Ticket: # 1282462 - Centurylink Monopoly and customer discrimination

Date: 10/23/2016 12:31:09 AM

City/State/Zip: Spokane, Washington 99223 **Company Complaining About:** Centurylink

#### **Description**

Centurylink has a monopoly over internet service at my address, and has been punishing me for complaining daily by disconnecting my service, then telling me it's this problem or that then sending me to the next person then the next never fixing my problem. They claimed to send a technician to my house, who never showed up but claimed that he did. So I called and complained, and then they say that they'll send someone out on Friday between six a.m. to 8 p.m. and I don't even need to be there. Well I was there and still nobody showed up. So i called to complain, and they said that he did. Well I would have seen someone stop by and my internet might be working. Then they said that they will send someone next Wednesday. I said i don't believe you, so connect me with someone who can close and cancel my account so she did. And as soon as I asked the person that they connected me with to cancel my account, he immediately hung up on me. I can't imagine

getting them to complete their part of our agreement without a million more problems and I haven't

even seen a bill yet.

Ticket: # 1282602 - Unwanted commercial email messages sent to our mobile phones

**Date:** 10/23/2016 11:16:14 AM **City/State/Zip:** Austin, Texas 78704

Company Complaining About: Drs. Foster And Smith

#### **Description**

Hello there,

We are reporting a company which is in violation of the CAN-SPAM Act of 2003. We are receiving hundreds of unwanted commercial email messages per month to our mobile phones from a U.S. based business that will not honor our requests to unsubscribe from their email messages. We have clicked on their "Unsubscribe" button dozens of times and confirmed our unsubscribe request, but it has not stopped the email messages at all. The company has not complied with our request. We have sent the company email messages through the form on their website and have asked to unsubscribe from their emails, but the company still has not complied. We have also called the company on the phone and spoken with representatives numerous times, but the company has STILL not complied. They still continue to send us hundreds of unwanted commercial email messages to our mobile phones. Upon speaking with other customers of theirs as well, it seems like ALL of their customers are going through the exact same thing with this company, so it isn't just us who are affected by this company's violation of the law. The company name is "Drs. Foster and Smith", and their website is located at <a href="http://www.drsfostersmith.com">http://www.drsfostersmith.com</a>. We are not sure how to stop this lawbreaking company from continuing to send us emails, so we are hopeful that you can help us.

#### Ticket: # 1283050 - Unstable Internet

Date: 10/23/2016 7:22:07 PM

City/State/Zip: San Marino, California 91108 Company Complaining About: Time Warner

**Description** 

Internet disconnects many times every hour. TWC has been contacted numerous times over the years. They refuse to rectify issue.

### Ticket: # 1283428 - Verizon censorship of emails

Date: 10/24/2016 9:36:48 AM

City/State/Zip: Marietta, Georgia 30064

Company Complaining About: Verizon Wireless

Description

### **Description**

Certain emails with political content will not open on Verizon wireless phone. They were opening up until 2 weeks ago. They are censoring my e-mails. They do not have that right.

# Ticket: # 1283601 - Abuse of email ervice by the internet service provider -Optimum (CableVision)

Date: 10/24/2016 11:10:23 AM

City/State/Zip: East Northport, New York 11731

Company Complaining About: Optimum (cablevision)

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#### **Description**

As an internet customer of Optimum (CableVision), I'm entitled to 10 email accounts, each with a 5 GB of storage space. For years, I have used my email account (b) (6) for all of my electronic communication with all suppliers and service providers I deal with in my personal life. All important notices from my suppliers and service providers are received through the aforementioned email address. I have had many service problems with Optimum/CableVision before, resulting in filing 2 previous FCC complaints. Those complaints were related to internet service not provided as it should. So, there is a documented back track of optimum abuse at personal level. Lately I started getting pop ups whenever I open my email account in Microsoft outlook. Those pop ups state that I have used over 90% of the space allocated to my email account. For every email I download from the server, a pop up appears, you can imagine how annoying!

I took the initiative and deleted about 40% of existing emails (by transferring to another email account).

To my surprise, Optimum still showed a usage percentage of 88%.

On 10/12/16, I called optimum complaining about my email account above. Per Optimum's webmail, that account was 88% full. Per my actual audit, the account was 45% full at most (1.8 MG used of 5MG allowed). I was told by the representative that optimum will escalade this email issue to its "engineers" for "investigation" and they will let me know in 24-48 hours. I was told that they don't put communication in writing including my request of receiving the result of their review by email. I found a phone message on 10/12/2016, from an optimum representative stating that they stand by the 88% as displayed on optimum's webmail, and that, I have to take into consideration "the other pop accounts related to the parent". Since I had no idea what that meant, I called optimum again same evening and spoke with a rep who did not know what that phone message mean and asked if I click on other folders under that email account to see if there were other files there which may have contributed to the 88%. I told him that I already went through that process and there were no file. I however- clicked on the other folders to double check as requested by the rep, and found some trivial files (small in size) in the 'deleted messages" folder. I deleted those trivial files and somehow, the indicator went down showing 54% from 88%! I told the rep about that and he said ok. I asked how did that happen, and he said he doesn't know. I thought that percentage was close enough to my own count (1.8 GB) and thought may be the optimum indicator was corrected finally. But then came a big surprise: I logged on to optimum's webmail to check my email only to find all my email messages were gone!!! I called optimum again, and as usual, I did not get any answers to my question, instead I was given the run around, I must say by now, intentionally.

I requested to speak to a supervisor who said he will escalade this issue to "optimum engineers" and they will let me know in 24-48 hours about their "investigation". When I stated the importance of my emails, he -the supervisor- kept saying we offer email as curtsey as if he was trying to avoid future responsibility of what happened to my email. I made sure that supervisor understands that unfair pop

ups then deletion of emails are not "curtsey", let alone Optimum would never have provided email service if it was not for my payment for the internet service.

I followed up my conversation with the Optimum supervisor by emailing optimum of all the above. I received an email from Optimum confirming their receipt of my email and noting that emails are answered in 24 hour. I'm yet to receive any response from Optimum as they said their policy was. Worse yet, Optimum email server now displaying usage of 93%, no idea why!

To recap, as an Optimum paying customer I'm entitled to 10 email accounts each with 5 GB of storage.

I'm also entitled to be treated in accordance with existing policies, which one hopes that they don't conflict with rules set forth by the FCC. From the facts I detailed above, Optimum did not live up to its obligations, and as such, I hereby request your interference, so that, existing rules may be respected by the internet service provider.

### Ticket: # 1283661 - email, advertisement

Date: 10/24/2016 11:31:42 AM

City/State/Zip: Crossville, Tennessee 38571

**Company Complaining About:** Frontier Communications

#### **Description**

I cannot delete an advertisement from my email account. I have spoken to Frontier Communications but they SAY it is a yahoo problem, and they cannot fix it. I have been unable to contact yahoo because I get put into a loop.

#### Ticket: # 1283806 - Internet Scam

Date: 10/24/2016 12:33:42 PM

City/State/Zip: Enfield, Connecticut 06082

**Company Complaining About:** Cox

#### **Description**

I received an error message on Chrome today of a PC Virus notification and a number to call Windows Support 1-888-745-4356. I stupidly let person take control of my computer and he kept talking and I eventually got uneasy as I felt this was not right. Nothing was being fixed. Then he showed me all the viruses listed and I knew this was a scam. He got defensive when I told him what I thought. Said he was a computer engineer with Microsoft located in Alabama, name was Patrick Daniels, Indian accent and everyone talking around him had Indian accents. I'm sure he would eventually charge me for "fixing my computer" and would ask for my credit card. Or worse, take over and corrupt my computer programs.

#### Ticket: # 1284523 - Internet service.c.o.Sharon Wright

Date: 10/24/2016 4:53:12 PM

City/State/Zip: Port Trevorton, Pennsylvania 17864

Company Complaining About: Verizon

#### **Description**

#### Ticket: # 1285196 - SPAM email

Date: 10/24/2016 11:49:52 PM

City/State/Zip: Hickman, Tennessee 38567

Company Complaining About: Dtc - This Is Not A Dtc Issue. This Is Spam Email To My Email

Address.

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#### **Description**

SPAM email received from: Table.udfe1gmss24438@FIRtacVZIPadP/W8138.ExEFO.Top; oYCAPLVT@190unSVGSDsS.WS730YK2485S.190unSVGSDsS.WS730YK2485S.websitewelcome.com; 9m95iw1j@24vs5p544.edu.se; cord@timecoldnightmega.top; still.ylas1gmsu24421@HewoESTrbYAdo.w7070.OQARA.Top; and 80 other spam sites. I won't send any more, since I realize that you can't and won't do anything about it. Thanks for the effort, though!

Ticket: # 1285619 - SERVICE, UNSATISFACTORY and AT TIMES NO SERVICE

OVER A 2 YEAR PERIOD

**Date:** 10/25/2016 10:54:44 AM

City/State/Zin: Starling Hts. Mic

City/State/Zip: Sterling Hts, Michigan 48312 Company Complaining About: Comcast

### Description



#### Ticket: # 1285850 - FRONTIER COMMUNICATIONS

Date: 10/25/2016 12:17:02 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

#### **Description**

Couldn't get into my e-mail account. I'm a old Verizon Customer and could not access my e-mail. Called frontier and spent an hour on the phone between cust. service and tech support. FINALLY I had someone on the line that knew what the hell they were doing. His answer, call AOL; your an old Verizon customer and we don't handle problems like that. WOW, would of been nice if someone else in the company would of known that. Wasted an hour and a half with those Idiots.

Ticket: # 1286809 - Illegal tapping by Comcast resulted in damaging our private

equipment

Date: 10/25/2016 6:38:43 PM

City/State/Zip: Dedham, Massachusetts 02026 Company Complaining About: Comcast

#### **Description**

On multiple time since 2015 we contacted Comcast that we were having issues with our internet connection. Speeds were disrupted and equipment was intermittently alternating reliability. After a year and countless " inspections" it was found that "an unknown party" placed a Comcast owned device along our trunk-line in such a fashion that it was not properly fitted, not installed correctly, and not notated on any system input data-sheets. Effectively, the tapping device was unauthorized and this illegally placed.

It should be noted that service interruptions were began within a few months after we were notified by the FCC that we may be placed on the internet collection program which was supposed to monitor speeds within ISP systems.

We never received any FCC devices, but our service stayed poor until it began to seriously degrade in 2015.

Since there is a Cable Act rule that states that illegal tapping of the system shall result in charges of up to \$50,000 on the first notice and \$100,000 on the second notice, we feel that since more than three full-fledged Comcast inlet through pole (and out to system trunk -line) inspections occurred while witnessed by a member of this household, we are entitled to compensation via the Act. Since the cable company was an original party to the Cable Act and a writer of all contracts that we are supposed to follow, we feel that since Comcast made or allow-to-be-made the illegal tap, we should be awarded An amount equivalent to three incidents (\$50,000 + \$100,000 + \$150,000 [a natural progression to the contract]) which would come to an amount of \$300,000. Comcast has been notified, but stated that they do not consider themselves responsible to what happens to anything on the poles or added to their system by an employee -- even though they do not have a record of the illegal tapping device being installed.

We feel because Comcast did not follow or implement a security or maintenance plan, and we as customers are not allowed to inspect their system for issues, the FCC must step in an sanction Comcast for failing to perform due diligence to their engineering.

Thank you -- (b) (6) and family

### Ticket: # 1286948 - Degrading Internet service that Comcast cannot fix

Date: 10/25/2016 7:48:14 PM

City/State/Zip: Deerfield Beach, Florida 33064 Company Complaining About: Comcast

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#### **Description**

After 6+ months of continually degrading service, I called Comcast to report my Internet and television service problems, convinced that they were outside the home having switched my computer firewall software, that I lease my computer modem from Comcast, and that the service interruptions were to both Internet and television service to the extent that the modern lights were going off. The Comcast technician who visited on Oct. 20th informed that everything inside my house was fine as was the neighborhood tap and the line to my house from the tap; it was something at a local node. An automated call from Comcast two days later informed that the problem was fixed. However the service interruptions have continued and the service quality exceptionally poor, which is contrary to what I am paying for and I should not be paying for less-than-first-quality service. Calls to Comcast are met with voice mailboxes and, in the case of a technical supervisor, no ability to leave a message on his cell phone. (How the heck am I supposed to communicate therefore?) I want Comcast to either fix this problem permanently or I will be forced transfer my Internet services to ATT Fiber. In the event I am forced to transfer Internet services to another provider, unbundling Internet and television, Comcast must hold my television package price at the current level given the monopolistic Catch-22 I am in as ATT cannot match the television package I have and the problem is overall affecting the Internet connection which I rely on for work-related activities being self-employed. Regardless of my employment situation I cannot take any more excessive time away from my schedule to sit with a Comcast technician while they try and figure this out as they have already failed to fix this problem once. Jasmine (Comcast customer rep: 561-227-3411); Carlos (Comcast technical manager: 954-789-7329)

#### Ticket: # 1287343 - AD Block program scanners on websites.

Date: 10/26/2016 3:24:19 AM

City/State/Zip: Spokane, Washington 99202 Company Complaining About: Comcast

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#### **Description**

There are certain websites that run ads that also run ad block scanners that block access to the site if you are running ad blocking software. They have NO right to force us to view the ads. They may get paid for running them but that does not mean we have to view them. The scanners are a gross transgression of personal privacy and should be permanently banned. You have the authority to do this and I am formally requesting you do so!

#### Ticket: # 1287381 - Comcast Data Cap

Date: 10/26/2016 6:14:48 AM

City/State/Zip: Wilsonville, Oregon 97070 Company Complaining About: Comcast

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#### **Description**

I recently requested service from Comcast and sadly I received an email saying that there will be a Data cap on my internet service, limiting me to 1TB of data each month. Just because cell phone companies started doing this Comcast decided to do the same thing. This does not make sense. I am very disappointed as to why would a cable company do this. Its a home internet through cable and Wireless unlike a cell phone data. Comcast doesn't seem to care about its customer at all and it shows it doesn't care about its customer but its profit at all cost.

### Ticket: # 1287444 - Three days without internet service

Date: 10/26/2016 9:09:00 AM

City/State/Zip: Staten Island, New York 10305 Company Complaining About: Time Warner

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#### **Description**

It has been three days without internet service from Time Warner Cable. Time Warner Cable is not maintaining the local infrastructure resulting in outages. Their resolution is to unplug and restart the modem/router which is feudal since the issue is not inside the home. Multiple calls and multiple online chats to TWC to resolve this with no resolution. They offered to send a technician to the home to restart my modem/router which is useless since there is no throughput coming through the line from the pole. Many other customers in the neighborhood have shared similar experiences with TWC.

### Ticket: # 1287601 - Hughesnet internet services

Date: 10/26/2016 11:10:40 AM

City/State/Zip: Cleveland, Georgia 30528 Company Complaining About: Hughes Net

**Description** 

Poor connection, dropped connection, slow connection. No help after 3 months of complaining. Charging me early disconnect fee of \$385. after not fixing my service.

#### Ticket: # 1287877 - AT\$T yet again.

Date: 10/26/2016 1:01:21 PM

City/State/Zip: Nevada City, California 95959-9247

**Company Complaining About: AT&T** 

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#### **Description**

This is a follow-up to your previous request #1048712 "DSL"

Nothing has changed. The person from the office of the president Did call and say they were sorry but nothing could be done to fix my problem. He did offer to reduce my monthly cost to I believe \$26 for DSL. However this morning I received notification that my bill was \$56 a month. The service is worth about \$19 a month. For \$56 in almost anywhere else I would get solid 5 megabit.

I cannot get Att to give me that \$26 deal anymore as in customer service parlance is not available. They did offer me a one-year lock for a mere \$15 off, which I took because it was either that or go to a bar and get drunk.

I wish the US government (that's you FCC) would step up to the bar and tell AT&T they can't merge with a garbage truck until they make good on all of the fiber rollout promises they received hundreds of millions of dollars of tax breaks for.

I am calling all my rep's and even thought they all get \$\$\$\$\$\$\$\$\$ from Att they should prevent the planned merger. Which will screw Netflix and Amazon where I get my video from. But I digress.

Thanks for just being there and as usual we celebrate the .gov employees and wish them all a good day.

### Ticket: # 1288171 - Nigeria access to my computer?

Date: 10/26/2016 2:55:59 PM

City/State/Zip: Banning, California 92220 Company Complaining About: Time Warner

#### **Description**

Yahoo is accessible from my iMac but not my iPad. Phoning Yahoo produced dire news that all 4 of my computers are infected and people in Nigeria have access to everything. The result from Yahoo was a con job of mysterious solutions under their control costing hundreds of dollars.

#### Ticket: # 1288345 - Hacker Fraud

Date: 10/26/2016 4:06:14 PM

City/State/Zip: Lead, South Dakota 57754 Company Complaining About: Straight Talk

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#### **Description**

My ex is actively hacking all my phones and tablet and has been doing so for a couple of years without my knowing. Ive taken them to a professional and they can't remove it all and say I'm better off getting a new identity. Can't access any accounts up to now, ever in the future because it will link up to what ever I'm using. He controls my ever move, deletes contacts, erases messages before I can see or hear them. He'll close things while I'm on using it. He has complete comtrol. KNOX is the main software but theres alot more I'm not understanding yet. If he can do this so easily to me, he can do this to anyone and probably already has. Several alliaass, lots of email addresses that I have found but I'm sure theres alot more I don't. linking. He's sent lots of things to everone in my life that aren't from me. Please help me!!!

