.

Description

more than normal dropped connections throughout the day, unusual large ping times and way below advertised speed at random intervals throughout the day...they are the only provider of dsl in this area

Ticket: # 1581973 - Intermittent bandwidth

Date: 4/23/2017 8:59:39 PM

City/State/Zip: Creede, Colorado 81130

Company Complaining About: Centurylink

Description

Every few minutes the internet bandwidth drops to ~ 10 kb/s (from an published 1.5 mb/s) causing any internet downloads/page loads to time-out and cancel. After a few minutes the internet speed returns to normal. This cycling makes it difficult to complete work without having to start over and try again. I've attempted unsuccessfully over the last 5 days to update a program over a dozen times. These efforts have always timed out and canceled. Centurylink's technical support says it will be an unreasonable 9-weeks (June 30) before they will resolve the issue.

Ticket: # 1582290 - Internet

Date: 4/24/2017 10:16:59 AM

City/State/Zip: Black Earth, Wisconsin 53515

Company Complaining About: Tds

Description

I've complained about the poor DSL speed. TDS is now laying fiber not more than a quarter of a mile from my house and won't connect our neighborhood. Please force them to come down our road with fiber! I can not work from home due to poor internet. Please help.

Ticket: # 1583675 - not getting the internet speed I pay for just run me circles

Date: 4/24/2017 3:56:03 PM

City/State/Zip: Spartanburg, South Carolina 29307

Company Complaining About: AT&T

Description

I am suppose be getting 1.5 the last complaint was .34 today it is .62.but when ATT called the lady said no faster internet available.I already knew that .All I want is to get the speed I am paying for. I know this is a waste of my time and yours but still going to try.Sandy was here name I call back #888-958-3030 ext. 6196 which does not get Sandy. We want to let you know that starting with your March 2015 bill1, the monthly rate for your AT&T High Speed Internet FastAccess® DSL Ultra Direct 1.5 plan2 will increase \$3.00 to \$47.00 per month.3

We want to let you know that starting with your March 2016 bill1, the monthly rate for your AT&T High Speed Internet FastAccess® DSL Ultra Direct 1.5 plan2 will increase \$2.00 to \$49.00 per month.3 We want to let you know that starting with your March 2017 bill1, the monthly rate for your FastAccess® DSL Ultra Direct 1.5 plan2 will increase \$2 to \$51 per month.. The hike would not be so bad but i haven't gotten 1.5 in several years.

Ticket: # 1584481 - Slow Internet Speed

Date: 4/24/2017 9:35:37 PM

City/State/Zip: Sebring, Florida 33876

Company Complaining About: Centurylink

Description

Internet slows to less than the speed I am paying for and will not run Amazon Prime or Netflix after 8 pm. Many of our neighbors have complained as well. When the Centurylink repair tech asked us why we don't get a different internet provider I decided it's time to file an official complaint. We have been told by several repair men (who've come to our business location) that there is a Break in the line under the road. This break has not been repaired by Centurylink

Ticket: # 1584763 - Internet Service Failures

Date: 4/25/2017 9:14:55 AM

City/State/Zip: Brooklyn, New York 11209

Company Complaining About: Time Warner

Description

For weeks we have been calling Time Warner Cable/Spectrum. There is nothing wrong with our office equipment and TWC advised us there was a problem with one of their Nodes in Brooklyn. This has been an issue going on for months and the problem has gotten worse which is affecting our business as our phone and computers require the internet. We tried to change provides but Verizon isn't available on our block so we are stuck with Time Warner and are suffering with the terrible service

[Ticket: # 1584948 - internet speed issues](#)

Date: 4/25/2017 10:28:37 AM

City/State/Zip: Elkton, Florida 32033

Company Complaining About: Comcast

Description

extreme intermittent drops in speed, my plan is for 100 Mbps and several days a week speed will drop to 3 Mbps or less, i have had the same issues with different modems both have been tested and are in perfect order according to the manufacturer. Magically before a tech comes out to look at it the speed is fine again and I have to cancel the appointment because if they cant find a problem they said I will be charged for them verifying my service. I am tired of the back and forth and them not consistently providing me the service i pay for. It seems this issue only happens since i started using my equipment. Each time I call they try to get me to rent their box which makes me feel like this is a predatory tactic to force me to pay them more.

[Ticket: # 1586747 - slowing my speed again](#)

Date: 4/25/2017 3:30:47 PM

City/State/Zip: Bloomfield, Indiana 47424

Company Complaining About: Hughes Net

Description

hughes net is deliberately slowing my speed so much that it takes almost 10 minutes for a page to load, i still have data remaining that i can use its called bonus bytes and i have 49.5 available i have paid for the internet for this month by check
i am getting ready to terminate my contract with this provider i have paid each month and each month they have slowed my speed to some degree