Ticket: # 1288751 - Cox Communications Throttling Streaming Services

**Date:** 10/26/2016 7:13:46 PM

City/State/Zip: Irvine, California 92618 Company Complaining About: Cox

### **Description**

Cox Communications throttles streaming services with zero indication or warning to consumers. Ample evidence as the only high latency/ping connections I enjoy are to streaming sites.

Ticket: # 1288967 - Intermittent sound

Date: 10/26/2016 10:01:32 PM

City/State/Zip: Saint Louis Park, Minnesota 55416

**Company Complaining About: Charter** 

## Description

Intermittent sound on Comcast. Netflix and video sound work fine.

#### Ticket: # 1289122 - Service disruptions

Date: 10/27/2016 1:24:03 AM

City/State/Zip: Albuquerque, New Mexico 87114

**Company Complaining About: Comcast** 

### Description

Every day for the past 2.5 years was have had internet outages at our house that last from 20 seconds to an hour or more. Comcast has sent multiple technicians out to our house, made equipment changes, etc., but we continue to have interruptions in our service. This also effects our phone and TV service to a lesser degree. At the last 3 technician visits, we were told that the problem is definitely not at hour house but between "the node and our house" and that "a ticket would be opened " to check out the line between our house and the node. The cable TV froze tonight and I called technical support (10/26/16 @ approx 11 pm MT). They said they would open another ticket (No. 039082525). After 2-1/2 years of interruptions, multiple calls and multiple tech visits, some of which they tried to charge us for, either Comcast cannot fix the problem or is unwilling to devote the necessary resources to fix the problem. We are told that the signal to our house is fluctuating, but no one seems to resolve the issue. I am also told that if I cancel the service, I will have to pay a cancellation fee. My preference is to have the service fixed rather than switch to another provider, but it also seems unfair that Comcast cannot deliver appropriate services, but would charge to cancel the service. Without your help, I do not think Comcast will make the appropriate effort to fix the problem (especially after 2.5 years).

Ticket: # 1289167 - english to spanish

Date: 10/27/2016 4:55:03 AM

City/State/Zip: Barstow, California 92311
Company Complaining About: Rabertitos

Description

I need to order food but the resturant person dose not sleek english can I help

#### Ticket: # 1289339 - Charter's negligence is killing my business

Date: 10/27/2016 10:31:11 AM

City/State/Zip: Alanson, Michigan 49706 Company Complaining About: Charter

#### **Description**

My name is (b) (6) and I am a partnered broadcaster for twitch.tv. I have been dealing with an internet issue with Charter for the past 18 months and the problem is still not resolved. This issue has forced me to change locations, switch to business service, spend thousands of dollars in testing and new equipment to prove the issue isn't on my end, not to mention the thousands in lost revenue. My business relies on a minimum of 2 mb of upload and I pay for 4. The small utilization of 2 mb is a safe guard against natural occurrences like weather, saturation and so forth. I have been experiencing extremely high packet losses that lead to a complete disconnect of my network. My complaint has made it to the security and liaison team with no resolve. They have stated many times it is not on their end with no documented proof. They have went as far as claiming it was a dos attack but when I asked for proof again they backed away from the allegations. I live in an area where Charter is the only option for internet and I've been undermined, told I don't know what I'm talking about, told I'm doing this to myself among other choice remarks. I have been patient with the issue but I'm tired of them telling me that "everything looks good on our end"

All of my equipment is hardwired and I have a vpn and firewall in place for network protection.

I tried to attach more Ping Plot information but I received error 502 bad gateway

### Ticket: # 1289484 - Repeat disruptions in service

Date: 10/27/2016 11:35:38 AM

City/State/Zip: Sugar Land, Texas 77478-6143

**Company Complaining About: Comcast** 

### **Description**

Case number ESL02728250 opened with Comcast for repeated disruptions in service. The most recent disruption was 10 AM today. I work from home as an IT person and these continued disruptions cost me time and money.

#### Ticket: # 1290501 - Radio interference

Date: 10/27/2016 5:23:52 PM

City/State/Zip: Denver, Colorado 80216 Company Complaining About: Comcast

Description

#### **Description**

We moved into a new location at (b) (6). Denver, CO 80216 in June. Ever since we moved in, we have had radio interference coming through our paging speakers in our shop and today we decided to figure out which station it is because our communication people say it's basically that they are using our wiring as an antenna to propel their station further away. We have discovered that it is KBJD which is a spanish station. I am requesting that they make changes to their system so that we don't have to listen to this coming thru our speakers all day.

Can this be done? My communication people have had this happen with other businesses and after complaining to the FCC, the problem was solved.

Can you please let me know if and when something can be done about this issue? Thank you.

#### Ticket: # 1290780 - No internet service.

Date: 10/27/2016 7:53:28 PM

City/State/Zip: Tuscaloosa, Alabama 35401 Company Complaining About: Comcast

Description

#### **Description**

I have been with Comcast for 4 years and it has been horrible but I have no other option but to be with them as no other providers service my area. My situation recently got much worse, which I didn't think was possible. I have not had internet service, which I am still being made to pay for, in almost two months. I have been given the run around by Comcast everyday of that two months. First it was my equipment, then an outage, then a very rude tech came and decided it was my building's wiring (which had worked for the previous four years) I was then told that Comcast would not re-wire my building and it would be something that had to be dealt with by my apartment complex. It was also explained to me that the problem was likely caused by them installing in someone else's apartment and bumming off my wires. My apartment complex has since had my apartment rewired and I have been back on the loop with Comcast. I have called everyday for 10 days to try to get an appointment for a technician to come back to do their part of the deal. I have been told that they couldn't schedule because of system issues, system outages, the time that I called, inability to verify account information (I am the person on the account but that wasn't good enough), outages not affecting me in my area, billing issues (I refuse to pay for services I don't have) and a plethora of other things. I finally got an appointment for today which I had to take off of work and miss school for and the tech was a no show. When the appointment time came, I got an alert asking me to rate how my service was and immediately got on the phone with Comcast to find out why I was being asked about service I had not received. I was told that they tried to call and left a voicemail and then given a run around from an incredibly rude service agent. After finally getting to a supervisor, I found out that they had called a number I had never heard in my entire life. And was told that I had no other option than to accept a \$20 credit and wait up to 24 hours for somebody to call based on Comcast scheduling and basically hung up on. My experience with Comcast has been horrific and completely unacceptable. I have seriously considered moving to be able to get another internet provider.

### Ticket: # 1290896 - Comcast Not Resolving Problem and Taking Money

Date: 10/27/2016 9:12:01 PM

City/State/Zip: Fort Myers, Florida 33912 Company Complaining About: Comcast

#### Description

#### **Description**

I have been having issues with my Comcast Internet Service for many years. Several years ago Comcast admitted that they needed to replace the underground internet supply cable for my entire neighborhood before the neighborhood issues would be fixed. They said the underground cable was bad. They also admitted it would be expensive to fix. Since then I have had non stop issues with no internet, slow internet, and on and off internet. I am paying for 85mpb/sec but get nowhere near that. I have recently rallied my neighbors and there are approximatley 100 households that are being victimized by Comcast. They play games when you call their customer service. I just spent an hour on the phone with a guy from Mexico who was rude, ignored my questions, made me go through ten steps before he would schedule a home tech visit, and after going through all that he refused to send someone to my house. This was from a call center in Mexico. He promised a call back from a supervisor and that never happened either. We are limited on options for internet here and this has to stop. I want to file a formal complaint against Comcast for lying to customers on internet speeds provided, charging me for 85mbs/sec and not delivering what I agreed to. This is direct and intentional on the part of Comcast to defraud my neighborhood and me of the services we have purchased. They string us along and make promises they do not keep. I am a 23 year law enforcement officer and I am willing to testify in any matter related to this complaint. I wish this to be a formal complaint on Comcast and want fines, injunctions, and court orders levied against the company for their false advertising, promises, and service. Thank you.

Ticket: # 1291096 - CIVIL EIGHTS. US CONSTITUTIONAL RIGHTS.

Date: 10/28/2016 5:01:07 AM

City/State/Zip: Ft Myers, Florida 33908

**Company Complaining About:** Straight Talk

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#### **Description**

#### (b) (6)

CC

WIRETAPPING, CAM HACK: 10/28/2016, 4:58 a.M.

rUTGERS CAMPUS SAFETY, dET bRETT I AND PARTNER, AND sINFONIA fAMILY SERVICES:

PRIVACY...

#### Ticket: # 1291606 - AT&T DSL Internet Service

Date: 10/28/2016 12:38:47 PM

City/State/Zip: Beaumont, Texas 77705 Company Complaining About: AT&T

#### **Description**

The week of 10/17, I called AT&T to see if I could get them to lower my bills for our phone, DSL internet & Direct TV, which they had raised the rates on \$25-\$50 for each of these services we have thru them. Instead of lowering our rates, the Rep disconnected our phone & DSL internet services & he put a note on our a/c saying I had requested him to do this. I never told him to turn our DSL Internet service off! After many hours on the phone, AT&T turned our DSL Internet service back on Sat 10/22/16. However, on 10/25/16 they, again, disconnected our DSL Internet service. When I called to find out why, I spent over an hour on the phone, only for the AT&T Rep to tell me our service was disconnected on 10/25/16 and that she would have to put in a new order for AT&T to reconnect our DSL Internet service. She NEVER would give me an explanation of why they turned off our DSL Internet service in the first place! And, when I said let's just move forward so she could place the order to reconnect our Internet service, she then proceeds to say that AT&T is no longer offering DSL Internet Service in our Area. I told her this didn't make any sense, since we have had AT&T internet service for years! We have heard that AT&T is trying to get everyone off of DSL and onto their new Uverse Internet. I guess it's true! But, when I asked about Uverse service, I was told that AT&T Uverse was not available to our area. So now, after 15-16 years of having Internet Service w/AT&T, they have completely cut us off from this vital lifeline! Internet Service to my family is NOT just a tool for social media - I COULD CARE LESS ABOUT THAT! However, it has become a necessity in order for everyone to live everday life! We pay our bills online, do banking online, my Son has to do his homework online (teacher's require now - no books are sent home), email (which is a vital source of communication now) is online, as well as access to Medical Portals for our Doctors & facilities such as MD Anderson Cancer Center! EVERYTHING is done online via the Internet now! AT&T has totally cut us off from this vital service for our everyday lives! PLEASE help us with this issue. We have been loyal AT&T customers for over 30 years now and THIS is how AT&T treats us?! This should be illegal what they are doing to their customers! And, to top it off, AT&T has just acquired Time Warner Cable (they were the only 2 wired Internet Services in our Area in the State of Texas) how convenient for AT&T, who will now be a MEGA MONOPOLY here! AT&T customers are getting a raw deal here in Fannett, Texas! AT&T should not be allowed to operate like this! They are unconscionable!

# Ticket: # 1291668 - Verizon Date: 10/28/2016 12:57:44 PM

City/State/Zip: Bellerose, New York 11426 Company Complaining About: Verizon

#### **Description**

I am IT tech working for Family Medical Health in Queens NY.

I placed an order with Verizon for a Block of 5 IP address. I received a confirmation requesting an email verification. I verified my email address (b) (6) . After verifying my email address I received an email Stating I was all set along with my Order confirmation number and bill.

The changes were to be made 10/28/2016. The internet service was down when I check at 9 AM. I called the number given to me on the confirmation for any further questions. After being transferred around several times I was told the order was completed. I asked for the IP Block information. I was told they would have to call the number on the bill to verify who I was.

Not possible because the number is used by a fax machine and the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a analogous control of the customer does not have a customer do

Not possible because the number is used by a fax machine and the customer does not have a analog Phone.

#### I explained:

- 1. I was able to place an order to change the IP block
- 2. I verified my order and email address via email.
- 3. You made the changes
- 4. Now You cannot give me the it Block information.

Don't understand how a change order could be made and verified with account information (I was given a copy of their Invoice) yet the bill information was not sufficient to give me IP information.

It's been over 2 hours I have been bounce around to several different supervisors and departments. The customer is still down. A Medical office who business is severely impacted do to this issue. I am on the phone with

Ticket: # 1291818 - No internet for over 2 years

**Date:** 10/28/2016 2:02:00 PM

City/State/Zip: Harrington, Delaware 19952 Company Complaining About: Comcast

### Description



Harrington, DE 19952

#### Ticket: # 1291822 - Time Warner interruption of service

Date: 10/28/2016 2:03:28 PM

City/State/Zip: Oshkosh, Wisconsin 54902 Company Complaining About: Time Warner

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#### **Description**

Shortly after midnight today, Oct. 28, I lost both my home phone service AND my Internet service. When I called Time Warner Cable they said they were doing routine maintenance which required an interruption of service. They could not or would not tell me how long service would be down for. It reality it was down for about 90 minutes.

My issue here is that they are a communications company and they fail to communicate. There is absolutely no excuse that in today's world with the technology they have, they cannnot communicate to their customers PRIOR TO a service interruption. I was in the middle of doing important research when the service went down and this was a huge inconvenience. This is not the first time this has happened with Time Warner Cable. If they truly value customers and their needs, the company really ought to be advising us a minimum of twelve hours in advance when there will be routine maintenance causing interruptions. If banks, credit card companies and other web sites can advise customers when their service will be down for maintenance, a communications conglomerate like TWC certainly ought to be able to. It seems the bigger they get, the worse their communication becomes. I hope the FCC scrutinizes their latest "merger" with AT&T. There should not be a monopoly like they will soon have is this latest buyout offer goes through.

#### Ticket: # 1291837 - Non-functional Internet

Date: 10/28/2016 2:07:03 PM

City/State/Zip: Gainesville, Florida 32608 Company Complaining About: Cox

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#### **Description**

For two months, I have been without functioning Internet service. Cox Communications has sent numerous technicians to my house, none of whom have been able to address the issue of extremely slow page loading and no Internet access on my four devices. They have replaced equipment and done exterior equipment work to no avail. The problem is so severe that they have been crediting my bills for up to a week at a time. They either cannot or will not fix the problem, but continue to bill me. They are a monopoly in my area, so this problem needs fixed. Now.

Ticket: # 1292523 - spam Date: 10/28/2016 8:31:08 PM

City/State/Zip: Pittsburgh, Pennsylvania 15235

**Company Complaining About:** Verizon

## Description

unwanted spam that keeps coming to my email. The spam has no way to stop it. When address is tried that the company provides, the server does not exist or is not available. I do not want this and ii should not be put to extreme procedures to eliminate it. I am being harrased by this company.

## Ticket: # 1292724 - Comcast Does Not Properly Provide Adequate Service

Date: 10/29/2016 2:25:42 AM

City/State/Zip: Brentwood, Tennessee 37027 Company Complaining About: Comcast

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#### **Description**

I have had Comcast for over 10 years. It has always been spotting in terms of service. This year it has become unbearable. The internet is constantly going out along with the TV service. We pay nearly \$200 and this is ridiculous that we can not get reliable internet. This needs to be addressed. I know I am not the only person either in my neighborhood. I have called Comcast dozens of times they have sent out numerous Techs and still nothing. Please help me address this huge inconvenience with my ISP. Thank you.

## Ticket: # 1292760 - Inteference with delivery of mail

Date: 10/29/2016 5:59:35 AM

City/State/Zip: Ferndale, Washington 98248 Company Complaining About: Amazon.com

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#### **Description**

An employee of Amazon.com named Marie hacked my Amazon account and put a hold on ALL OF MY MAIL for a period of four days. She did this on Oct 28. I have been trying for several hours to reach a supervisor at Amazon to have this removed and they kept hanging up on me. How do I report this? It's frightening to think an employee of Amazon can maliciously interfere with my mail and package delivery.

# Ticket: # 1292804 - McAfee Date: 10/29/2016 8:08:35 AM

City/State/Zip: China, Michigan 48054 Company Complaining About: Other

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## **Description**

MacAfee came in when another program was downloaded. I cannot now get rid of them.

## Ticket: # 1292928 - Cox Cable / Internet

Date: 10/29/2016 11:48:40 AM

City/State/Zip: Omaha, Nebraska 68118 Company Complaining About: Cox

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## **Description**

Cox Cable is going to cap user data at 1 TB starting next month. This goes COMPLETELY against their advertised "unlimited use" which they used as a marketing point when I signed up for the service. Please, DO NOT ALLOW THIS TO HAPPEN!!

Ticket: # 1293054 - Emails Date: 10/29/2016 2:07:28 PM

City/State/Zip: Anthem, Arizona 85086 Company Complaining About: Centurylink

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#### **Description**

Have called for several days to get Century Link to fix my emails. I am unable to send and receive. I have an on line business and now they tell me that it will be 5 days to fix it. I have been told a different story each time and each rep said that it would be taken care of. One rep said it is not their problem because I cannot access it from my phone. Found out it was their server and then when I called today they said that a repair was never sent in. I was on the phone for 3 hours yesterday and that means time and money for me. I am not sure the first complaint went through so doing it again. Cannot send from desktop, laptop, cell phone, android phone, android tablet, ipad. Does not work on wireless or 1G

Ticket: # 1293285 - Hacking on my acount

Date: 10/29/2016 7:15:47 PM

City/State/Zip: Youngstown, Ohio 44511 Company Complaining About: AT&T

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#### **Description**

I have a twinspires acount. Which is live horse racing. I have the number one system, in the nation as far as predicting numbers go. My acount is being hacked on, and the numbers that I bet, are being set off, on both the lotterys all across the nation, and the horse racing tracks. I gave no one permmission to hack onto my acount. There has been millions of dollars, that has been made from this. It has been going on for much to long. I dont want my acount shut off. I want them to stop impeading upon me, and I want them to pay me royaltys, for the time they have been impeading upon me, by hacking on my acount, and making money from it.

Ticket: # 1293329 - Intermittent internet

**Date:** 10/29/2016 8:15:36 PM

City/State/Zip: Highland, Michigan 48356 Company Complaining About: Comcast

**Description** 

Repeatedly have issues with lost internet
Have had technicians out dozens of times with dozens of excuses.
Last technician admitted lines in this area are old and cause issues.

## Ticket: # 1293804 - cox communication

Date: 10/30/2016 2:52:05 PM

City/State/Zip: Hahnville, Louisiana 70057

**Company Complaining About:** Cox

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#### **Description**

cox has been having problems in our area for months now and they have identified the issue but will not fix it due to it will take to many customers down . they have a leak on riverpark dr in hahnville and every time we make a complaint they ignore it ans want a tech to come out mean while we suffer for internet we pay for

#### Ticket: # 1294040 - Possible Child Porn Site Interference

Date: 10/30/2016 7:35:52 PM

City/State/Zip: Omaha, Nebraska 68112-2500

**Company Complaining About: Cox** 

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#### **Description**



The following are apparent browser links that are appearing and/or have appeared while I have accessed my computer. They can most likely be associated with possible child porn sites. There is a continuous level of movement between the wireless network identified by Cox, that is presently being paid for, and what could still be an existing satellite dish account situation that should have been closed. I have provided the two email sites that I continually use because porn related activity might be associated with each. Omaha's WOWT, recently did a news story on child porn and my family home was linked to this. The internet company "Craig's List" is associated with this particular child porn situation per WOWT information.

http://blackboard.unomaha.edu/webapps/login/?action=relogin&new\_loc=%2Fwebapps%2blackboard 926Fexecte962Fnautilus962FnotificationSettingCaret%3Faction%3Ddisplay%26disable-promiscuous.decodes%3DTrue;

http://blackboard.unomaha.edu/webapps/login/?action=relogin&new\_loc=%2Fwebapps%2blackboard 926Fexecte%Fnautilus962FnotificationSettingCaret%3Faction%3Ddisplay%26disable-promiscuous.decodes%3DTrue; https://oldblackboard.unomaha.edu/shibboleth-embedded-ds-1.0.2/?entityID=https%3A%2F%2Fblackboard.unomaha.edu%2Fshibboleth-sp&return=https%3A%2F%2Fblackboard.unomaha.edu%2FShibboleth.sso%2FLogin%3FSAMLDS%3D1%26target%3Dss%253Amem%253A7cb3d382991b5fa334eecd2761edbcfd206a00e4f32d5cee2505a55462ee6935;https://blackboard.unomaha.edu/webapps/bb-auth-provider-shibboleth-BBLEARN/execute/shibbolethLogin?returnUrl=https%3A%2F%2Fblackboard.unomaha.edu%2Fwebapps%2Fportal%2Fexecute%2FdefaultTab&authProviderId= 2021 1

## Ticket: # 1294095 - Mandatory survey

Date: 10/30/2016 8:33:58 PM

City/State/Zip: San Diego, California 92107-4015

**Company Complaining About: Cox** 

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#### **Description**

This is a complaint about Cox in San Diego, from whom I have internet service. When signed on to public websites, e.g., wunderground.com, I get a pop-up survey from Cox that cannot be declined or ignored. The only way to get rid of it, short of answering it, is to kill the website and start over, in which case the wretched thing appears again. There is no option to decline the survey and continue with the desired search.

## Ticket: # 1294314 - 5 year cyber stalking victim from Cisco client

Date: 10/31/2016 7:52:30 AM

City/State/Zip: Houston, Texas 77076

Company Complaining About: Cisco And Microsoft

#### **Description**

I have reported my t-mobile cell phone and all devices in an abussive network controlled environment for over 5 years against my will. I downloaded Cisco package mobile on my phone trying to identify who this client network is. I reported the screen shots of the client name and connection points I could see to T-mobile, Cisco and police. I can email them to you if needed. I need to know who can identify who this client network is that has destroyed 71 phones/computers, external firewall, 4 printers and about \$1,000 in OS and virus software. I have also reported unauthorized access of my college 365 share point account that I cannot use. I am being stalked and all my devices controlled in a client network for over 5 years. I attached diagnostic log from this iPad of being synced. I don't have phone photos of this iPad now

Respectfully,

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

cell with connected client

landline phone

## Ticket: # 1294573 - Cricket Wireless (Internet usage)

Date: 10/31/2016 11:26:29 AM

City/State/Zip: Phoenix, Arizona 85032 Company Complaining About: Cricket

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#### **Description**

Effective 10/30/16 Cricket Wireless once again changed the internet plan on (b) (6) account from 5.0 GB to 2.5 GB

calling it the basic plan. In August of 2016 all three of us had unlimited internet access and we're all on the smart plan. Which at the time was unlimited internet access.

They deni this; yet, the account shows differently.

If you go to their website and use the account information you will see in the usage link how it went from unlimited to whatever they want too do with this plan.

The discount's are for being a group (b) (6)

(b) (6) Roger now has the basic plan and Theron & me have the smart plan.

Their plans keep changing on this account. Their Price's keep changing as well.

Bait & switch!

(b) (6) phone charger is not working properly so he does not use the internet to much. So, they took it upon themselves to lower his internet usage and once again change his plan.

The more you try too right the wrong they are doing the more they take away from the plan.

Please go to the Cricket Wireless website and see for yourself in this account.

Username: (b) (6)
Password: (b) (6)

Security password: (b) (6)

It will show you that from Aug. - Step unlimited internet access. From Sept. - Oct. 5.0 (?) and to present.

They apparently give me the run around and refuse to right their wrong doing.

Please help right their wrong.

Thank you for your time and attention to this matter.

## Ticket: # 1295564 - service interruption through pervasive pop ups

Date: 10/31/2016 6:50:21 PM

City/State/Zip: Vancouver, Washington 98661 Company Complaining About: Comcast

#### **Description**

comcasts illegal interruption of my service for alleged copyright infringement with no way to know i don't have legal right to own digital copies. in spite of speaking with over a half dozen representatives all i received was lies, ineffectual rhetoric, mysterious router issues, more lies, and never any real help with the issue. transcripts for the second day after i found i was lied to are available and attached.

## Ticket: # 1295668 - inappropriate and offensive content

Date: 10/31/2016 8:25:03 PM

City/State/Zip: Flushing, New York 11355 Company Complaining About: Not Applicable

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#### **Description**

animetv.us has very offensive, chauvinistic advertisements make it difficult to use at anytime.

I use the sight to review work related Anime. Teenagers and minors use the site to stream Anime.

The worst adds are there every time you return to the sight and it has to be cleaned up by marking adds as offensive. This can be rather time consuming etc.

http://www1.animetv.to/watch/nasu-summer-in-andalusia-episode-1.html

## Ticket: # 1295927 - Previous Complaint has not worked...

Date: 11/1/2016 5:00:51 AM

City/State/Zip: Albuquerque, New Mexico 87120

**Company Complaining About: Comcast** 

#### **Description**

Thank you FCC for your help thus far in helping with my Cable TV and Internet service from Comcast in Albuquerque, NM.

In the past month, Comcast, due to "Comcast West Executive Escalation" and me filing a complaint on 9/29/16? with you, has found ingress issues in my neighborhood and attempted to resolve the issues. Unfortunately those issues continue. In that time span they have only entered my house once.

I was credited for the overcharges and not credited for services when my services did not work correctly. In other words, I paid for services when they were not working correctly even though they credited me for overcharging me. I think they basically just pro-rated me to August. I was also given a credit for the full month of October since my FCC complaint, though the complaints with Comcast go back further. The credit for this month is based on the complaint with you and them being unable to fix it thus far. I was not credited for poor service prior to October.

There have been multiple visits from tech personnel from Comcast to my house and they have installed a new cable outside, a "unity gain" at the box outside (which requires a power adapter), and most recently disabled my neighbor next door due to feeding ingress into the system (on october 27th). For whatever reason they didn't check the neighbor until Thursday of last week. Since the visit on 10/27/16 my internet was ok until around 9am on Friday 10/28/16. It was down for over 228 minutes that day since 9am. It's been worse over the weekend and up to today. Pixelation on the TV continues, and internet goes up and down up to and above 300 minutes per day throughout the day since the last tech visit on Thursday.

During an internet outage, you are unable to use the TV to switch channels, use the TV guide, pause, or any other function on the remote basically. I have plenty of "recorded" shows that demonstrate this pixelation.

I'm also worried about Comcast logging these "visits" as the last visit on Thursday, the tech called me directly, came to my house and I don't think it was logged in their system. I talked to a voice tech from South Texas and he said he could only find "billed" visits - and the only visits that were there were 4/5/16, 9/12/16, 9/26/16, and 10/4/16 and 10/6/16. So maybe they charged me for those, don't know.

He did give me the ID's for the comcast techs attached to the job/s: April 5. tech id: 9312 and 9306, Sep 12th - 9445, Sep 26th - 9313, Oct 4th (none), Oct 6th: 9424 - that is all he had.

I've been in contact with multiple "techs" who have been to my house via voice and text message since my first FCC complaint on 9/29/16? and before that. They have let me know that they see

errors on my modem, and noise in the neighborhood but have been able to thus far isolate the noise in the neighborhood on the "node" - most recently one has also stated that my house is 100%.

They didn't check the neighborhood and left thinking all was fixed and fine.

This is after the 9/26/16 visit that prompted my original complaint where the tech replaced an outside RG6 wire for an outlet upstairs that dealt with my modem and the main X1 DVR. The next techs installed a unity gain - AFTER my original FCC complaint.

I have also logged errors on my modem on my end by simply grabbing my modem signal levels twice per hr via http (b) (6) since 10/28/16 at noon. In addition to those logs, I have been keeping logs of downtime since October 2nd.

When I offered to provide these logs in a zip file (all html and some images), the tech who was most recently at my house declined to give me an email to send them to him or his supervisor/s.

I have been unable to get an email address from any tech or send these logs to anyone other than the Comcast West Executive Escalation contact I have whom I haven't heard from since last Thursday. I have more logs up to this day which I'm attaching to this complaint. Comcast doesn't seem to care about the logs.

\*This particular email has taken over 3hrs to send so far since internet was down.\*

Now, a full month+ since my original complaint to you, Comcast wants to swap out my purchased modem(part of my original complaint for overcharging) and their new X1 DVR with new units, charge me again \$10/mo for their modem, and credit me the \$10 to test things for 2 weeks.

I'm far from an expert on Comcast cable TV, but ingress from the node in the neighborhood drops modems and pixelates the TV regardless. Eliminate the modem and there is still ingress on a pixelated TV - I've seen this first hand since my internet is down so much. Internet is down? Still getting pixelation. They have said my signal is 100% multiple times and only just last Thursday found my neighbor feeding ingress into my house at the pole.

I just want to make sure that my last complaint was not closed on Friday of last week (10/28/16) and update the record.

The person I have been dealing with is Daniel T. @ Comcast West Executive Escalation - Ext: 3025546. He said he would call me Tuesday (last Thursday) because they were overwhelmed with people complaining about data limits.

The technicians I have phone #'s for and have been in contact with this month - both company phones:

Jerome 505-206-2369 Matt 505-205-5336

Thank you.

I'm attaching the logs I have since 10/28/16 for the modem signals/eventlogs and also downtime since 10/2/16. Extract the zip and double click index.html - simple as that. I'm guessing they will accept the zip from you.

## Ticket: # 1296163 - yahoo forces readers to click twice to view an article

Date: 11/1/2016 10:08:20 AM

City/State/Zip: Erie, Pennsylvania 16508-2538

Company Complaining About: Yahoo

## Description

#### **Description**

When the url for an article is outside yahoo's servers, yahoo creates a link to a page on its server, which points to the page outside. A reader must click twice to access the article. This may result in yahoo counting twice as many clicks to reach an article, artificially increasing interest in the article. This was not being done before verizon expressed an interest in buying yahoo. In the past, if a reader clicked on a link, the article itself is accessed, without the extra step which is required now.

Ticket: # 1296401 - E-mail issues; cannot send e-mail and possible virus's etc etc...

Date: 11/1/2016 11:50:49 AM

City/State/Zip: Henderson, Nevada 89044

**Company Complaining About: Cox** 

#### **Description**

Cox Cable my provider for e-mail problems has informed me on numerous occasions that they "Do not send out It tech's to homes" It is to all to de done with help over the phone. Send out a subcontractor instead. Those persons have not the knowledge of correcting any e-mail problems. I cannot send an e-mail or when I go to a secure site on https it does not allow me to follow through on any banking transaction. I was told by a representative on the phone I was on unsecured port numbers and I have been with Cox for over 23 years. The company had me change port numbers on only one user. Since I changed the port number on 10/21/16 approximately I have not been able to send an e-mail out and my password with the provider had to be reset by another rep from Cox Cable. We did have an hacking outage in the Area of Henderson, Nevada 89044. effecting all twitter e-mail etc......That was at the same time. This problem has occurred for more than a year now.

Ticket: # 1297666 - BRIGHTPACKET ISP UNFAIR PRICING AND CONTRACT

**TERMS** 

Date: 11/1/2016 9:13:38 PM

City/State/Zip: Vernon, California 90058 Company Complaining About: Brightpacket

#### **Description**

As I have spoken on the phone twice now and have had multiple conversations by email with Mr. Jong of Bright Packet, one confusing concern is that the content of our conversation through email is in constant disconnect with our phone conversations. (b) (6) from the office has recorded several occasions in which she has called him about disconnection issues since November of last year, to which he responded with incoherent explanations or excuses. For example, most recently in our phone conversations, we brought up the issue of DISCONNECTION and CONNECTION INSTABILITY during business hours, which we have stated multiple times was the only problem with his service (other than the lack of CUSTOMER service) when an interruption of internet service can and has cost us financially and temporally.

Yet, during and following the phone conversation, they replied with an unrelated statement about how they, BRIGHTPACKET, guarantee 1.5 mbps bandwidth, when we clearly stated, multiple times, that they bandwidth was not the issue and our main concern was CONNECTION INSTABILITY. We have tried to talk to other members of his business because of the apparent inability to communicate with them due to his unwillingness to listen to our service issues as well as an apparent communication barrier on the phone. We had our office manager (b) (6) try to discuss with them our issues and clarify the contract terms to cater to his linguistic barriers as Korean seemed to be his language of choice, yet there has been minimal action on his part to help us resolve this issue.

We are grateful they did come personally to check the connection and network hardware here at our BNA COLOR facility, but the problem is that they themselves told (b) (6) they may not know exactly what is causing the problem, and that his knowledge in network and connection troubleshooting and diagnosis is minimal. Also, they personally told (b) (6) that the connection issues were due to high volume use from four to five of our eight IP addresses here at BNA, and gave them a report outlining the data usage by IP. Upon close review and contemplation, anyone can see that such usage is absolutely within the scope of normal business use, and considering that they GUARANTEE a consistent bandwidth of 1.5 MBPS as they so adamantly use as a response to all inquiries past, it is absurd to expect us to believe that the instability of the connection is of our fault.

(b) (6) even reported being verbally abused, and threatened with intent to "report to collections". Thus we are confused as to why they consistently refuse to let others, even those within his company BRIGHT PACKET, help us resolve this dispute.

If they have any other clients, which I am sure they do, comparable usage should be observed as being supported by his services perfectly if his guarantees are indeed trustworthy and his service, as they declare with the utmost certainty, is stable. We absolutely understand that we signed a service contract with them and we want to continue business with them, but they must understand that is IF AND ONLY IF the service is reliable and we feel they are holding up his end of the agreement. This is not being done. We are losing time and money trying to figure out why the connection cuts out

randomly, especially of concern during business hours. This has forced us to review our contract and review the terms outlined in it. Yes, we see that we have agreed to 3 years, but there is no termination clause that outlines what the penalties and fees are with early termination, and there is no clause outlining what may warrant a termination of contract due to service dissatisfaction and unreliability. I personally had to research their terms on their website to find such clauses, and wonder why these terms were not given to us at the time of contract.

In the agreement term/ termination default clause which I found after personally digging through their minimal website, it discusses the option of an initial term of one year, in which we could terminate any recurring renewals or contracts if the proper prior notice was given. Yet again, we weren't even made aware of such options until this became an issue. When I called Mr. Jong 3 weeks ago, I asked multiple times to speak with someone more versed in English for ease and precision of communication, yet they expressed in ill temperament and unwillingness to help stating that no one else could help, despite stating they have to confer with his "partners" for an approval for the a disconnection request. Again, I was bombarded with irrelevant rants about his bandwidth guarantee, as well as incoherent yelling, and I simply asked him for a technician to come diagnose our issues by this week Monday. He said if we terminate the contract, we would be responsible for the total amount for the whole period of the contract (3 years 11/15-11/18). That amounts to close to \$7000, which we feel is unfair given the circumstances, but also an amount normally we would more than happily oblige to if we were terminating the contract for issues on our side. In this case, we feel his services fail to hold up to his promises and service we were advertised before binding contract with them. Also, I called in Monday to verify that a technician was coming, and they said they were unable to schedule one. Even though at this point we doubt the plausibility of his excuse as to why, after all this time, they haven't and seemingly cannot send a knowledgeable and experienced network technician to us so that we may continue utilizing his services, we are trying to simply resolve our internet stability issues, no more, no less. Thus, all we ask for is a term of negotiation to resolve this prolonged dispute by: outlining a more sensibly reduced early termination fee, or renegotiating our contract and monthly dues because we clearly feel the service we receive is incongruous to the fees we pay, or finally, by shortening our contract term to the end of this year, which will give them ample time as an ISP to find a new replacement client.