Ticket: # 1587593 - Internet availability/ speed

Date: 4/25/2017 7:24:55 PM

City/State/Zip: Chenango Forks, New York 13746

Company Complaining About: Frontier Communications

Description

We currently live in a rural area in upstate NY. Our current provider can't provide consistent speed or reliability with their DSL service. We have made numerous complaints/ inquires about the speed and options to fix or upgrade service. They have acknowledged that their equipment needs to be upgraded and we are too far from the substation to obtain consistent connection and speeds above 0.5mbps. There are however no plans to upgrade the service. Yet we are forced to continue to pay for a service that is sub par. They have cited local government as a barrier to providing the necessary upgrades, yet when local government is contacted there are no barriers in place beyond required building permits. We have also contacted an alternate provider in the area to inquire about possibly having cable lines run from their nearest hub (1600ft). We initially inquired when we moved to our current location and were quoted around \$8000 to have this done, but 2 years later they tell us that this is no longer an option. When asked why we are told that there is a contract between our local government and these two service providers that our current provider has the rights to provide services in this area. Again when checking with both county and town government there is no such contract or limitations on who can provide service. We are looking to have our current provider to improve their service or have an alternate provider bring service.

Ticket: # 1588139 - Unreliable internet service

Date: 4/26/2017 3:06:48 AM

City/State/Zip: Omaha, Nebraska 68138

Company Complaining About: Cox

Description

(b) (6)

Ticket: # 1588629 - complaint

Date: 4/26/2017 11:17:20 AM

City/State/Zip: Grayson, Kentucky 41143

Company Complaining About: Windstream Communications

Description

I was having issues with my speed. On April 15th I called Windstream about the issue. The technical operator and I decided to bump my speed up from the 25 mps to the 50 mps, which should resolve the issue. The appointment was scheduled for April 22 from 8-12pm. I called off work and at noon I called to see if they were going to be late. The operator called the dispatch who stated the technician would be about 3:30, no one showed. At 7:00 that evening they called to reschedule for the 23. No one showed up. On Monday the 25 I called back about 11:30am and the operator informed me that they were at my house and I needed to leave work. I was unable to leave so my husband left work and no one showed that day either. I called back on the 26th and was informed that the technician would be there and they would call my cell phone and let me know before they come (I couldnt call off work another day). I called back at 5:45pm and the operator stated that the technician called and I did not answer. The only call I recieved was a private caller and when I answered they hung up. A few minutes ago I called back, on day 5) and spoke with Robin a supervisor out of Charlotte, NC and she informed me that my order was on hold. She called over to dispatch and they stated that they could not get to my order until May 3 because they did not "have enough bodies" to fill all the orders they have. I asked Robin why they kept informing me that they would be there that day and she stated she was not sure because no one has been dispatched for my order. She stated that sometimes contractors will not show up on a job. This is very confusing and no one could inform me why we were told they were coming out when they were not dispatched to begin with. Could you please check into this and see what is going on? I cannot call off work to wait on them anymore and no one calls to tell you why they are missing appointments. Robin messaged my local office manager to see why this is happening. I know this is long and confusing but please feel free to call me if you have any questions.

Ticket: # 1589397 - Comcast not providing promised speeds

Date: 4/26/2017 2:14:35 PM

City/State/Zip: Kirkland, Washington 98033

Company Complaining About: Comcast

Description

I have had inconsistent and less than advertised speeds since I have moved into my apartment complex in October of 2016. During the evening times my speeds drop to completely unacceptable levels. I have had no less than 15 Comcast technicians come out to my apartment to tell me they "don't know what to do" or "I'll call maintenance" or otherwise provide no help. I've had the technical operations supervisor tell me he's never seen the problem before and then dodge my emails and phone calls going on for 2 months now. This is a serious problem and nobody at Comcast seems to care. They think if they brush it off long enough I will just go away. This is ridiculous going on for more than half of a year now.

Ticket: # 1589902 - CenturyLink Internet Service

Date: 4/26/2017 4:19:43 PM

City/State/Zip: Port Angeles, Washington 98362

Company Complaining About: Centurylink

Description

Please see the attached Congressional 17-324

Ticket: # 1590147 - Internet service

Date: 4/26/2017 5:23:47 PM

City/State/Zip: Whittier, North Carolina 28789

Company Complaining About: Frontier Communications

Description

Our internet service with Frontier Communications continues to be random at best. We often have to reset our modem (which is new as of January 2017) 5-10 times per day. On the days it does work, it is pathetically slow.

We've had these problems consistently for years, honestly, but the past few months they have become increasingly worse. Last week, on Friday, April 21 my husband called customer service, they did some setting adjustments on the computer, then told him everything should be "fixed." On Saturday, April 22, we had no internet service again, so my husband called them again and spoke to a different representative who told him there was definitely a problem with the line. We got two totally different stories in less than 24 hours. The representative on Saturday scheduled a service call for a technician to come to our house today, April 26, to take care of the problem (ticket #006536485). We had no "say-so" whatsoever in the time of the appointment, but were expected to be here in order for their service call to take place. We both work and CANNOT sit at home waiting for a technician to show up that may never show up. And, in fact, today at 1:15 pm my husband got a phone call saying that "unforeseen circumstances" will not allow them to make the service call today and they cannot reschedule until May 2, a week from now. If we had sat home waiting on them, it would have been a totally wasted day of missing work. The appointments are scheduled at THEIR convenience and then they don't even show up. This happens EVERY time we make an appointment for them to come out to our house. This company has no respect for their customers, and we are customers who always pay our bill on time for a service that we are NOT provided on a regular basis.