Please understand that as a business our connection stability is of top priority. We have done all we can on our side to find and fix our connection issue, and we have isolated the issue to his service. They may ask how we know, and that is because we have documented prolonged ping tests and connection tests that indicate significant packet loss and high latencies not only to test servers across the country, but even local ones here in California, all executed through a direct hard line megabit Ethernet connection to remove network hardware from the equation. To whom it may concern, we just want a stable connection. Stability has been an issue with his service since it began, as we have recorded starting from November of last year. Sadly, throughout all this time, our needs have not been met or even considered, and honestly Mr. Jong's personal demeanor as a businessman has been slightly offensive if not only incoherent. Please take this into consideration, and let us know what options we have, whether that be renegotiating as outlined above, or fixing 100% our connection instability issues. Ultimately, I hope that we can resolve this in a satisfactory manner for both parties.

## Ticket: # 1297735 - Bad routing

Date: 11/1/2016 10:10:53 PM

City/State/Zip: San Antonio, Texas 78228-2351 Company Complaining About: Time Warner

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#### **Description**

Bad routing along several nodes. I play online video games often and get lag constantly but only on certain servers. The first thing that comes to mind is bad routing. I've had this problem for months already, so I've finally had enough. Ran some tracerts 2 months back or so and it was... pretty awful and it hasn't gotten better. I don't know much about nodes and tracerts, but having TWC ISPs showing ping this high can't be good.

Ticket: # 1297834 - Cox still pushing surveys with no opt out

**Date:** 11/2/2016 12:20:16 AM

City/State/Zip: San Diego, California 92107

**Company Complaining About:** Cox

## **Description**

Cox is still pushing surveys at me with no opt out provision. The only way to get rid of this thing is to close the underlying window and start over, which is extremely annoying when trying to do time-critical tasks. Make them stop.

## Ticket: # 1298110 - Mediacom unreliability

Date: 11/2/2016 10:21:04 AM

City/State/Zip: Millville, Delaware 19967 Company Complaining About: Mediacom

**Description** 

Sirs

Mediacom internet in our area is so unreliable as to be laughable. This is a Doctors office and we constantly are booted, constant sluggish services and never a resolution.

Today we are down for hours and nothing seems to motivate the folks.

My wife is taking an online Masters program out of TX and has many times in the last six months been unable to connect from home. We are apparently all on the same hub.

Given the extraordinary high fees charged, why is this allowed to continue?



#### Ticket: # 1299858 - MY SERVICE

Date: 11/3/2016 8:13:49 AM

City/State/Zip: Atlanta, Georgia 30314 Company Complaining About: Comcast

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#### **Description**

THIS IS MY 4TH OR 5TH COMPLAINT NOW I'VE WORKING TO SATISFY WHAT IS OWED AND MY SERVICES SHOULDN'T HAVE BEEN INTERRUPT TO BEGIN WITH NOW I HAVE AN ARRANGEMENT TO SATISFY WHAT IS OWED BY THE 12TH OF NOV PER THE ESCALATION SPECIALIST MYA IN THE AMOUNT OF 144.00 BUT I'VE BEEN MAKING SMALL PAYMENTS TOWARDS MY SERVICES SO THE AMOUNT OWED NOW IS 118.00 MY INTERNET CONTINUES TO BE TAMPERED WITH AND HAS BEEN OFF SINCE LAST NIGHT AND ALL MY SERVICES WHERE RESTORED ON TUESDAY....I WOULD LIKE FOR THE CEO OF COMCAST TO TALK TO ME ABOUT MY CONCERNS BECAUSE I TAKE ONLINE CLASSES I DON'T NEED MY SERVICES TO BE TAMPERED WITH THIS IS SO UNPROFESSIONAL...EVERY TIME I TRY TO GET ON THE INTERNET IT TAKES ME TO THE COMCAST HOME PAGE

## Ticket: # 1300298 - Comcast MSNBC

Date: 11/3/2016 12:45:33 PM

City/State/Zip: Dearborn, Michigan 48120 Company Complaining About: Comcast

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#### **Description**

Dear reader,

I have been a loyal Comcast consumer for the past few years and I am sending my first complaint (of many) regarding the implementation of their data caps. I believe that this should be a practice banned by the FCC because it is a tactic to withdraw more money from consumers. More money than necessary, and the side effects of such policies can have adverse effects upon the lives of their consumers. Thank you for reading this, and I hope this agency comes to the right decision regarding this case in a swift manner.

## Ticket: # 1301137 - illegal tetecommuniation surveilance - iphone + internet

Date: 11/3/2016 6:08:03 PM

City/State/Zip: Bellevue, Washington 98009 Company Complaining About: Verizon Wireless

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#### **Description**

This is 3rd X I've written about this illegal interception of incoming and outgoing calls and internet messages. I have matters of grave import to handle, and I need to be able to reach my lawyers, clients, and family and friends.

VERIZON WIRELESS employees, in addition to some FCC employees, have allegedly been "paid off" to insure calls are tracked, diverted, even deleted on VW grid designed my MS NO! This is the USA and I expect to have my privacy and safety protected.

# Ticket: # 1301466 - internet Date: 11/3/2016 9:45:52 PM

City/State/Zip: Plant City, Florida 33566

Company Complaining About: Bright House

#### **Description**

Me and my wife called Bright House on 10/31/16 to understand why we was charged a price for standard internet and a price for the "100 Lightning" internet. Total price of \$107. Speed was never an issue with the service, it was always reliable wi-fi. Several techs have been here in a year's time, approximately 6 or more techs, but they never could really pinpoint issue or have a solution. The lady my wife talked to on 10/31/16, said my wife would be getting a call from a supervisor the next day. We still haven't received the call.

Ticket: # 1301707 - WIFI and EMF out of control in Alabama Please can you help me?

Date: 11/4/2016 8:01:35 AM

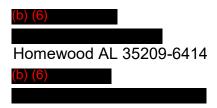
City/State/Zip: Homewood, Alabama 35209 Company Complaining About: Charter

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#### **Description**

I have become sensitive to WIFI and EMF. My electric company refuses to give me an opt out. It is also WIFI that has gotten horribly loud in this entire area. Is there any one with the FCC who can check this area and see if this is legal? I cannot sleep or rest or even relax because it is so loud. Please help me.

I am sure if you will check the amount of WIFI they are putting into our air, it is excessive and illegal.



This is a problem all over, and not just with my provider. I think I contacted them, but I am not sure. I know I contacted the electric company, but this is more than their signals. This is coming from all over the place and it is miles from my home. It is an Alabama thing. When I was in TN last year, it was quiet there. On the way south down I65 it was quiet along the highway, until I got just north of Cullman, AL. There the WIFI noise began and it continued to my home. We are being dosed with too much radiation, and it cannot be safe. I am a cancer survivor from a couple of years ago, and there is a lot of it in this area. Please can someone check this area to see if this is legal. It just cannot be safe or legal like this.

I keep WIFI turned off on my computer. I checked and my computer will pick up a whole lot of signals, including one that says "Free Internet". They are surely coming via satellite, and they are excessive and illegal.

Please help me. This is causing me to loose sleep and the WIFI noise never stops.

#### Ticket: # 1301777 - MICROSOFT INTERNET EXPLORER ERRORS

Date: 11/4/2016 9:08:22 AM

City/State/Zip: Margate, Florida 33068 Company Complaining About: AT&T

#### **Description**

After Microsoft discontinued support for Windows Live I had problems with my computer. I finally caved in and purchased Office 365. Since then I have constant problems with "script messages" that pop up continuously while online. They made be purchase a subscription to the Assure support @ \$150.! and the still cant fix it!

Ticket: # 1302446 - Unfair practices, cable/phone/internet outages, poor customer

service

Date: 11/4/2016 1:41:08 PM

City/State/Zip: Medford, New York 11763

Company Complaining About: Optimum Cablevision

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#### **Description**

Optimum cablevision in zip code 11763 updated service at approximately 1am 11/3/16. Since then, I have no working modem so no internet or phone service, and several cable boxes no longer work properly. Cablevision lies about their service appointment times and I get a different answer every time I call. Whenever I do get service, each rep tells me something different, blames it on the prior rep, blames it on the wires in the house (which we have had rewired and KNOW that is not the problem), or they simply say unplug and replug the box/modem/router which is NEVER the answer. They are rude, unprofessional, say whatever you want to hear, do not provide the service, and do not fix the service. I also have to call several times in order to get a credit for the outage.

## Ticket: # 1302640 - Charter Internet

Date: 11/4/2016 2:34:03 PM

City/State/Zip: Saint Louis, Missouri 63117 Company Complaining About: Charter

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#### **Description**

For the past 30+ days, my internet keeps going out, or drops. Charter has sent 3 technicians out within these past 30 days to resolve the problem, but still having the same issues. I had spoken to Ashley (night manager) on 10/30/2016 at 11:40 pm and she compensated me \$20 off my bill. That's not enough! I was not having these problems until I cancelled the TV service I purchased through them. Are they punishing me for that?

#### Ticket: # 1303216 - No notice of service termination

Date: 11/4/2016 6:32:11 PM

City/State/Zip: Phoenix, Arizona 85037

**Company Complaining About:** Dish Network

#### **Description**

On Oct 30th 2016 we lost signal to our internet. We called our internet provider Dish Network on Oct 31st 2016 and after several unsuccessful attempts to find the source of the problem over the phone an appointment was scheduled for a Dish Network technician to come to our home on Nov 1 2016 between 12-2pm. The rep's explanation was that because his system showed no other costumers at our location had complained that the problem must be "outside of our unit." Therefore a technician had to physically come out and assess the problem. At approximately 3 pm on Nov 1st 2016 we called Dish Network because the tech never showed and never called to cancel or reschedule. We were told on the phone that there was an area wide outage and we would have service restored when the issue was fixed, and call back in a day. On Nov 2nd my wife called again to check the status of the issue. We were told once again that there was an area wide issue and couldn't give us further detail nor an estimated time of when our service was going to be restored. We also inquired as to why the technician no showed and also didnt call or reschedule. The rep's answer to that was that he did show up but because the problem was not just in my unit but the whole area that he wasn't going to stop to check into one unit. As of october our account was current and we had a zero balance so payment was not an issue. Unsatisfied with the customer rep's lack of knowledge we asked to speak to a manager. A manager by the name of Marcel came on and we explained our situation to him and asked for an estimitated time of repair to our service. He continued to explain that our Apartment Complex (Red Hawk at Sheely Farms) had switched internet provider and that a Dish network technician went out there to remove all equipment from the property. And that Dish Network was no longer going to provide us with service, and it was our complex's fault for not notifying us of the service termination. I explained to the manager at Dish network that our complex had always had internet through another provider and we didn't like that company therefore we chose Dish Network on our own without going through our apartment complex, meaning we dealt directly with Dish Network, we set our account directly with Dish Network, we paid our bill directly to Dish Network therefore we would expect Dish Network to contact us directly and give us prior notice of service termination, but Marcel the Dish Network manager insisted that that was not their responsibility and that they couldn't possibly notify every customer. I informed him that Dish could have attached a notice to our monthly bill so we would have sufficient time to address the issue at hand and obtain internet service from another provider. He continued to insist that it was not Dish Network's responsibility and they could not possibly inform all of their customers, and again insisted that it was our complex's responsibility to notify us. I informed them that our apartment complex had nothing to do with my account with Dish because I didn't set it up through my complex, meaning how can our complex notify us of the issue if they had no clue as to our account with Dish Network since we were not required to report our account to our apartment complex, unless we were mounting a satellite dish which we did not. Later on that after noon I spoke to our apartment complex agent and informed her of our situation and she stated that the Dish Network technician had indeed showed up and angrily ripped out all equipment from the property, she also added that the complex had given Dish Network sufficient notice of their plan to use a different internet provider, I believe 30 days. Enough time to warn their customers but Dish failed to do so and instead took out their frustration on their customers and left us with no service without notice. In addition I purchased equipment from Dish Network that is

now useless to me and they refuse to issue a refund. The new internet company uses equipment not compatible with the equipment sold to me by Dish Network. Shortly after ending our phone call with Marcel I received an email that our service appointment was canceled due to an outage. That was a day after the scheduled appointment.

Ticket: # 1303278 - Online Dating sites

Date: 11/4/2016 7:29:22 PM

City/State/Zip: Los Angeles, California 90013-1220

**Company Complaining About:** Time Warner

**Description** 

There is an annoying website called brides4love.com ,.unsubsribed first two times after that, the unscribe section at the bottom of any marketed email lately just goes to the website.

When I contacted them by letting them know that I would contact you if it persisted. Obviously they didnt blink at that very thought, so can you do the world a favor and contact them please.

Thank you ever so kindly.

### Ticket: # 1303431 - Internet runs to slow

Date: 11/4/2016 9:52:24 PM

City/State/Zip: Leitchfield, Kentucky 42754

Company Complaining About: Windstream Communications

## **Description**

I can't watch Netflix without it buffing and I can watch anything on my lap top or iPads because everything is slow or won't run at all. Getting to be a problem. Thinking to switch somewhere else if not fixed. Been with Windstream 24 years .

## Ticket: # 1303492 - Billing/Customer Service

Date: 11/4/2016 11:30:26 PM

City/State/Zip: Modesto, California 95355 Company Complaining About: Comcast

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#### **Description**

I signed up for Comcast over a year ago (just recently stopped using their service). From day one I have had nothing but issues. They had sent over 4 or 5 technicians to my house to identify and fix the issue. None of them could and I could never get a solid connection. The last two stated that I needed to have a new line ran from the box across the street, but they would need to obtain a permit. They requested a permit from the City 3 times and PG&E came to my house and marked up the site numerous times and the work was never completed. On one occasion (maybe after the first permit was pulled). I called to check up on the status and they stated that my neighbor complained about the work. I went to their house and no one ever came to talk to them. The next permit that was pulled. I waited a couple of months and they stated that the last customer service agent didn't process the correct document and the permit is still pending. Then another permit was pulled. I was left with a note on my door from the contractor who was going to perform the work and Comcast never followed through with them. I was continually promised that they would reimburse me all of my payments once they corrected the issue; however, the issue was never corrected. The last manager I spoke to stated that they were going to send another technician out. I explained to him the issue had already been identified and a new line needs to be ran. He stated that I had been using an extremely large amount of internet and a new line was not needed. I told him that I dont have a solid connection and I'm not home all of the time so there is no was his numbers are correct. I also told him that have been waiting for over a year to have the issue fixed and your department told me over and over I would be reimbursed. This was in June 2016. I requested to close the account and have all of my payments reimbursed. He stated that they can only reimburse me for 3 months back. I explained to him that he needs to check all of the notes from day one, because other agents were able to read them to me and the notes are clear. When I closed my account the monthly payment had increased from \$39 or \$49 a month to over \$79. the customer service stated that they can't even file for a refund until I pay the account. I explained to them I'm not responsible for the increase and do not owe anything, but I am owed a refund for all of my payments due to me being promised and Comcast never fixing the issue. As of today, there was never a new line ran.

Ticket: # 1303675 - Connection problem on their side. Leave me without service. Didn't check their side first.

Date: 11/5/2016 11:41:42 AM

City/State/Zip: Upper Darby, Pennsylvania 19082

Company Complaining About: Rcn

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#### **Description**

This problem has now re-occurred after a few years and the same incidents have transpired. Now the employees have added lying on to the list. A year ago/few years ago I experienced a service outage with my cable internet service. I do not remember the time, but I do remember the details clearly. Without notifying me or contacting me, my service was cut off while I was home. It turns out a tech came out, neglected to attempt to fix the problem while he was here and left me without service. I had to shortly after try to diagnose and figure out what happened. Then I called in and spent more time on the phone. I was then informed there was a interference issue with my service and they would have to schedule a service call at my inconvenience. It turns out, that the connection problem was outside of my house with a cable termination. The problem is, that when the tech came out the first time, I was home, and he did not at least check the connections outside and did not ring my doorbell or try to have the office call me. I have a loud doorbell, 2 dogs, and a sign in black lettering on white next to the door that says "ring doorbell" with an arrow pointing to the right. As it turns out, the same problem has resurfaced this week. My service went out on thursday evening, while I was at home. Nobody rang my doorbell and nobody attempted to check outside. I was left without service. I was told an appointment was available the next day but they refused to show up unless I was home. I told them this same interference problem was caused by a connection outside previously and this is most likely the case. I told them they should make a trip regardless as this is a repeated problem outside, and their tech should have addressed it on thursday when he showed up the first time. So then I was without service until they could show up today, saturday morning. Oh, to preface this, I spoke with a supervisor again last night after they neglected to show up on friday, and she indicated this issue was due to a disconnect order that crossed with the update that I had already just paid for my bill hours earlier. In fact this is not the case, but they are still dwelling on this even though it was an interference issue. So when the tech showed up this morning, saturday nov 5, he asked to come in my house. I asked him first if he had checked outside first, he stated that he checked the signal and it must be coming from inside. I also stated that this has happened before and it was outside. He refuted this possibility and I let him in. He then claims that he tightened my connection on the back of the modem which he claimed was causing this noise and that he tightened it a full turn. The day prior I had put the connector back on and it was fully on. There is no way that it could have taken a full turn more. Understand that I am a contractor and work with cable, satellite and internet myself. It could have taken a 1/4 - 1/6 turn at the most. Also connectors are still making full contact, even backed off a full turn. Anyway. He then went outside at my block and did something that I did not see. My service was up and running and he again stated that it was inside due to the tightening and nothing was done outside. After he left, I went outside an low and behold, I discovered what happened. He cut off the end of their line coming down, and put and new end on it. He lied. I found the cut off piece, lying in a rain gutter diverter trough which would have had to otherwise be lying there for over a year /years through rain, wind and a backpack leaf blower going through the bushes and on top of it. Also the cut end showed no rust, and still was compressed from the cut. The connector pin end had rust which was the cause of the problem. Bear in mind, that their connectors do not have a silicone or o rings for

weaterproofing. I have connectors on my truck in my driveway that have o rings and silicone inside. This problem is clearly going to repeat itself every couple/ few years. Not to mention my aggravation, time on the phone, frustration and periods of lost service. Not to mention that the tech lied and the company clearly does not feel an remorse or do not seem to address the fact that their tech would show up, not even check outside connections first, before leaving me without service and inconveniencing me to have to be at home for their failures. After speaking with the company this morning, addressed these latest issues. I am awaiting a call back from a supervisor. I was also made aware that I could be charged for a service fee as this tech claimed it was an inside problem. I was told this charge would be removed, but you see the risk factor and issues that could result from this tech lying and if he insisted upon his claims. The techs name was John.