Ticket: # 1590775 - Bad internet service

Date: 4/27/2017 2:33:13 AM

City/State/Zip: Winchester, Kentucky 40391

Company Complaining About: Time Warner

Description

Our internet is incredibly bad, latency will randomly spike into the thousands and download speed will get to under 1/4 of what is paid for. This happens completely randomly at any time of day.

Ticket: # 1592500 - Community internet

Date: 4/27/2017 3:24:20 PM

City/State/Zip: Green Road, Kentucky 40946

Company Complaining About: Windstream Communications

Description

Windstream wants us to pay for Internet, and promises to fix the problem. They patch it to work for a week, it goes back out, and gets super slow. We pay for 6 mbps and don't even get 1 mbps

[Ticket: # 1592923 - Re: Re: Internet problems](#)

Date: 4/27/2017 5:03:49 PM

City/State/Zip: Manati, Puerto Rico 00674-0989

Company Complaining About: Claro Puerto Rico

Description

This is a follow-up to your previous request #1515127 "Re: Internet problems"

[Ticket: # 1593424 - Verizon Internet Speed](#)

Date: 4/27/2017 8:03:37 PM

City/State/Zip: Fombell, Pennsylvania 16123

Company Complaining About: Verizon

Description

The internet is still not reliable and is now even slower than it has ever been.

Ticket: # 1593576 - Complete Failure to Provide Service Paid For

Date: 4/27/2017 10:22:13 PM

City/State/Zip: Knoxville, Tennessee 37921

Company Complaining About: Comcast

Description

Again, for another night for more weeks, since February, my internet is down. I have had multiple techs in my house, multiple techs outside my house, multiple attempts at fixing the lines, multiple attempts at getting this fixed and every time within days of "Fixing" the issue, Comcast again fails to provide the internet service not only that I pay for, but less than that of what is considered even "High Speed Internet". At this point they havent even begin to provide a suitable service for longer than a week for almost 3 months.

Ticket: # 1594993 - Internet Connection

Date: 4/28/2017 2:41:26 PM

City/State/Zip: Southfield, Michigan 48033

Company Complaining About: AT&T

Description

Internet connection is super slow. The internet load up very slow, I didn't realize it until my daughter came over and was using our computer. And she did a internet speed test, and our internet connection is not even half of what we are paying for. When my husband is playing on his PlayStation the internet loads slow or constantly disconnect on its own. It has been a consistent problem for a month and a half.

[Ticket: # 1595404 - AT&T internet service](#)

Date: 4/28/2017 4:37:20 PM

City/State/Zip: Stockton, California 95215

Company Complaining About: AT&T

Description

VERY SLOW SPEED (3 MPS) AND WAS TOLD THAT'S THE ONLY AVAILABLE OPTION FOR MY ADDRESS. I LIVE ONLY 2 MILES FROM THE CITY. THERE IS NO REASON WHY THEY CAN'T UPDATE TO FIBER OPTICS OR WHATEVER. I HAVE A DIFFICULT TIME USING THE COMPUTER FOR ANY WORK. I LIVE IN A TRAILER PARK WHERE EVERYONE HAS THE SAME ISSUE. AT&T IS OUT HERE EVERY OTHER DAY, IT SEEMS. OTHERS ARE AFRAID TO ADDRESS THIS ISSUE.

[Ticket: # 1595557 - Frontier Communications](#)

Date: 4/28/2017 5:43:27 PM

City/State/Zip: Castorland, New York 13620

Company Complaining About: Frontier Communications

Description

I have submitted a ticket before Ticket No. 1487753 for frontier communications march 4th 2017. I was told the company would get in contact with me and send me a copy of the response I have received neither as well as none of the problems being resolved.

Ticket: # 1595608 - Slow speed and ISP downgrade modem

Date: 4/28/2017 6:05:20 PM

City/State/Zip: Saint Petersburg, Florida 33713

Company Complaining About: Bright House

Description

I am a customer of Spectrum, formerly Bright House. We purchased our own internet equipment (Netgear C7000) for use with our Lightning 200 plan. Lately, we've been getting very low upload speeds (1.3 MBS upload) with a hard connection and continuous slow WIFI speeds (36 MBS download and 0.35 MBS upload). Today, I learned that the firmware for the equipment is out of date. Spectrum will not push the firmware although they are only able to do this (<https://kb.netgear.com/000036375/What-s-the-latest-firmware-version-of-my-NETGEAR-cable-modem-or-modem-router>). Additionally, I learned that the current modem was downgraded to minimally acceptable, although previously the model was recommended. According to Spectrum's website, the following is stated about Minimally Qualified Modems: "You may also choose to buy a modem that has passed minimal testing to confirm that it will not cause harm to our network. Though permitted for use on our network, we recommend against using Minimally Qualified Modems, because they have not been tested to confirm their capability of rendering Spectrum Internet tiers without interruption or other service degradation. Minimally Qualified Modems may not have the capability of delivering the purchased Internet service speed" (<http://www.spectrum.net/support/internet/compliant-modems-charter-network/>). The Spectrum representative that I spoke with today said that the change in my device from recommended to minimally qualified occurred recently, which is consistent with the aforementioned complaints regarding slow internet speed, firmware updates, etc.