#### Ticket: # 1303720 - Verizon dsl

Date: 11/5/2016 12:36:23 PM

City/State/Zip: Greenville, Pennsylvania 16125

**Company Complaining About: Verizon** 

# Description

I have had internet issues for the past 5 months. I don't have internet more than I have it. I've made numerous calls to Verizon...they always say it'll be fixed but it never is. I'm sick of calling them and spending hours on the phone and wasting my time waiting for tech after tech to come out. When they do come out they treat me like I'm stupid and say oh it's to many people getting on in your area or its this n that but it has yet to be resolved. I'm sick of paying for something that doesn't work 80% of the time. It's not just me either. It's our whole area that is having the same issues.

# Ticket: # 1303995 - Loosing Singal Cable Service ATT

Date: 11/5/2016 5:59:13 PM

City/State/Zip: Hanford, California 93230 Company Complaining About: AT&T

#### **Description**

It's going on almost 2 months we keep loosing wifi signal on the U verse system. One att customer rep tells me a supervisor will call me back in an hour still waiting for that call then was told there gonna dispatch a tech to my Home still waiting for that. As every day the signal drop issue gets worse. Now today lost service 6 times have to use my sprint wireless service to file the complaint. So after I paid the balance in full the chat rep Annamie D keeps saying is your service still doing it. So i reply and say why u keep asking because att is the ones doing it she said oh no I just wanna give you credits but I didn't get I did get a huge 20.00 credit on a \$503.00 cable bill. They are ripping people off!

# Ticket: # 1304244 - Data Caps

Date: 11/5/2016 10:29:34 PM

City/State/Zip: Naugatuck, Connecticut 06770 Company Complaining About: Comcast

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# **Description**

Data caps on cellphones were proven to be complete BS and just a money grab. Now its happening to our regular internet connections mainly from comcast. This needs to be stopped.

## Ticket: # 1304554 - Comcast Refusing to Respond

Date: 11/6/2016 12:50:53 PM

City/State/Zip: Atlanta, Georgia 30316 Company Complaining About: Comcast

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#### **Description**

The Comcast cable wire between the utility pole and my house was severed resulting in me losing all services (security system, internet, and cable) and a cable wire hanging in my yard and the street. The first time I called Comcast about the issue (to remove the wire and restore service), I was promised a phone call by a service technician within 30 minutes (told a precise time - 7:12 pm) and that the issue would be fixed by 9:00 pm that night.

Around 8:30, still not having heard anything from Comcast, I called back, was told that the prior agent had lied to me, that there was no way that Comcast would restore service that quickly or call me back, then told I would have my services restored and the hanging cable repaired the following day. The next day, I called to check on the status of the repair, was unable to get out of the automated system for more than 30 minutes (despite requesting an operator at every prompt and being told I was being connected to an operator) and, when I finally spoke with a live person, was transferred three times and, finally, an hour later told I had no appointment for service.

However, I was "guaranteed" multiple times that the "back office" had the request for appointment and that someone would be at my house to restore service and repair the hanging wire between 5:00 and 7:00pm that day. The person that "guaranteed" my appointment and service was a supervisor because my ticket had been escalated at this point. He also said that I would receive a call before the technician arrived. I requested a direct number so that I could verify the appointment or speak with the technician should there be an issue and was told the only number I could call was the main Comcast line and, again, work within the automated system to try to speak with someone that might be able to help me.

Around 6:00pm, I had not heard from the technician (that was to arrive between 5:00 and 7:00) so I called to check on the status of the appointment. After another hour on the phone, being transferred multiple times (with being put on hold for someone to "look into the issue" then, five to ten minutes later, having an entirely new person pick up the line and ask why I was calling), and speaking with another supervisor, I was told I had no appointment scheduled, the only appointment that was ever scheduled was for two days later, and that appointment was inexplicably cancelled.

At this point, the supervisor said the best he could do was reschedule the cancelled appointment (still two days later) but that the technician would only be able to troubleshoot my services and could not fix the hanging wire.

After reviewing Comcast support forums (which are on the XFinity website), I noted several instances of this exact behavior of Comcast (promising a call within 30 minutes on the initial call, stating surprise that the prior agent would say such a thing since it would be impossible, then promising another time, which would then be refuted by the next agent). My experience is indicative of an overall Comcast policy of intentionally stating lies to customers and refusing to correct safety and service problems.

To date, I still have no service (including a security system, cable, and internet), still have a hanging cable wire in my yard, and still am being charged my full bill (which also does not reflect unrelated promised credits - that's a whole different issue for a different day but also involved countless hours, calls, and lies).

# Ticket: # 1305443 - continued interrupted service

Date: 11/7/2016 12:14:44 PM

City/State/Zip: Philadelphia, Pennsylvania 19116

**Company Complaining About: Comcast** 

## **Description**

My service is constantly interrupted. I have had to exchange equipment, have service people out, and the problems continue. I request speaking to a supervisor, and the service provider hesitates or puts me on hold for extended periods, the have attempted to over talk me on occasions just to frustrate me in hanging up. I need your assistance. Senior Citizen.

#### Ticket: # 1306224 - removed phone insurance on my account

Date: 11/7/2016 5:35:37 PM

City/State/Zip: Rohnert Park, California 94928

**Company Complaining About:** AT&T

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#### **Description** I was previously on my boyfriends AT&T account. When I broke up with him I went to AT&T on 2-26-and it was tied up in my ex-boyfriends account so they issued me a new phone numb until he released it from his account. He released my phone number (b) (6) I from his account on April 5, 2016. On that same day I went to the AT&T store in San Marcos where I lived at the time and told them that I would like to have my previous phone number (b) (6) moved to my account (b) (6) They verified that he had released my 916 phone number and they changed my phone # to (b) (6) I DID NOT ask them to make ANY CHANGES to MY ACCOUNT, just to change the phone # from (6) (6) and they did that for me that day. When I started my account on 2-26-16 I owned a LG H810 phone and I requested and paid for insurance for that phone that day, please see attached contract. In early Oct 2016 my LG H810 phone stopped working. I called the insurance company for AT&T and was told that my LG H810 phone did not have insurance on it. I called AT&T and they told me that at the time they changed my phone number to (b) (6) the insurance for my phone stopped because the insurance on a

phone follows a phone number not the phone. I told them I did not ask for any changes to be made to my account, I just wanted them to change my phone #. They again said that the insurance follows a phone number and there is nothing they could do to help me. I did not change my account nor the coverages on the phone I was using. AT&T failed to provide all the coverages (insurance on my phone)that I had on my account when they changed my phone number. They are the ones that removed the insurance from my account not me. So instead of paying the insurance company \$100 for a new phone now I have to buy a new phone which will cost several hundred dollars. I just cant

do that, I am disabled through social security and have a very small income. Please help me.

#### Ticket: # 1306448 - Service Issues

Date: 11/7/2016 7:01:25 PM

City/State/Zip: Heislerville, New Jersey 08324 Company Complaining About: Comcast

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#### **Description**

Whom It May To Concern,

We are in need of help and don't know what to do. We have been with Comcast since 2003. In the beginning service was never that great. TV was always had static, internet was ok. At that time, no one used electronic devices as we do today. We would call and have a technician come out. The service (TV) would not get much clearer. For years to follow we just dealt with it. Occasionally calling and trying to see if we could get help, but to no avail. The only time we went without service was when we were being charged for services we were not getting and we refused to pay, but this only hurt us in the end.

We have always stayed loyal to Comcast, not switching to Dish etc. For the internet, we are in a no-win situation, Comcast is our only option other than dial up, which would never be able to handle todays internet demands. The copper phone line is slow, and unreliable. We haven't had a landline for years due to this. DSL is not available in our area.

This past year our service has gotten unbearable, sometimes it works, other times it stops working. We are not the type of people to make a big fuss and cause trouble. At this point we don't know what to do! We thought there would be integrity in such a large company. A company that cared about the customer. Apparently, they don't! Comcast's main concern is selling you services, pushing their phone service when we don't want or need it. It's amazing how they can be so persistent on sales, but not on customer service.

When we call customer support, all they do is push their phone service on us. We can't get good internet signal, how will a phone line be any different. It works off the internet.

We have been told so many conflicting things, from customer support, to technicians, to supervisors. As a customer, what do we do????????

We've rented modems and routers. Bought our own equipment hoping it would help, but it didn't help. We returned the rented equipment, but kept getting charged for it. We could not find any paperwork to prove we returned the equipment, so we ended up paying for the devices in full. You would think after all the years of rental we paid, they would just be yours anyway.

Below there are a few notes we documented around the end of April 2016, as service became unbearable.

On or about April 2016, I contacted Comcast about my service not working properly. Comcast sent out a technician. I was told that the cable line running underground was bad. An order was put in to have the line replaced. I received a letter dated May 13, 2016 from Comcast stating that

my service location falls outside the company's standard guidelines. Comcast wants me to cover the cost for \$4,506.13. I gave this letter to a friend who does accounting work for Comcast, she then gave the letter to her supervisor, he said that Comcast would eat the cost and repair my line at no cost to me. A work order was placed in May 2016.

On May 24, 2016, I contacted customer service about my service still not working. I told them that there hasn't been any work done to repair my line. My internet would work for a while and then stop. The TV would stop working too.

On June 1, 2016, a technician came out again. I was told there was a bad splice by my garage. He also said one of the amps was not working. The technician hooked the line to the good amp. Then I was told there was nothing wrong with the cable line underground. So now I'm being told two different things. After the tech left, the internet worked for half an hour then stopped. This is how service continued.

June 4,2016, I called customer service, again. I spoke with Valerie, a second-tier agent. She set up for a technician to come out. This time the tech told us our router was bad. So, I replaced the router. Internet worked until June 12, 2016. On June 13, 2016, a supervisor by the name of Angel came out. Angel told us he was going to speak with his construction crew and that he would let me know what they could do. June 15, 2016, spoke with Angel, he said plans were going through to have the underground line replaced. I was told it could take up to two to four weeks to see any construction being done. We waited patiently. Nothing happened. We needed internet badly, my husband works from home and needs the internet for his work. So, we ran our line ourselves. The cable line is laying on top of the ground. I called customer service at the end of September, a representative said someone would call within twenty-four hours. No one ever called. Also, the representative informed me that the work order that was placed back in May 2016, was still open.

We would appreciate any help possible.

Sincerely,

(b) (6)

## Ticket: # 1306485 - Over 4 years of bad service from Comcast

Date: 11/7/2016 7:29:07 PM

City/State/Zip: Lansdowne, Pennsylvania 19050

**Company Complaining About: Comcast** 

#### **Description**

I have been using Comcast for several years now and the majority of that time my internet has been very unstable. The technicians that they send refuse to acknowledge or fix my issues. They instead try to convince me that they are nonexistent or "impossible" to fix. Outside of my actual monthly bill I have spent at least a thousand dollars on devices and hardware to solve my problems. All to no avail. I took it amongst myself to become educated on how home networking really works and how to troubleshoot it. I can clearly see high latency and packet loss when running traceroute commands. This latency is very consistent and complete eliminates my ability to compete in online gaming. While gaming it is as if I am of lower priority than my completion and even sometimes seconds behind them in real time. Comcast is well aware of the issue and the frustration that I am facing and still have not resolved the issue or compensated me for it. I have a strong assumption that there is work to be done in this neighborhood that they are neglecting. Regardless, I feel completely cheated and robbed paying for service every month and not seeing any solution.

I would also like to add that once I alerted them that I would contact the FCC if continued to neglect me, I found myself unable to visit the FCC website for a short while.

I have multiple videos displaying my issues however the do not appear to attach properly.

Ticket: # 1306873 - Internet disconnect

Date: 11/8/2016 12:32:39 AM

City/State/Zip: Los Angeles, California 90066

**Company Complaining About:** Frontier Communications

# Description

Constant disconnect from Internet.

Ticket: # 1308207 - sabotage internet

**Date:** 11/8/2016 11:21:56 PM

City/State/Zip: Baltimore, Maryland 21220

Company Complaining About: My Service Worked They Were Sabotaged

**Description** 

try to log into infowars.com service blocked, prison planet blocked

# Ticket: # 1308218 - spam email

Date: 11/9/2016 12:09:22 AM

City/State/Zip: Palos Verdes Estates, California 90274

**Company Complaining About: Qvc** 

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# **Description**

Every time I click on "unsubscribe" I get an error message saying We're sorry, the system could not process your request as the service is unavailable. Please try again later, or contact Customer Service at 1-888-345-5788 for more information." The address the spam comes from is: support-b3hc98kbftcujdautdg7vqdryhckxf@e.qvcemail.com.

# Ticket: # 1308907 - Cal.net in Calaveras County, CA

Date: 11/9/2016 3:31:24 PM

City/State/Zip: Angels Camp, California 95222

Company Complaining About: Cal.net

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# **Description**

Since Cal.net purchased HSTAR Technology Group, internet service has become less reliable than it already was.

Ticket: # 1309190 - Comcast performing man in the middle attacks to pester me on my data usage

Date: 11/9/2016 5:35:28 PM

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

#### **Description**

Recently Comcast decided to start enforcing an absurd data cap policy. They have even started performing man in the middle attacks on websites i visit to do so. When a third party inserts itself between a user and their destination website and uses fake SSL certificates in an attempt to cover it up, it's usually known as a "man-in-the-middle" attack. Comcast is doing this excessively and by doing this they offer an opportunity for outsiders, employees, or worse to eavesdrop on conversations and steal my credentials. Comcast has multiple legal and less shady ways to communicate with me including email, phone, and even text. Instead of contacting me a in a respectable manner they have instead taken to criminal business practices. I have expressed to Comcast that i do not want them notifying me in this fashion and they still continue to do so. I would switch to another comparable services, however they hold a monopoly in our area that prevents me from doing so. This is a disgusting business practice and the FCC should put a stop to immediately and possible shut down Comcast while opening the copper lines to honest businesses. Comcast continually foregoes criminal behaviors and the citizens should not be in the position to regulate them. The FCC should step up and regulate Comcast better.

# Ticket: # 1309523 - Reporting illegal access to my comcast internet

Date: 11/9/2016 9:53:02 PM

City/State/Zip: Houston, Texas 77076 Company Complaining About: Comcast

## **Description**

I have a serious problem with criminal cyber ring illegally connecting to my Comcast internet account using Cisco tools and isatap. I have already filed several complaints. I recently reported this with my t-mobile phone account. I would greatly appreciate information how to trace these private Cisco and Microsoft mac and ispv6 addresses not listed to search with IANA. I have experienced extreme cyber stalking and abuse for over 5 years since involved in a custody battle.

Ticket: # 1310096 - Abuse Date: 11/10/2016 1:06:45 PM

City/State/Zip: Livonia, Michigan 48150 Company Complaining About: AT&T

## **Description**

AT and T has targeted me and has hooked cable lines to my home that can allow Ppl to access our home . I'm also concerned that they have connected these things AT her school and are violating our lives and interfering with her education. Please warn AT and T to disconnect all access through their company.

# Ticket: # 1310503 - Unresolved latencies in internet service for over 7 months

Date: 11/10/2016 4:31:00 PM

City/State/Zip: Morrisville, North Carolina 27560

**Company Complaining About: AT&T** 

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#### **Description**

My company signed a 3 year contract with AT&T for business grade internet service. Since the installation in May, significant latencies and packet losses in the AT&T line have been causing regular drops in internet and consequently VoIP phone service throughout the business day. Once our VoIP service provider isolated and confirmed with AT&T that the problem was with the AT&T line and not any of our or the VoIP service provider hardware, they notified AT&T. But AT&T has been opening and closing trouble tickets almost daily without doing anything to resolve the issue and it has been 3 months since they were officially notified of the problem. Our contract says that unresolved problems on the part of AT&T should allow my company to cancel my contract if the problem is not resolved within 30 days of notification. But AT&T has made it clear that they will not allow my company to terminate our contract and cease payments without affecting our credit. They insist that they will also not provide any compensation for poor service until AFTER the issue is resolved. But they do not seem motivated to actually fix the problem any time soon. In the meantime, I have had to pay for additional service from a different provider so my company can have internet service. So I am currently paying for both AT&T service and the other service. I need help getting AT&T to terminate our contract for cause since they have acknowledged the problem is on their end.

Ticket: # 1310740 - Unwillingness to Investigate or provide answers.

Date: 11/10/2016 6:59:37 PM

City/State/Zip: Hollister, California 95023

**Company Complaining About: Verizon Wireless** 

#### **Description**

Back in 2015 became a customer of Verizon. First using the Ellipsis jetpack wifi device as a pre-pay customer and with a phone service also pre-paid. Started having problems with the ellipsis jetpack unusual data loss and connection issues as well as picking up viruses though had an anti-virus program. Brought this to the attention to the Store where the device equipment was purchased. Even showed them logs that recorded these strange connection issues and an unusual date appearing. It also seemed that there was another device. Well after being told that this may have been occurring due to my neglect from maybe leaving the device unattended and or not having it in a safe place environment the sales associate encouraged me to get into a contract that would better suit my needs and have a more secure Ellipsis wifi device. This turned out to be false and the problems continued to the point that several devices that I had been using with Ellipsis jetpack became compromised with windows integrity problems and viruses. One device my Toshiba laptop was hacked and taken out by (?), the logs seem to indicate Symantec Corporation and or some one from there. Bootstrap program came to my attention on my other Laptop an HP 630 notebook which identified it as a problem. This info was related to the numerous Techs that I had called into for support. During some of these conversations it was stated that my device should have been a MiFi device, not an Ellipsis jetpack and that my Ellipsis jetpack was not even registered on different occasions. Had also stated to the Tech's that on the occasion that the Ellipsis jetpack became faulty,(This has happen twice.),and had to be returned and another device issued another number appeared with the packaging that had my number but also another number, when I finally got an answer to this reason why another number The Tech said it was my min. Since the start of November have put the account on hold and refuse to pay as have been losing money and my mind behind all of this trouble with the Device(s). Wrote a letter to the Company Headquarters in New Jersey no answer as of yet. Now stuck with two Ellipsis jetpacks the first being prepaid and the other contract. Had to even purchased another Sim card. Have logs and logs to event with my Toshiba laptop. Real interesting Logs let me tell you. I keep thinking should have stayed in Alaska not come here to Hollister Ca.

Ticket: # 1310947 - www.anydesk.com

Date: 11/10/2016 10:02:09 PM

City/State/Zip: Detroit, Michigan 48206 Company Complaining About: Unknown

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#### **Description**

Victor from www.anydesk.com tried to place this virus on my computer because I reported AT&T to you. Please investigate this website! I can't remember the last two digits of the phone number (866) 427-08xx Sorry! The virus appeared on my computer with a phone number to call. Victor was trying to gain access to my computer so I would accept www.anydesk.com to wipeout my harddrive. I did not accept or allow Victor to gain access to my computer. I do not know where the virus come from. I have no accounts with Victor or www.anydesk.com. I have no connection with www.anydesk.com.

# Ticket: # 1311030 - Litestream Internet Outages

Date: 11/10/2016 11:58:20 PM

City/State/Zip: Saint Augustine, Florida 32092 Company Complaining About: Litestream

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# **Description**

We experience repeated outages with this company...at least every two or three weeks, for hours, sometimes days at a time. Causes major inconvenience for people who work from home and children needing to do homework.

#### Ticket: # 1311216 - Mind control Barack Obama Terrorism

Date: 11/11/2016 11:06:50 AM

City/State/Zip: Simi Valley, California 93063

**Company Complaining About: AT&T** 

#### **Description**

ATTENTION HOMELAND SECURITY PROGRAMMERS FOR REMOTE NERUAL BEHAVIOR CONTROL / SECRET SERVICE COMMANDER / PROGRAMMER Here I am mind controlled though various discrete program states that track / control human bodily functions / behavior as I try to attack the photo of the president I can not proving I am not a terrorist but a mind controlled targeted individual . Please help open a case reference FBI NSA CIA IAINA Whitehouse.Gov DHS EMIALS / CONTACT TO . Reference FCC MIND CONTROL BLOODY PANTS min control was used as a weapon to effect me Notify Army Weapon violated freedom of speech making it extremely difficult to fight for my rights / defense of mind control Reference TERROR SUSPECT JOHNY ANDRADE AS HE WAS MIND CONTROLED TO KILL / INVADE HOMES / SAWED OFF SHOTGUN

# Ticket: # 1311240 - Total failure

Date: 11/11/2016 11:24:56 AM

City/State/Zip: Margate, Florida 33063 Company Complaining About: Comcast

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## **Description**

Since the end of September I have lost my internet service through Comcast xfinity everyday. I've made 22 calls, had 5 tech's here, including one supervisor and they all say it's in the lines. Unfortunately this has still not been resolved. I complain with every bill I receive, that I should not be paying for a service which is not working properly. I have had discounts but it still is not working.

# Ticket: # 1311316 - facebook **Date:** 11/11/2016 12:12:16 PM

City/State/Zip: Mobile, Alabama 36605 Company Complaining About: Facebook

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#### **Description**

Facebook violates my first amendment rights. I am constantly suspended for what they call violations of community standards that for one is vague at best. Secondly in administration of these standards they practice DOUBLE STANDARDS based on race. I have made reports about things that violate said policy yet they are basically ignored because the people I am reporting on is White, yet i have been suspended for things like "show me where I threatened rape?" this will be my third suspension for 30 days for speech protected by the constitution yet no suspension for others who's speech is much worst than mine.

### Ticket: # 1311533 - "Intermiten internet"

Date: 11/11/2016 2:27:03 PM

City/State/Zip: Santa Monica, California 90403
Company Complaining About: Spectrum

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#### **Description**

Ever since Spectrum has taken over TimeWarner, my internet has been "intermitten" as Spectrum calls it. I have made at least 4 appointments and called and they have called me back saying it is now fixed, would I like to cancel my appointment? I of course say if its fixed yes cancel. However this has been going on for over 3 weeks and my internet is still going on and off. You would think if they have enough money to buy TimeWarner and take over you would think they would have what it takes to make the internet work. I am fed up with the and do not want to continue dealing with this. They seem to have the issue in their establishment so tell them to fix it once and for all!!!!

Ticket: # 1311837 - Hacking Date: 11/11/2016 5:19:49 PM

City/State/Zip: Nixa, Missouri 65714 Company Complaining About: AT&T

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#### **Description**

I believe my iPhone, gmail, all social media accounts business and personal were hacked on the evening of Nov 10th. My phone was remotely wiped and jailbroken and i was kickoff out of all of these things and passwords had been change. I fear a man by the name of (b) (6) who has extensive knowledge of this sort of thing did it. He is being sued by my parents and when he received the filings last night i feel as if I was targeted. My parents were hacked last month. My personal and business information was compromised and since this man is a registered child sex offender in the state of Tennessee, I fear that he will use my private photos of myself and my daughter as some sort of leverage against my parents.

# Ticket: # 1312579 - Filtering connection

Date: 11/12/2016 3:15:21 PM

City/State/Zip: N. Ft. Myers, Florida 33917
Company Complaining About: Comcast

Description.

## **Description**

I have a business class account specifically, so I am able to transfer client files to/from servers for specific projects, yet my connection is throttled/cut when transfering files preventing my ability to perform my job/earn a living. I would like to know why this is allowed, and why I have to again report this to you, the FCC, in order to receive what I have been paying for over the past 4 years now with the exact same issues.

Ticket: # 1312612 - the Fio internet service is crushing 10 times a day and I cannot pull it out with 2 years contract.

Date: 11/12/2016 4:00:49 PM

City/State/Zip: Rancho Cucamonga, California 91739 Company Complaining About: Frontier Communications

#### **Description**

We have a Fio internet service with verizon but ever since Frontier took it over everything changed. First of all we changed to 150mb Fio service with Frontier in the end of Aug 2016 and nightmare start then. The internet will crush 5-10 times a day, we use internet only in 5 pm to 12 am. They have tried to solve the problem 5 times, nothing works. I tried to change to Charter but I have to pay the penalty for the contract, even I know Charter is not a good company eather, I DON'T HAVE ANY OTHER CHOICE. So I changed the service to 50 mb, It still crushing 5-10 times a day, I don't have a life. My daughter is in high school, nobody can live without internet!!!!!! Can somebody help me.

#### Ticket: # 1312685 - Internet Connection Issues

Date: 11/12/2016 5:49:32 PM

City/State/Zip: Mechanicsville, Virginia 23111 Company Complaining About: Comcast

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#### **Description**

I have had problems with connecting to the Internet at two locations now, within a block of each other. On approximately October 17, 2016, my Internet would stop working, but only for certain websites. To fix the problem, I would unplug the modem and plug it back in, but the issue would happen again a few hours later. We were moving in less than a week, so we were hoping our new house just around the block would not have this issue. The same issue happened at our new house, so I returned my six-month old modem and replaced it with a new one. The same issue happened, and after contacting Xfinity multiple times via phone and Internet chat, a technician came out, who found nothing wrong. I was directed to contact a supervisor in Richmond, VA, but the contact info I was given was no longer in service. I then requested a line technician to come out, but was once again sent a home technician, who said he would provide my information to his supervisor. I did not hear back a week later, so I contacted Xfinity again, who said I would hear back in 24-48 hours, but I have yet to hear back (72 hours later). It has been almost a month since these issues started.

Ticket: # 1313038 - Microsoft Team (e-mail) always forces me to change passwords every 2 or 3 days.
<b>Date:</b> 11/13/2016 11:12:31 AM
City/State/Zip: Camarillo, California 93012-9371
Company Complaining About: Time Warner
Description
I have e-mails1. (b) (6) , 2. (b) (6) , 3.(b) (6) &.4
b) (6)  I have used them more than 20 years. In last 3 years, Microsoft Team
send me "security alerts "every 2 or days to my (b) (6) &(b) (6) .  I can't use(b) (6) for almost more than 10 years. The team makes me change every 2
or 3 days or 2 or3 month, even I followed their instruction to change password, I have to wait 24 to 72
hour to open my hot mail. I am a physician it really bother me. I have called them, they just helping
me to change a new password. Whey I e-mail & asked them " not to send me such security alert : , They just rejected my e-mails.
Please help me to stop sending this nonsense alert ( It was me tried to log in .)
I am a physician can't wait for 2 or 3 days to open my e-mails.
Dear Microsoft team member:
Please don't play or fool my account (b) (6) all the times in last 3 years.
It always I tried to sign in, not other,
You have force me to change my password every 2 or 3 weeks.
Thanks,
Sincerely yours.
(b) (6)

Ticket: # 1313324 - pacific gas electric

Date: 11/13/2016 6:40:55 PM

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

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## **Description**

several pge workers have installed weak insulators across westside santa cruz. They used a lighter truck. They did not turn the power off. I can hear more noise than ever before across the park 800 feet away. Inside the house sparks have appeared. During the first storm of the year, i got a shock 80 feet away from a 3 phase pole. They do not clean anywhere. AM radio and shortwave reception is extremely bad. There maybe microwave from the insulators and wood support beams.

## Ticket: # 1313398 - Xfinity On Demand

Date: 11/13/2016 7:55:56 PM

City/State/Zip: Old Saybrook, Connecticut 06475

**Company Complaining About: Comcast** 

### **Description**

My Xfinity On Demand on my computer stops at least 3 times every time I try to watch it. The screen suddenly shows an exclamation point (!) in a grey circle. I have to completely close my browser in order to resume the program. Once I restart the program, it plays 5 commercials before the program resumes. I have addressed this problem numerous times with Xfinity, they opened an expedited ticket on 10/09/16 yet the problem continues to this day. If I was not paying \$237.00 every month for their "service", it might not frustrate me as much as it does. I work midnights and On Demand is the only way I can watch most shows. This ongoing issue adds several minutes, several commercials, and much frustration, to any program I watch.

Ticket: # 1313530 - Retaliatory actions for filing compliants with FCC

Date: 11/13/2016 11:07:46 PM

City/State/Zip: Hyattsville, Maryland 20782 Company Complaining About: Comcast

### **Description**

Somewhere between November 9th and 19th, Comcast disconnected my internet services with no reason given, then made me wait several day until an repair man was sent to investigate the problem. According to Comcast my services were disconnect from the building technology room which only Comcast and Verizon technicians have access. In addition, after services were restored my internet services has been slowed down to a craw, constant interrupted causing application to stop and start. I believe this is in retaliation for several complaints I filed with the FCC against Comcast,

## Ticket: # 1313614 - Food Network online full episodes

Date: 11/14/2016 3:08:36 AM

City/State/Zip: South Lake Tahoe, California 96150

**Company Complaining About: Charter** 

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### **Description**

All commercials on all full episodes are extremely loud, much louder than any programming. Not only that, but if you turn down the volume to zero, the next commercial sometimes plays loud audio. You have to turn up the volume, then down again to shut it up.

Ticket: # 1313638 - what's my recourse, against U.S. State Dept., etc.?

**Date:** 11/14/2016 6:34:42 AM

City/State/Zip: Grove City, Ohio 43123 Company Complaining About: Cricket

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## **Description**

What's my recourse against outrageous denial and control, of my e- mail by the U.S. Government and civilian complicity employed by e-mail services, denying my freedom of speech, armed robbing me of service for which I paid, etc. ?

## Ticket: # 1313930 - hotlinking of my company's links

Date: 11/14/2016 12:16:18 PM

City/State/Zip: Kensington, Maryland 20895 Company Complaining About: Verizon

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#### **Description**

Versaweb.com of Las Vegas Nevada, and ww.nocix.net of Kansas City Missouri are two hosting companies that are open and visibly hosting websites with malicious malware and hotlinking. We have repeatedly asked them to cease their illicit behavior but our complaints continue to be avoided. Now they are abusively crawling our sites with the intention of bringing them down. I have logs to prove this.

The sites that they are hosting and also protecting are using our band with and our intellectual property to redirect our customers to an Amazon affiliate website for gain. I can explain more in detail as needed. I hope that you will assist us in ending this abuse.

## Ticket: # 1313933 - Harrassment

Date: 11/14/2016 12:19:01 PM

City/State/Zip: Garrison, New York 10524

Company Complaining About: Ringcentral, Inc

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## **Description**

Company will not stop contacting me via email and phone calls after repeated requests to stop all contact and indicating NO INTEREST IN ANY SERVICES

## Ticket: # 1314656 - Xfinity Comcast Changing terms

Date: 11/14/2016 5:17:31 PM

City/State/Zip: Denver, Colorado 80227 Company Complaining About: Comcast

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#### **Description**

i signed up with comcast in june 2016 under the assumption and knowledge that they would not restrict my data usage. after the fact that i asked them specifically before signing up for their services, if there would be a data cap, i was specifically told NO. i asked them to help me out they dont want to do anything for me. i told them to listen to the call on what services i was promised, and they said they couldnt pull up those calls. i was told theres nothing they can do about it even AFTER the fact i signed a year for unlimited data. then on top of that they add additional charges to my bill saying taxes increased. without any explanation of why they are restricting data or even the purpose of it.

### Ticket: # 1315454 - Email scam

Date: 11/15/2016 11:17:52 AM

City/State/Zip: Hot Springs Village, Arkansas 71909

**Company Complaining About: AT&T** 

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#### **Description**

Received this email today.Please investigate and prosecute.

Navy Federal Credit Union <Amandamcmillan@bell.net> Nov 14 at 11:41 AM

To



Message body

Image result for navy federal credit union

Dear (b) (6)

This email is to notify you that there is a E-Payment pending on your Navy Federal account.

Click here to Approve Payment

Pending payment will be credited into your account within 48 to 72 hours after your approval.

We values your business and is committed to keeping your accounts and personal information safe.

Thank you for your continue trust in us.

Thank you,
Online Banking
Navy Federal Credit Union
©Copyright 2016 Navy Federal Credit Union, Member FDIC

Ticket: # 1315794 - More than ten phone calls from an unlisted number.

Date: 11/15/2016 1:50:32 PM

City/State/Zip: New York, New York 10011 Company Complaining About: Time Warner

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### **Description**

Offering me a "refund of \$ 999.00 because the company is going out of business." When I told them that the biggest expense I hade last year was ninety nine dollars, they offered to give me one hundred ninety nine. They want me to fill out an application which I have avoided getting because I assume they are looking for personal information.