Ticket: # 1595733 - Mediacom Internet

Date: 4/28/2017 7:33:40 PM

City/State/Zip: Santa Rosa Beach, Florida 32459

Company Complaining About: Mediacom

Description

I have had Mediacom since Feb 2016 and their service had been off and on and under the speed I am paying for. I have pretty much call every other month complaining about this issue as well as the residents in my neighborhood.

The most recent incident was when mediacom ran a new line to my house. They cut my sprinkler system and have not repaired it yet. I have been 2 weeks without. Every time I have called the customer service has told me that the regional manager would call me and it has not happened yet.

I called again 2 days ago and was told that the lineman would be out today and it is now 630pm. I called again and was told it should have been completed but the office is now closed.

Mediacom has horrible service and customer service. It is irritating that we only have one choice for Internet and the fact that mediacom knows that. There is no incentive for them to do a professional job or have reliable service.

What can be done to ensure that they are holding true to the reliable and speed that we are paying for?

[Ticket: # 1595870 - Windstream](#)

Date: 4/28/2017 11:36:13 PM

City/State/Zip: Maysville, Georgia 30558

Company Complaining About: Windstream Communications

Description

(b) (6)

[Ticket: # 1596039 - bad internet service](#)

Date: 4/29/2017 10:49:20 AM

City/State/Zip: Milwaukee, Wisconsin 53218

Company Complaining About: Time Warner

Description

low and poor internet speed

[Ticket: # 1596260 - Data cap overcharge](#)

Date: 4/29/2017 2:37:37 PM

City/State/Zip: Camas, Washington 98607

Company Complaining About: Comcast

Description

Consistently over the month I run speeds at 80mbps until I reach 1024 gb at that point Comcast reduces my speed to 20mbps and charges \$10.00 per 50gb overage. Why would they cap my data at 20mbps if I am having to pay the overage fees?

[Ticket: # 1596322 - Net neutrality.](#)

Date: 4/29/2017 4:01:23 PM

City/State/Zip: Minneola, Florida 34715

Company Complaining About: Bright House

Description

Please do not remove internet access protections currently in place - called "NET NEUTRALITY". I see that FCC is currently considering this action and I disapprove.

[Ticket: # 1596605 - Internet throttling/bandwidth issues](#)

Date: 4/30/2017 12:34:00 AM

City/State/Zip: Birmingham, Alabama 35222

Company Complaining About: Charter

Description

Spectrum (formerly Bright House) Internet speeds in the evenings (~7p-12a) slow to 20-40% (20-40Mbps) of the subscription speed (100Mbps). After 12a-1a, the speed goes back to normal. When Spectrum is contacted by phone, they always blame customer equipment. They will not address the slower speeds in the evenings. If they cannot supply the bandwidth necessary to provide customers with at least 80-90% of the subscribed bandwidth in the evening hours, whether due to throttling or bandwidth, monthly rates need to be lowered and they need to beef up their system(s).

[Ticket: # 1596837 - Repeated service disruptions without any promise of fixes.](#)

Date: 4/30/2017 2:30:21 PM

City/State/Zip: Plantation, Florida 33317

Company Complaining About: Comcast

Description

Comcast is the only cable broadband provider in my city. They have abused this fact to sign up customers without upgrading their infrastructure, causing service disruptions. I have made repeated attempts to have Comcast resolve the issue, with no action being taken on Comcast's part.

The quality of Comcast's service makes it impossible to do tasks required of modern business. VoIP calls drop, video conferencing is impossible, using a vpn to connect to a company intranet is inconsistent.

[Ticket: # 1596902 - Inconsistent speeds & top speed is not even 1/2 of what is advertised.](#)

Date: 4/30/2017 4:15:35 PM

City/State/Zip: Dorchester, Wisconsin 54425

Company Complaining About: Tds

Description

We have been with TDS for 15 years. First dial-up, then we increased to 5 Mbps & then 15 Mbps. Each order to increase speeds & technology came after years of complaints to TDS about the inconsistent speed & it not being close to what we are paying for. Each increase came with the promise that our service would finally be reliable because their technology with higher speeds was more reliable. Many times a technician would come check things out at our house during normal business hours. During normal business hours we can receive up to 8 Mbps, but rarely over. Most times during the weekday we receive between 4-6. Once evening or weekend day/night comes, when no service tech is available, our speeds drop so far that we can't even use the internet let alone stream a movie.

The response & service from TDS has been so rude and unprofessional. Our wiring was blamed for the problems so we had the whole house rewired, but this made no improvement. I've had service techs tell me that all the work is done to make the actual upgrade to 15 Mbps, but TDS just hasn't hooked up the equipment at the terminal. A TDS account rep has told me "Just be happy with what you have, this is the best it's going to get because TDS has a monopoly in your area." "If you want internet, this is what you get, there are no deals or discounts, so don't even ask anymore."

I have done TDS speed tests through the day & night. M-T between the usual hours of midnight to 6 pm we will get speeds between 4-7 Mbps & on rare occasion a bit higher. M-F from 6 pm to Midnight our speeds drop down to usually 1.5 to 3.0. On Weekends between Friday evening & Sunday Midnight we rarely get more than 2.1 Mbps. Our usual speed is somewhere between 0.30 or less where nothing will register up to 2.0. These speeds are not high enough to even use the internet. Evenings are the very worst of all.

TDS keep telling me there is an issue but even after a tech is out, nothing changes. They just try to appease me so I don't take action. I am so tired of the years of runaround and disrespect by TDS. Each time I ask what happened to the money the US Government gave to smaller telecommunications companies to bring better Internet service to rural areas, I am disregarded and the question never answered.

Please help! We are paying about \$75.00 per month for very very poor speed & service and TDS's lack of effort to make improvements, but continued effort to scalp their customers of more money is fraudulent. As I said, TDS made clear to me, I have no other options than TDS.

Please help?

To sum this up easily; Weekday speeds are tolerable, yet very, slow for what we should be getting. During nights & weekends, the internet is virtually unusable."

Thank you so much for allowing me to file this complaint,

(b) (6)

** I didn't know I was able to send attachments. If you would like, I could take screenshots of the speed tests and send you pictures.

Ticket: # 1597274 - Internet Slow Speed

Date: 4/30/2017 10:40:25 PM

City/State/Zip: Gainesville, Texas 76240

Company Complaining About: Sudden Link

Description

Still having problems with the internet speed every day, from 4:00 PM until around midnight. This has been an on-going issue for over a year. I have called tech support several times, and they have send different techs several times. One of their own techs told us that the issue comes from Suddenlink's nodes and another tech told us that the nodes are saturated, that too many people are using the same nodes and they do not have enough capacity citywide and that that's the reason the internet slows down. That same tech said Suddenlink was working on splitting the nodes "in the next couple of weeks" but that was months ago. I have tried everything tech support tells me, too. I try to be patient but we have an in-home business that depends on the Internet 100% of the time. We need to have reliable Internet at the speed I'm paying for at all times.

[Ticket: # 1597349 - Slow internet speeds](#)

Date: 5/1/2017 1:04:57 AM

City/State/Zip: East Tawas, Michigan 48730

Company Complaining About: Charter

Description

I pay for 60mbps service. there are many times that it runs much slower, 10-15 mbps. the service provider is Charter Spectrum. Is there any recourse for this issue?

Ticket: # 1598121 - Consistently Low Speeds**Date:** 5/1/2017 12:15:16 PM**City/State/Zip:** Hoover, Alabama 35244**Company Complaining About:** Bright House

Description

Have called Brighthouse/Spectrum everyday almost for the past few weeks. Speeds go from 200 Mbps to 4-8 Mbps from 7-12am. And sometimes even the non busy hours. Tech came out and did basic stuff like change cable. I have personally changed 2 modems, 3 routers, all the latest and top notch brand/quality (\$200+). My neighbor had an issue on Sunday and they were out and I have the issue as well. This is ridiculous. 200 to 4-8 Mbps? I pay \$80-90 a month for this. I should receive credit for all the speed drops. I should be paying for 4-8 Mbps if I am getting that speed. Ridiculous. It most likely is an overloaded node but they do not want to admit it.

Ticket: # 1598365 - Internet service and speed

Date: 5/1/2017 1:16:13 PM

City/State/Zip: Brighton, Illinois 62012

Company Complaining About: Rise Broad Band

Description

Consumer having problems wit internet service and can not run his business due no internet service. The internet provider (Rise Broad band phone number 844-411-7473) Consumer was promised they was going to up grade the towers in late March 2017, and was told they start up grading in April 2017. Consumer have spotty service and some times internet service goes down a day or two. Consumer manufacturing wood products. Consumer carrier to keep promises made to them about up grades but do not delivery

[Ticket: # 1598534 - Not getting the speed I'm paying for](#)

Date: 5/1/2017 2:03:30 PM

City/State/Zip: Bullhead City, Arizona 86442

Company Complaining About: Frontier Communications

Description

I am getting no help from Frontier internet services. I keep getting the run around. I've called customer service and received no help. I have had Frontiers internet for 16 years and now they wont help. I'm 78 years old and this is a hardship for me.

[Ticket: # 1599113 - pioneer oklahoma](#)

Date: 5/1/2017 4:46:00 PM

City/State/Zip: Blanchard, Oklahoma 73010

Company Complaining About: Pioneer Blanchard Ok

Description

from what I was told pioneer is a coop and no other business can come in and compete we are paying \$80 dollars a month for internet speeds of 8mbps and really only getting 5mbps and pioneer says that that is within limits. I was wondering what would need to be done to allow other companies to come in and compete so we can get better service and better rates?