## Ticket: # 1316119 - Comcast Horrors - On Appointment #8

Date: 11/15/2016 4:01:23 PM

City/State/Zip: Baltimore, Maryland 21230 Company Complaining About: Comcast

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#### **Description**

On Oct 15, Comcast came to my house and left a door hangtag saying they found a signal issue on the Ingress portion of my home. I immediately called to setup an appointment using the number on the brochure, and was given a date of Oct 25 between 3-5pm. No technician called or showed up that day. I called back and was rescheduled to the next day, the 26th at the same time. Again nobody showed up. I called the brochure number back and asked to speak with a supervisor, who gave me credit for the missed appointments and set up a third appointment for Nov 1 between 3-5pm. This time, since I could not continue to leave work without someone showing up, I asked that the tech call my cell when about 15 minutes from arriving. Instead, he called from my front door, and refused to wait 15 minutes for me to drive home, so a third appointment was missed. At this point, I called Comcast's Executive Customer Relations department, and spoke with a representative there, who set my next appointment up to be the following day, Thursday Nov 2, again from 3-5. Unbelievably, nobody showed again! After speaking with the Executive rep later that evening, he informed me that this was due to him giving me the wrong date, as the appointment was actually Friday Nov 3, from 3-5pm. The next day, a technician did arrive around 4pm, but walked into my house and essentially refused to work on my system because I have the Home Security package, which is a different animal than just having Comcast Internet apparently. As such, he stayed for about 10 minutes and left, doing nothing in the process. You would think that Comcast has the ability to see what services they bill me for and send a correct technician accordingly. Unfazed, I called the executive team back and scheduled appointment number 6 for Tues Nov 8. Finally, a line technician capable of detecting the interference issue arrived, changed some cables, checked my signal and solved the interference issue. Unfortunately, one of the cameras in my Home Security system still remained offline, and since these technicians are from a separate department, a 7th appointment was then required. Appointment 7 took place Sunday Nov 13, and the 'faulty' camera was replaced, and the system worked properly for about 5 hours, before one of the other two previously working cameras went offline. At this point, I am still waiting to hear back from a new member of the Executive team regarding appointment number 8 to fix this new problem.

The real issue is that Baltimore residents do not have a choice of high speed internet providers, as Comcast has a infrastructure monopoly, and other providers have found it too cost prohibitive to run new lines. Because of this, Comcast clearly feels no need to appropriately respond to customer complaints, and as a result, I have wasted over a week of my life waiting for a company to never arrive/fix the problem.

#### Ticket: # 1316593 - no internet service

Date: 11/15/2016 7:46:02 PM

City/State/Zip: Miami, Florida 33174 Company Complaining About: Comcast

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#### **Description**

new customer with Xfinity comcast only 6 months ago and since day 1 we have had internet problems and they have done little or nothing to help. Even though we fully paid our bill every month, I changed modems spent more money and still had problems. Until i got upset and a technical supervisor authorized to re wire the house at no charge and i have signed receipt to prove it. Then we get the bill and they charged us to fix the issue that we were told and have signed receipt saying there was no charge. Also we were told we would get a credit of \$289.12 for the 6 months of not having internet service & the 2 technicians visit and now they dont want to approve credit

Ticket: # 1316854 - Periodic internet disconnections due to CMTS unreachability error

Date: 11/15/2016 11:44:03 PM

City/State/Zip: Denver, Colorado 80220 Company Complaining About: Comcast

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#### **Description**

Since moving into my apartment and starting Cable internet service with Comcast on May 27, 2015, my connection has suffered from recurring disconnections that often require a manual power cycling of the modern to reconnect.

Out of an abundance of caution, that my own equipment could be causing the problem, I replaced a two-year-old modem with a new one on July 30, 2015. When that failed to improve the situation, I called Comcast and arranged an appointment for August 4, 2015, wherein the technician replaced the run of cable from the exterior wall-mounted box to inside my apartment.

Since then, despite calls & live chats with Comcast, the problem continues. Today, a disconnection event became particularly bothersome because it interrupted a large upload. I would like Comcast to follow through on their "always-on" internet claims by ensuring continuous network connectivity.

#### Ticket: # 1317411 - Fraudulent email

Date: 11/16/2016 1:48:20 PM

City/State/Zip: Tomsriver, New Jersey 08753

Company Complaining About: "I.a.x Airport Security" <admin@apabank.com>

**Description** 

This is the fraudulent email I received.

From: "L.A.X AIRPORT SECURITY" <admin@apabank.com>

Sent: Wednesday, October 5, 2016 8:50:00 PM

Subject: ATTENTION:Notice On Your Consignment Box reg #: JG1N8875BS.

L.A.X AIRPORT SECURITY

Los Angeles International Airport (LAX)

1 World Way, Los Angeles, CA 90045, United States

ATTENTION: Notice On Your Consignment Box reg #: JG1N8875BS.

Today we have discovered an abandoned metal suitcase with reg code#: JG1N8875BS, originally scheduled to be delivered to you by the agency foreign payment service New York. This Suitcase a metal box when scanned by forensic scanner was revealed to contain 100 dollars bills valued \$2,316,000USD (Two Million, Three Hundred and Sixteen thousand United States dollars) which has been under Security surveillance for number of days.

I am writing to inform you that we have investigated the said Suitcase and the investigation proved the legitimacy of its content. Note The Funds which belongs to you was initially scheduled for delivery to your residence, The Diplomat who arrived with the Consignment made several attempts to reach you all efforts proved abortive so he decided to leave for his country but before he left he settled the delivery charges and left the Storage Keeping Charges unpaid due to the reasons that he did not know when you will attempt to claim the consignment. Since then the consignment has been in storage and Storage Unit charges \$20.00 for each day the Consignment box stays in their custody for safety keeping and your consignment box has been there for 15 days since the day the diplomat left for his country.

You are therefore advised to make contact with Mr. Carey Ludford of All American Courier, Ilc, Director of Delivery Operations to assist you recover your Consignment box and deliver it to your home. You may contact him through his email: (allamericandelivery98@gmail.com) to recover your Consignment or we will be compelled to list your Fund as an unclaimed forfeited funds and will Forwarded to the United States Treasury Department for holding.

God Bless The United States of America.

Director.

Daniel Morrison.

Ticket: # 1317529 - bridge mode

Date: 11/16/2016 2:37:29 PM

City/State/Zip: Woodinville, Washington 98072

**Company Complaining About: Comcast** 

#### **Description**

for the past year and half we have had a ongoing problem with Comcast constant problems with internet going out as we log -on to internet. Comcast has come to my home numerous time over the last year and half trying to gain access to my home while all long they were aware Comcast was turning on the bridge mode to interrupt the service allowing access to the home by turning on bridge mode this did not alert the ADT router to sound the alarm. Recently I recorded my internet use ten minute later internet went out ,i called Comcast automated message said problem in my area every time I call Comcast I get the same message Problem in my area once I talk with the Comcast agent they confirm there is no problem in my area . Along with every time ADT did a service call Comcast would show up unannounced and/or create problems with internet to gain access to my home this these are to different service I pay for which Comcast has interrupt harassment, stalking and breaking /entering . I was told by Comcast agent that someone was turning on the bridge mode through Comcast .

#### Ticket: # 1317657 - Charter Internet Connection issues

Date: 11/16/2016 3:37:44 PM

City/State/Zip: South Lake Tahoe, California 96150

**Company Complaining About:** Charter

#### **Description**

Our business has been a long standing Charter Cable customer as they are the only ISP in South Lake Tahoe that offers service greater than 1-3Mbps download(ATT). For the past 4 weeks I have opened over 7 service requests as our internet connection has been intermittent and offline completely for 1-12hours at a time. During each service call Charter's customer service confirms that either the modem or the Charter line to our business is having signal issues and schedules a service call so that a local technician can troubleshoot. After these numerous on-site visits the tech says that everything is fixed and closes the ticket, yet the issue still persists. At this point it has been over 4 weeks without stable internet and zero follow up, no ability to escalate the issue, and no other high-speed internet providers available at my location.

#### Ticket: # 1317733 - Hacked emails

Date: 11/16/2016 4:02:41 PM

City/State/Zip: Oakland, California 94606 Company Complaining About: Sonic.net

### **Description**

My friend (b) (6) email's have been hacked & the perpetrator is sending emails to me asking for emergency money. However my friend called me this morning & confirmed that his email account was hacked. How can I forward these emails to you for investigation of where they really come from ? Thanks for your help. Can you please send me an email address where I can send the fraudulent files to because their not on my computer but are on my email account & I cannot attach them below. Thanks again.

# Ticket: # 1317983 - Hacked computer and personal information

Date: 11/16/2016 6:03:20 PM

City/State/Zip: Renton, Washington 98056 Company Complaining About: Comcast

### **Description**

I was online and I thought it was a freiend and when I opened it, it just flooded my computer ,facebook, Google, Comcast, microsoft, my personal information. Come to find out it was my ex fiance. She teaches computer science at Renton Technical College.

#### Ticket: # 1318033 - FRAUD BY BCBS

Date: 11/16/2016 6:32:32 PM

City/State/Zip: Ocala, Florida 34471 Company Complaining About: Bcbs

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## **Description**

Insurance company/ 3 staff members have lied to us re the circumstance/ product that have demanded we reinstate due to their fraudulent cancellation. We were told to get the 'preexisting' feature for our daughter's insurance with FI Blue Options....that the reinstatement was required. Now, the staff at FCSO/BCBS tell me that this tennant of insurance is not true, a lie, fraud, DOES NOT AND WILL NOT EVER EXIST?????????? NOW, WE HAVE PAID PREMIUMS THAT ARE FRAUDULENTLY COLLECTED. We are owed the \$ 2080 paid in refund and demand to be REPAID....NOW.

## Ticket: # 1318060 - Regular Cable Internet Outages

Date: 11/16/2016 6:46:34 PM

City/State/Zip: Moore, Oklahoma 73160 Company Complaining About: Cox

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#### **Description**

This is my second business office in Moore, Oklahoma. Between August 2008 and November 2011, I office at (b) (6) Moore, OK. From December 2011 through the present, I have officed at (b) (6) Moore, OK. I rarely had internet interruption issues at the office on Broadway. However, at the office on Janeway, I routinely have problems with Cox internet services. I cannot help but speculate as to whether the area that I am currently in has outdated equipment in which Cox refuses to invest further capital maintenance. The Janeway area is surrounded by low-income housing, and I speculate that Cox ignores this area as fewer residents may maintain internet service. I find the outage issues on this side of town to be surprising compared with the relative lack of outages on the more affluent side of town. I would like to see outage reports for the various areas in Moore, the capital maintenance costs expended in the various areas of Moore, and if there is in fact a disparate number of outages, I would like to know of Cox's explanation for the same.

## Ticket: # 1318356 - Comcast Date: 11/16/2016 10:59:17 PM

City/State/Zip: Hollywood, Florida 33021 Company Complaining About: Comcast

### **Description**

I keep losing the connection for Internet service and the speed is not enough to give me a clear picture on television. I've been arguing with Comcast for over year now, they shuffle me between supervisors, They promised three weeks in a row now they would rewire my house, nobody calls me back and nobody shows up for the appointment 8495-

#### Ticket: # 1318515 - blacklist scam

Date: 11/17/2016 8:44:12 AM

City/State/Zip: Sherborn, Massachusetts 01770

Company Complaining About: Verizon

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#### **Description**

I am a small businessman and use Network Solutions as my Internet Provider. A while ago, I received "rejection" notes saying that my email to my prime supplier in Slovenia can not be delivered as our site has been "blacklisted" for sending spam. Apparently one or two emails a day with my supplier must be considered spam. The "blacklist" company (http://blacklist.lashback.com/) said it wanted a \$20 fee to take us off the blacklist and we paid it. We were then able to send email to our supplier for about 2 weeks and it started again and they want \$20 to fix it. Network Solutions has been no help (see their reply attached) and we feel that this criminal act should be addressed by the FCC.

Ticket: # 1318540 - Verizon disabled SMTP email access with foreign "From"

addresses for its FiOS users

Date: 11/17/2016 9:37:24 AM

City/State/Zip: Fairfax, Virginia 22033-4358 Company Complaining About: Verizon

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#### **Description**

I have a FiOS internet line from Verizon, and I run a mail server with my own domain name on that line. I used Verizon SMTP relay server to send emails from my domain. On Nov 15, 2016, with very little notice, Verizon decided to stop allowing SMTP access for emails with foreign "From" addresses (anything other than verizon.net). The only warning I got was an email in my verizon.net acccout which I never use or check. It said:

"Maintaining the security and integrity of your information is important to us. Effective November 15, 2016, for enhanced security and phishing protection, we are eliminating the ability to use non-local "from" addresses in conjunction with your verizon.net email account."

I don't believe a word of what is said in that message, because now I as a Verizon customer have to scramble to find an external SMTP provider, which could expose me to a huge privacy and security risk. I would be much more secure using my internet provider's SMTP server.

All internet providers should be required to allow incoming ports 80, 443, 25, 465, 587, 22 for residential customers. It is very common now for users to run SSH, web, or mail servers, and some Apps even require it to function properly. Security is not an excuse for complete shutdown of services, because there are ways to secure the internet without interference with functionality.

## Ticket: # 1319005 - att installed adware and then charging for removal

Date: 11/17/2016 2:35:17 PM

City/State/Zip: Chula Vista, California 91910

**Company Complaining About: AT&T** 

#### **Description**

ATT temporarily disconnected my network. They installed an adware that prevented me from accessing my bank and other sites. I was up-to-date on my payments. When I paid a second time to have my account unfrozen and my service back. They installed a new adware that said problem resolved pleases restart your computer. The restart failed to remove the adware and I was still unable to access some websites. I called support and they referred me to a "connect support". I was told for a fee that I could have the adware removed. \$15 per month or \$49 flat fee. They said that they had nothing to do with installing the adware. It looks polymorphic and removing one file does not delete the program. I have had my laptop for two years and have never encountered this problem before. They would have to have overcome my firewall and only ATT has access to that information. I called the sale staff and they said it sounded fishy. But then I was disconnected.

Ticket: # 1319371 - Regarding Lost internet service - Nov 15 2016 around 10:30 PM

Date: 11/17/2016 4:16:49 PM

City/State/Zip: Brigham, Utah 84302

**Company Complaining About:** Frontier Communications

#### **Description**

Nov 15, 2016 lost internet service around 10:30 pm. Called Nov 15 2016 around 5:45 am (888 450 8861) and spoke with female rep in technical service for internet. She was helpful trying to troubleshoot over the phone, however did not work. We did loose connection due to me accidentally shutting off equipment REQUIRED

with my land line being on same plug. Call back on my cell (b) (6) from woman was at 7:10 am on my cell from 800 921 8101. Trouble shoot a few more times and rep said will issue trouble ticket. She stated tech will be out that day and last order could be around 5pm-6pm. Ticket Number 001602068

I waited all day. Kind of got nervous thinking tech may not show. I called around 4:30 pm and spoke with male rep. (sorry, I did not catch names of reps, think his name was Chad for some reason), He informed me tech is on route. Then said tech may not need to enter in house due to problems outside. Internet will be fixed that night.

Received phone call from Jeff (tech) around 6:45 pm (his number 435-279-6726 on my cell). Per Jeff, very apologetic stated just received work order and will need to resend order for tomorrow (Nov 17, 2016) to work on my modem. He did ask a few questions about the modem and believed he knew what the problem was. He did say I was the first caller regarding lost service of internet however the reps did not know there was problems on the lines outside. I could tell by his voice he felt bad not being able to come out then.

I called Nov 17th 888 450 8861 this morning and woman rep indicated rep will be in contact by 9:35 am.

I received phone call from Jeff, the tech at 9:16 am and he arrived shortly after. He got the internet up and running and per our conversations, he said since I was the first caller yesterday and again the problem was caused by outside however needed my modem to be reset..(apparently no one on phone reps forgot about me in which I am thinking).

The reason I am sending this to you, all phone reps I spoke to asked if I would fill out a survey and they need a good email address for to send. I gave them all the same email, (b) (6)
I have not received one email from reps so I can send this complaint to them. I could not find an email to send this complaint to them. Sorry I have to go this route for complaint.

## Ticket: # 1319432 - AT&T U-Verse

Date: 11/17/2016 4:37:21 PM

City/State/Zip: Ada, Michigan 49301 Company Complaining About: AT&T

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## **Description**

After two months of very poor service and all documented asked the service be discontinued on Sept 2, 2016 and returned equipment and was given cancelation # 2248702851. However I continued to be bill and have called numerous to no avail.

Ticket: # 1320107 - Comcast MITMing internet traffic

Date: 11/18/2016 12:19:11 AM

City/State/Zip: San Francisco, California 94109

**Company Complaining About: Comcast** 

### **Description**

Comcast is attempting to serve me a notification. It is doing this by performing inspection on my outgoing traffic and inserting their own content if able.

All sites I visit over http (not https) attempt to insert a comcast notification (see screenshot). This breaks many sites, rendering them unusable.

## Ticket: # 1320170 - Data Caps

Date: 11/18/2016 2:10:12 AM

City/State/Zip: Coon Rapids, Minnesota 55433

**Company Complaining About: Comcast** 

Description

### **Description**

Comcast should not be able to apply data caps to people who were with their company before they introduced the data caps. Also, data caps serve as no purpose than as an extra revenue stream which we are already hosed into using their service if we want to have access to fast internet. This is utterly ridiculous, and if we can't even get the internet regulated as a public utility, we should at least be protected from rising charges when they're specifically saying that these data caps are not to ease congestion.

Ticket: # 1320230 - incident Date: 11/18/2016 5:55:00 AM

City/State/Zip: Jamaica, New York 11431 Company Complaining About: AT&T

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## **Description**

Hello,

You should know that the news station CNN has aired footage of former Pres. Reagan and the assassination attempt on his life along with displays of President-elect Trump. This is a clear and obvious retaliatory move and underhanded message by CNN to intimidate and threaten the Preselect's life. The US Congress has also been informed.

## Ticket: # 1320263 - Comcast data caps

Date: 11/18/2016 8:25:42 AM

City/State/Zip: Hampstead, Maryland 21074 Company Complaining About: Comcast

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## **Description**

Comcast is going to cap our data. That is just a new way to get money from people by going over the cap. This needs to be stopped.

Ticket: # 1320274 - internet down

**Date:** 11/18/2016 8:40:16 AM

City/State/Zip: Cresco, lowa 52136

Company Complaining About: Mediacom

# Description

I have not had internet for three days now!