Ticket: # 1599451 - Mediacom Internet

Date: 5/1/2017 7:30:12 PM

City/State/Zip: Fayetteville, Tennessee 37334

Company Complaining About: Mediacom

Description

I have had an ongoing issue with the speed of the service being so low I may as well not have service, it only seemed to get fixed after I filed my first complaint with you.

Now here we are a month or so down the road and once again I cannot work because I don't have enough coming into the house, per their customer service person. I had to upgrade to the higher speed just to get regular speed that I used to get and it takes them 7-9 days to get a technician out. I was scheduled for a technician on Sat 4/29 but they had "maintenance" going on in the area and decided that fixed my issue and cancelled my technician after I had waited a week. Now I had to call again today 05/01 and no one could come until 5/9 but luckily the rep called to get it sooner but I still have to wait until Thursday afternoon 05/4 for them to fix an issue that is not my problem. I work from home and this has impacted me greatly but we have no choices in this area. I am paying \$58 a month just for internet service since I cancelled the TV and phone which by the way is when my issues started. After I cancelled services and at that time refused the higher speed more expensive service my service was practically non existent until I filed my previous complaint..I broke down in the interim and agreed to the higher priced service and now that isn't even working properly.

Please do something about this company who cared not about customer service or providing what the customer pays for and is promised.

Its enough already.

[Ticket: # 1599628 - Packet lost\ throttling](#)

Date: 5/1/2017 9:21:28 PM

City/State/Zip: Miami, Florida 33126

Company Complaining About: Comcast

Description

comcast is throttling my internet connection and i pay for the fastest speed

[Ticket: # 1599696 - very slow internet](#)

Date: 5/1/2017 10:01:15 PM

City/State/Zip: New Paris, Pennsylvania 15554

Company Complaining About: Centurylink

Description

I live in a semi-rural area, there is only one internet provider -Century Link-, the maximum speed is 10 mbps, however, the speed is very variable, extremely low, and quite often times out. I contacted the provider so many times with any help. I am a physician and do require internet availability . I have ran may speed tests at different times to document the speed.

Ticket: # 1599706 - Unacceptable service

Date: 5/1/2017 10:08:20 PM

City/State/Zip: Fort Myers, Florida 33913

Company Complaining About: Centurylink

Description

Been having issues with century link internet despite calling several times about speed dropping considerably and complete disconnection to internet they decided to send a tech out still not solve instead gotten worst they gave new modem that not only didn't solve the speed inconsistencies but would drop wireless signal from phone. Wifi is seen but not connecting to internet and its not only one devices its on several which lead to one denominator their modem and their Service) and nothing is done to help improving despite complaint and still waiting and collecting my money for a Service) that causes more stress then being useful

Ticket: # 1002549 - Slow Internet Speeds

Date: 5/25/2016 11:19:48 PM

City/State/Zip: Saint George, Utah 84790

Company Complaining About: Centurylink

Description

I have been receiving less than a quarter of advertised broadband speeds for over a week. CenturyLink has been delivering very inconsistent speed for the length of my contract and leased a router that was incapable of delivering the advertised speed of my service.

Ticket: # 1031284 - Internet Speed Inconsistency**Date:** 6/11/2016 9:18:17 AM**City/State/Zip:** San Antonio, Texas 78258**Company Complaining About:** Time Warner

Description

According to my contract with Time Warner, I am supposed to get an internet speed of 200 Mb/s. However, after a few months into my contract, I noticed that my speed is around 3 Mb/s when I checked using the online service speakeasy.net. After reporting the problem to Time Warner, they pushed an update to my internet hub and sent a technician to change some of the wire connections in my house. Now when I check my speed regularly, I get very inconsistent speed. It is as low as 60 Mb/s (mostly during the evening) to 200 Mb/s in the mornings.

[Ticket: # 1153679 - Internet](#)

Date: 8/23/2016 3:25:40 AM

City/State/Zip: Sacramento, California 95829

Company Complaining About: Comcast

Description

I'm not getting even half of what I am paying for. Called multiple times for them to resolve this issue of frequent internet drops and inconsistent speeds, but it seems that the problem is always out of their hands and they cannot do anything about it.

Ticket: # 801853 - Speed Inconsistency with Over Pricing**Date:** 2/10/2016 12:34:31 AM**City/State/Zip:** Arizona City, Arizona 85123**Company Complaining About:** Airebeam

Description

I have had inconsistent speeds with my provider since the day I signed up. I have contacted support multiple times, but they never seem to have an answer, or offer to send someone to fix the issue. I have spoken with the owner, as they have a "panic button" to contact him. He said he moved me to a different "AP on the tower," and that should fix the problem, and he said my speed-tests results from speedtest.net were not correct. This is a direct quote from him, "My guess is the speedtest.net server is overloaded, and that's why you're showing these speeds." Whatever he said he did to fix my problem did not fix it, and my speeds are still terrible. There are times I can't even load Google.com in under 10-20 seconds. I pay for 10mb/s download and 5mb/s upload, and this costs me \$99.95 a month.

Recently, I setup a linux script to run a speed test from speedtest.net every hour, on the hour. It then automatically logs that data into a Google Spreadsheet. I have attached this spreadsheet to this complaint.

[Ticket: # 877411 - Internet and cable outages](#)

Date: 3/25/2016 4:11:55 AM

City/State/Zip: Jonesboro, Arkansas 72401

Company Complaining About: Fusion Media

Description

Fusion media has failed for days to fix a known issue and has been unable to complete repairs. Also slow speed or inconsistent speeds constantly happening. Outages are almost every week and time it takes to complete repairs is very slow even on minor issues. Have called multiple times and have just been told it will be fixed soon yet the issue has still not been resolved.

[Ticket: # 929057 - problems with frontier internet](#)

Date: 4/22/2016 8:05:31 PM

City/State/Zip: Candor, New York 13743

Company Complaining About: Frontier Communications

Description

For the last 3 years I've had nothing but problems, with frontier. Between the phone and the constant static on the line, the last of interest when it comes to fixing their equipment, IE the pedestal that sits across from my driveway, that was left broken for many years, and the line issues they had. Now more recently I've had nothing but problems with the inconsistent speed of my internet. I contact frontier and they hang up on me, or they just brush me off. I even went as far as completing a personal survey, and I advised them at that time that I was extremely unhappy with the reliability of their service. I've currently has "high speed internet" from frontier communications for the last 3 years, and prior to that I had dial up. a large percentage of the time the "high speed" internet is slower than the dial up internet I had. For + years My family and I owned a tree business and eventually we were forced out of business as a result of the last of effort from the phone company. I live in a rural area and we are among the last to even have it available in our area. We aren't left with any choice but to get internet from frontier because no one else with service the residents in rural areas. (thus another complaint.) I feel as a customer as do many others that because frontier is the only company to service those who chose to live in rural areas, and we are forced to put up with their beyond low quality service that we are not even remotely close to their priority list.

[Ticket: # 982065 - Morris Broadband Internet](#)

Date: 5/17/2016 12:16:23 AM

City/State/Zip: Fletcher, North Carolina 28732

Company Complaining About: Morris Broadband

Description

Constant outages and disruptions to my service, complained numerous times and has not been fixed, inconsistent speeds, not getting what I am paying for. Company does not have the infrastructure to support the size of the neighborhood when they could have in the beginning but decided to cheap out. We have no other options in my area for high speed Internet.

[Ticket: # 1125346 - dsl](#)

Date: 8/7/2016 11:22:19 AM

City/State/Zip: Dunlap, Tennessee 37327

Company Complaining About: Bledsoe Phone

Description

performance and cost of service, bledsoe has a very inconsistent speed at a high price, with no companion they do what they won't

Ticket: # 400272 - Interference with internet signal

Date: 7/13/2015 5:33:43 PM

City/State/Zip: Green Mountain, North Carolina 28740

Company Complaining About: Mountain Area Information Network

Description

My internet provider is Mountain Area Information Network (MAIN) based in Asheville, NC. For 5 years I have had continuous problems with internet speed which have never fully been resolved, and only seem to be getting worse. The provider leases the fiber optic cable from the local power company, French Broad Electric Coop, which feeds to several towers around Western North Carolina, which then broadcast a signal to individual modems. This was paid for some years ago by a government grant, which was not recently renewed, accounting for MAIN's lack of response to my repeated requests for help over the past few years. This is described as broadband, and is the only internet provider in my immediate area, which is quite rural. I contacted MAIN several times by phone and email over the last few months both about repeated outages because the cable gets cut every month or 2 by mowing and construction on Highway 19E, and about wildly inconsistent speeds, as tested on speedtest.net. The last rep I spoke with was able to see on his end that there is something strange happening at my local tower, causing speeds to fluctuate between .01 and .5 mbps, with speeds mostly at 0.06-0.3 mbps, but changing radically from one second to the next. He indicated there must be some interference up near that tower, but was unsure of who owns the tower, and said he would have to schedule a time to go up the mountain to check on this. He also said he would credit my account for a free month of service because of this problem, but this has not happened yet, and my follow-up email to him also failed to produce a timeline as to when MAIN would check out what is causing the interference. I should not be billed the same \$35 a month as other people using MAIN who have consistently faster speeds. It takes me all day to get through email due to incredibly slow speeds. There are no other options available to me for internet, that don't involve paying substantially more and requiring trees to be cut down (satellite internet). As I am disabled and rarely leave the house, functioning internet is crucial to my ability to reach out to the world. Is there anything the FCC can do to find out what's causing this interference or to require MAIN to follow through? I don't know if it's related, but I often lose (aerial) TV reception at random as well, and there is a railroad down the mountain from me, though TV and internet interference don't correspond specifically to when trains pass by. Please let me know what to do!

Ticket: # 705472 - Time Warner Cable refuses to fix our stuff.

Date: 12/12/2015 6:34:09 PM

City/State/Zip: Raleigh, North Carolina 27614

Company Complaining About: Time Warner

Description

Long story, here we go.

Time Warner Cable is rolling out internet upgrades to everyone that currently has plans with their internet. Each plan gets their speed buffed, and my family has the Extreme package, with speeds of 30Mbps download and 5Mbps upload. We were supposed to be upgraded to 200 Mbps download and 20 Mbps upload. On the day of this 'upgrade', we were sent a new modem. Now, this is where it all starts. Before this upgrade, I repeatedly contacted TWC, and everyone I had talked to specifically said that "Your hardware is fine, no need for a new modem or router :)". We got a new modem the day of the upgrade, so we set it up, got our internet, and everything was butter smooth right? Nah. Not even close. The first think we noticed, is that Time Warner LITERALLY sent us the same EXACT model modem that we had beforehand. We set it up anyways, and we were getting our offered 200/20 Mbps speeds. Fast forward a few hours. The internet is ATROCIOUS. I would sit in my room, not even 15 feet from our router/modem, and I was only getting about 10Mbps down and 3Mbps up. Mind you, this is even WORSE than before the upgrade. The internet was just all over the place; on some days we'd get this 'advertised' 200Mbps speeds, but most of the time we would get lower than our original internet plan. Unacceptable, we thought. This went on for a few weeks before I decided to do something about it. I called up TWC and they agreed to have someone come out here for free under the circumstances that our internet was just awful, but during the whole conversation, they were acting very snappy. I told them our issues, and they said stuff like "Well, if you're sometimes getting over 200Mbps speeds, that compensates for your 10Mbps speeds at times." NO. THAT'S NOT HOW THIS WORKS. I'm paying for a consistent speed, and you're giving me inconsistent speeds. Now, here comes the part that struck me. I waited for a bit as the person on the line 'gathered information'. She eventually came back and told us that we were probably not getting the 200Mbps speeds because we were never 'signed up for it'. What. What?! 'Signed up for it'??? We had been 'signed up' for this plan ever since we purchased our internet plan... There is no 'signing up'. I'm sorry for going off like this on a sophisticated form, but I'm really aggravated. Anyways, she agrees to send out a guy regardless, so that's fine. The guy comes out about a week later. He looks at our stuff, and tells us this: "You look like you're gonna need to buy a new modem. Your current one is holding back your speeds." Umm, EXCUSE ME? YOU were the guys who SENT us this 'NEW' modem for the upgrade, and NOW you're telling me that it can't handle your new speeds? Unbelievable. We tell him okay and he heads off. Now, I know my stuff. I know a lot about technological stuff. I do a bit of research on the current modem that Time Warner Cable has sent us, and after researching for a bit, I found that it's perfectly capable of these new speeds. There is no need for us to buy a router. So, what gives? What do I do?

Ticket: # 355130 - Terrible Price, Service, and Speed

Date: 6/22/2015 9:23:18 AM

City/State/Zip: Bolivar, Missouri 65613

Company Complaining About: Windstream Communications

Description

Windstream currently charges \$64.63 for 1.5 Mb/s down and .3 Mb/s up service. This service is advertised at \$49.99 and makes no mention of additional taxes (which is their explanation of the additional \$14.64).

This service has inconsistent speeds and is unreliable in general, but is able to maintain its price because it is the only service provider in the city (aside from 3G/4G services which have low data caps). The company has been a monopoly in the city until very recently - as soon as another service provider entered the city they announced upgraded speeds were coming soon.

My internet service has been out for over half of the past weekend and I've just been routed to a generic message that says "There is a widespread outage effecting your area, the issue is expected to be resolved on (current date) at 11:41 PM." I've contacted other people with Windstream in the city and their internet service has not been interrupted.

I've been in contact with their customer service a few other times. Generally, it takes about 30 minutes to get through to a live representative, then I am rerouted several times. When I finally reach someone relevant to my issue, they are not helpful and instead try to confuse their customers with networking jargon (as someone who works in software, most of what they say does not make sense or is incorrect).

Windstream is a terrible company for the Bolivar community that is not held accountable for its actions.

[Ticket: # 356764 - shitty comcast](#)

Date: 6/22/2015 5:52:29 PM

City/State/Zip: Urbana, Illinois 61801

Company Complaining About: Comcast

Description

Very slow speeds and inconsistent speeds for months on end, with no improvement

[Ticket: # 363728 - Inconsistent Speeds-Not as advertised](#)

Date: 6/25/2015 12:21:28 AM

City/State/Zip: Johnson City, Tennessee 37604

Company Complaining About: Charter

Description

I get inconsistent speeds and often have difficulty streaming media or playing console games online. I understand that my plan is "up to" 60 Mbps, but I sometimes get speeds that do not even meet the FCC definition of broadband. I have contacted the provider about this issue at least twice this year, but still experience wide swings in connection speed, even during off-peak hours. I have included a screenshot of a particularly ugly speed test that demonstrates what I am describing. This test was performed sitting less than 10 feet from my wireless router.

Thank you for your consideration of this matter.