## Ticket: # 1321464 - Unexplained data usage

Date: 11/18/2016 8:23:24 PM

City/State/Zip: Forest Hills, New York 11375 Company Complaining About: Verizon Wireless

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### **Description**

My data plan keeps going down unexplainably. I complained to Verizon and they told me to turn off the cellular data when I'm in areas where there is wifi so I have been, so there is no way I went through 8GB of data in less than 2 weeks when my data is shut off. There are also some instances where I turn off the data at home and wake up in the morning and it is somehow turned back on. This is very concerning and is unacceptable.

### Ticket: # 1321511 - channel 12 out of cincinnati

Date: 11/18/2016 9:16:00 PM

City/State/Zip: Alexandria, Kentucky 41001-7693 Company Complaining About: Cincinnati Bell

### **Description**

every friday night between roughly 8 pm and 10 pm channel 12 broadcast out of Cincinnati, Ohio breaks down into pixels. This is a CBS station in our area. I live

in Grants Lick, Ky. and am about 20 miles south of Cincinnati. It only happens between these hours on Friday night. Is someone operating on the same band? I use a small broadcast tv antenna and get great reception at other times.

#### Ticket: # 1322035 - Advertizements

**Date:** 11/19/2016 4:50:16 PM

City/State/Zip: Charlotte, North Carolina 28269

**Company Complaining About: AT&T** 

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## **Description**

Advertisements are on the top of web site, they pop up even though I have pop ups turned off, they are in the middle of pages . I can not read anything without an ad showing up. Why when I pay for cable??/

#### Ticket: # 1322139 - Fake news sites

Date: 11/19/2016 7:03:54 PM

City/State/Zip: Baton Rouge, Louisiana 70817

Company Complaining About: Unrelated To Specific Company

#### **Description**

I sent this same message to the DNC, Attorney General Lynch, Bernie Sanders and Elizabeth Warren and I will pose it to you as well as the FTC as I believe each of your organizations should be protecting the public interest with regard to the false information which was disseminated throughout the election cycle and ultimately fed the frenzy if many Americans who apparently cannot distinguish between fact and fiction.

why has no one taken steps to file suit, at the federal level, against fake news sites which have fed republicans information that caused their frenzy and elected Trump?

There are innumerable sites that are peddling garbage which is blatantly untrue. This is not restricted to conservatives, but the quantity appears to be significantly higher from my experience.

These sites are an absolute and public nuisance as well as a private nuisance to America. I personally believe that there isn't any reasonable excuse to have to fact check every article that comes up for validity when reading news stories. I believe that there should be some level of "truth in reporting" just as there is in advertising. At the bare minimum any organization that wants to write fictional stories should be required to mark their fiction as such.

I feel it is the very least your organization can do to proactively combat the ignorance which apparently had overtaken a huge swath of this nation and was obviously being done so by the altright in an effort to undermine equality for women and minorities.

The assault we face both environmentally as well as economically is one most persons in your organization are likely not acquainted with intimately these days however we are stuck with the outcome of the misinformed being angry over purposely provided misinformation.

If I had the economic means I would personally levy the suits against these organizations and likely the government for failure to have not already done so in the public interest because it is unethical and morally wrong.

This travesty of false advertising in politics has to come to an end. Please, I know time is short but if there are wheels that can be set in motion to prevent any more of this before this abortion of a preisdency begins with his Goebbels propaganda style information machine now is the time to do try to save the American people from themselves.

## Ticket: # 1322318 - xfinitywifi

Date: 11/20/2016 5:42:25 AM

City/State/Zip: Warren, Michigan 48089 Company Complaining About: Comcast

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#### **Description**

First of all I do not have Comcast Xfinity. My WiFi signal is a victim of several households near me having multiple open unsecured xfinitywifi hotspots that are deliberately being broadcast on every channel available and it is severely degrading own connection. Most of these open xfinitywifi networks are not even in use and only exist to irritate people like me who don't have their service. I don't want Xfinity and they shouldn't be allowed to have their technicians set up people's routers this way. They are doing it on purpose so please gather your crew of scumbag lawyers and bend them over in court. I don't understand why this hasn't been addressed yet. Sorry for the language but know that it is directed at Comcast and I do appreciate all you for finding solutions to these issues.

Ticket: # 1322582 - Sony keeps banning my home IP address from their Playstation

Network without reason Date: 11/20/2016 4:56:10 PM

City/State/Zip: Millbrae, California 94030 Company Complaining About: Comcast

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#### **Description**

I have recently bought a new Playstation 4, and have found out that Sony has IP blocked my home IP address for no reason. They have told me to contact my ISP about the issue. I had my IP address changed, and my IP address was again blocked the next day by Sony's automated system. I have contacted Playstation multiple times now, and they are refusing to help me, always telling me to contact my ISP who is unable to do anything about Sony's automated system banning my IP address. Would it be possible to put me in contact with an actual Sony representative who will be able to help me with this issue? Many people I have found online have also faced this same issue, and no one has found out a cause or a working solution. The normal third-party Playstation support that I have been talking to are not able to assist me. As a result, I have been completely unable to make full use of my new gaming console.

# Ticket: # 1322596 - Verizon internet issues

Date: 11/20/2016 5:23:01 PM

City/State/Zip: Lansdale, Pennsylvania 19446

Company Complaining About: Verizon

## **Description**

I'd like to file a complaint against Verizon Fios. It takes forever to get a hold off someone. I was on hold for 2 plus hours today and still on hold. My internet keeps going out and it has been 3 days. Every time I call, they fix the issue by resetting the router from their end. They've been telling me it's an IP address issue. It's an issue they don't wanna fix or still working on it but not telling me the truth. Ive been told on the phone and via email that discounts will be applied for other issues I've encountered with them,like they've charged twice for shipping me a tv box - I was told they would wave both shopping fees and set up fees for inconvenience but they haven't done so. I still owe \$178 next month. Horrible customer service and no one cares.

## Ticket: # 1322731 - termination of services

Date: 11/20/2016 8:13:09 PM

City/State/Zip: Marlboro, New York 12542 Company Complaining About: Time Warner

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#### **Description**

I am a current Time Warner Cable triple play customer. One day unknowingly to me they shut off all of my services, phone, the internet, cable. I tried repeatedly to talk to someone to rectify issue for over 3 hours, dropped calls, no return phone calls etc.. There was no reason to shut off service. 32 hours later they come out to my house to turn service back on, technicians told me there was leakage in my area and they do this to get peoples attention so that they can come back out to house and gain access to house. I can not believe this or how they can treat their customers like this. I am a customer of over 22 years, my children missed assignments in school because we had no internet. After speaking with time warner cable recently they told me they were going to give me a \$49.00 credit for my inconvenience. The caused the inconvenience and had zero regard for my family issues or safety. My phone is my only means of communication because where I live cell service is horrible. Something needs to be done about this, they can not go around bullying their customers like this.

Ticket: # 1322822 - Comcast cut service; doesn't show for scheduled appts

Date: 11/20/2016 10:36:52 PM

City/State/Zip: Baltimore, Maryland 21212 Company Complaining About: Comcast

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## **Description**

I received notice of a signal leakage in my home and scheduled an appointment with Comcast per their request. The technician never appeared. I scheduled a second, then a third... the tech never appeared for those either. I was specifically instructed to be home for these appointments, so I have now wasted 10 hours of my weekends waiting for technicians.

Comcast agents misinformed me "the technician is 5 minutes away"; "the tech got held up at the previous appointment but he will be to you before the end of the night," etc.

Due to the signal leakage Comcast has never arrived to fix, they cut my service last Thursday. My livelihood depends on having internet connection at home.

I've called Comcast no fewer than 6 times about this ongoing issue. I am given false promises of "this will be escalated," "a supervisor will call you," and "you'll see a credit on your account." I have seen no action taken.

Due to Comcast's billing terms, I have paid in advance for service I currently am not receiving. This, plus the poor customer service, lies and lack of follow-through, and blatant disregard for my time are atrocious.

## Ticket: # 1323258 - Frontier Communications

Date: 11/21/2016 12:45:39 PM

City/State/Zip: Lakewood Ranch, Florida 34202

Company Complaining About: Frontier Communications

## **Description**

Our business is a restaurant that depends on internet access to process credit card transactions. We also rely on our phone system working in order to take reservations and take-out orders. On the day Frontier took over for Verizon, it was Friday, the busiest restaurant day of the week. As part of the transfer, Frontier cut internet and phone to our area for the entire day. This caused our system to bog down with unprocessed credit card transactions. Which in turn slowed our service. Customers were unable to call us. Then, several weeks later, our internet access went out again, on a Thursday. The response from Frontier was that they would send someone out in five business days. We could no longer afford to continue doing business with Frontier, so we switched to Brighthouse. When we cancelled, Frontier said we'd only owe the balance on our account. Now Frontier is sending me bills for a cancellation fee. When I call to dispute, I get sent to a manager's phone number, who does not answer and does not return my voicemail.

Ticket: # 1323305 - terminated unreliable internet services resulting in unfair fee charged.

Date: 11/21/2016 1:06:43 PM

City/State/Zip: Waban, Massachusetts 02468 Company Complaining About: Comcast

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## **Description**

As I was forced to terminate internet services that Comcast agreed to provide but did not do so, I refused to pay their temination fee of \$190. It was unfortunately the case that Verizon Fios the other internet provider in my area was temporarily unavailable as the alternative to Comcast during conclusion of 'trial' period of Comcast service. Having no choice I remained with Comcast past the 30-day period set for 'trial'. The Comcast service proved to be intermittent at my residence and their 'on-line' technical assistance ineffectual. As soon as Verizon Fios service became available again I terminated Comcast services - paying bills entirely. I did not ask Comcast for return of the monies I paid for intermittent internet services rendered. I will demand return of all payments for internet services if they continue to press me for 'early-termination' fee. When Comcast issued a fee for early-termination. I refused to pay and Comcast is conducting harrassment. I am contacting my political representation here in MA as well as Federal Consumer Protection.

Desired Resolution: Correction to a credit report

**Desired Outcome** 

Comcast must cease collections and reverse the termination fee they charged me. If they do not I will press for return of the payments I made for serveral months of interrupted and intermittent internet service at my residence.

# Ticket: # 1323644 - Internet Hacking

Date: 11/21/2016 3:31:47 PM

City/State/Zip: Kelso, Washington 98626 Company Complaining About: Comcast

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## **Description**

Company Xfinity- Comast

My whole internet has been hacked my phone and TV. Its been almost 2 years this has been going on. I have been throwing away my computers or send them back to the company or having them fixed. My phone service I went to another company US celler and it works fine.

I have been calling Comast I just don't understand how my bill can be late each month lots of late charges and they wont fixed the hacking they want me to pay the service for the internet. They should have checked when I pay the 59.95 for nothing. Matter of fact they I should get my 59.95 back because I have no internet it should be free. I should have a service with out being hacked they should come out and fix it. They should have came out and make sure I wasn't connected to a hacker they should reimbursed my money and I am still being hacked.

## Ticket: # 1323897 - UNRESOLVED 9-1-1 VOIP OUTTAGE

Date: 11/21/2016 5:22:42 PM

City/State/Zip: Mayer, Arizona 86333

**Company Complaining About:** Centurylink

## **Description**

On Nov 16, 2016 pursuant to a request to repair an internet service outage a CenturyLiny Technician responded to the service address location in Mayer, AZ. Customer's account number is (b) (6) Customer reported that internet speeds were extremely slow. C/L Technician verified that the customers internet speeds were 1MBPS Down and ,.5MBPS up not anywhere close to the contracted service speeds of 5MBPS. C/L Technician stated that CenturyLink is Throttling and or Filtering Customer's Internet Connection Speed and will submit a work request to correct the problem.

The next day the Customer now experiences COMPLETE internet outages. Customer relies of a VOIP Telephone for 9-1-1 services and has now been without the ability to call 9-1-1 via his VOIP. Customer has contacted Century Link 4 time AND HAS WRITTEN A LETTER WITHOUT RESOLUTION. On this date a CenturyLink Tech Support Staff Member was contacted and replied that a VOIP 9-1-1 outage was NOT AN URGENT MATTER. Customer saved this Cat interact with Century Link. CUSTOMER REQUESTS ASSISTANCE.

#### Ticket: # 1324166 - Service didn't work well

Date: 11/21/2016 7:24:00 PM

City/State/Zip: Desert Hot Springs, California 92241

**Company Complaining About:** Frontier Communications

Deceription

## **Description**

I have been with Frontier for a number of months. The router disconnected at least once per day. I complained several times about it and a technician was brought out to check it. One day, after the technician came out, it disconnected 5 times I contacted the technician directly, they were charging me all this time 71.77 a month for a service I couldn't count on and it almost cost me actual cash from jobs I get via the internet. Once I wasn't able to get an email that was very important to me. this also bled over into my telephone several dropped calls. One from my dentist who had made my teeth to replace missing teeth. I was called into an audition with missing teeth because he couldn't get a hold of me due to the telephone going straight to message rather than ringing. Finally after all of this they discounted me 30.00 dollars for the internet but didn't offer me anything for the telephone. Even though I explained that the phone calls were fading in and out during a conversation. I had finally had enough frustration and decided to switch ISP's so then Frontier refused to cancel my service even though I explained my telephone number had been ported over by spectrum since 11/16/16. They said it was up to spectrum to contact them after the portation order was complete even though I was asking them to disconnect me. After arguing with them talking with spectrum several times they continued to refuse to disconnect me. So I am still connected to an ISP provider I don't want and continuing to be charged for that. While the company I do want spectrum is saying the portation has been completed and I have been with spectrum since 11/16/16. Something needs to be done about this. Companies can't keep charging for services they really aren't getting and if one company attempting to take over or buy another company has to be sure they are able to deliver services to their perspective customers. Frontier should be forced to either deliver or refund the money from the time they can't deliver until they do deliver a reliable product

Ticket: # 1324290 - Spam Date: 11/21/2016 8:55:18 PM

City/State/Zip: Chula Vista, California 91913 Company Complaining About: T Mobile

Decembelon

# Description

I keep getting spam, I unsuscribe every day, ten times a day with no result. Please help!

# Ticket: # 1324529 - Facebook violations

Date: 11/22/2016 4:52:09 AM

City/State/Zip: Virginia, Minnesota 55792 Company Complaining About: Centurylink

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# **Description**

On my search bar on my Facebook account. Facebook is not real removed my friends icons. I cannot now see who my friends are search for new friends add or delete or block friends. this is been ongoing harassment that has been going on since March of this year

## Ticket: # 1324549 - Facebook Harassment

Date: 11/22/2016 7:31:51 AM

City/State/Zip: Virginia, Minnesota 55792 Company Complaining About: Centurylink

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#### **Description**

Since March Facebook Administration has closed most of my accounts cost me over 3000 friends and are continually harassing me everyday. they have taken both of my phone numbers and tried to combine them into one account. When I have gone to sign in to accounts with my correct password they have said that my password is incorrect. They have deleted over 500 of my friends. They have taken my main page and I've changed so much that it's extremely hard to use. Right now when it comes to answering comments making posts or anything else it takes forever for the stuff to download which is interference by Facebook Administration and the people who are monitoring this. They have also gone as far as messing around with my Messenger account deleting photographs not letting photograph School through that are not against Community standards or policy blocking out my replies. Total harassment everyday. There needs to be something done about this or they're going to keep doing this all the time as long as they can get away with it.

# Ticket: # 1324662 - Unwanted APP downloaded itself onto my cell phone

Date: 11/22/2016 10:23:15 AM

City/State/Zip: Bethesda, Maryland 20817 Company Complaining About: Comcast

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# **Description**

The Marco Polo App downloaded itself onto my cell phone, although I did not request it. I believe it was transmitted to my phone because my cell phone # appeared on the contact list of another cell phone user.

# Ticket: # 1324665 - Business & Home Internet

Date: 11/22/2016 10:25:13 AM

City/State/Zip: Keithville, Louisiana 71047 Company Complaining About: Comcast

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# **Description**

Comcast went down in the middle of night on 11/22. Comcast gives broad dates for repair and back on line that is never accurate. I have a home office and when in town cannot work causing potential job issues for me. Comcast needs to provide person to speak with accurate repair info. This has happened a number of times

# Ticket: # 1325635 - Comcast injecting service notices into web browsing

Date: 11/22/2016 6:37:37 PM

City/State/Zip: Indianapolis, Indiana 46226 Company Complaining About: Comcast

# **Description**

I went to CNN.com and was greeted with a pop-up notifying me of.. get this.. reaching my data cap (which I have already reported). I will attach a screengrab of this.

# Ticket: # 1325636 - Comcast injecting service notices into web browsing

Date: 11/22/2016 6:37:37 PM

City/State/Zip: Indianapolis, Indiana 46226 Company Complaining About: Comcast

# **Description**

I went to CNN.com and was greeted with a pop-up notifying me of.. get this.. reaching my data cap (which I have already reported). I will attach a screengrab of this.

## Ticket: # 1326346 - Google's YouTube More Difficult to Watch

Date: 11/23/2016 12:55:00 PM

City/State/Zip: Richmond, Virginia 23226-1103

**Company Complaining About: Comcast** 

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## **Description**

"5201 Cutshaw Avenue" <-- [Your site filled in my home address. I'm leaving it here, in case you need it here.]

Until maybe a week ago, Google's YouTube operation let me know that I had already watched videos posted on their site by placing an overlay over these videos' thumbnail images, said overlay showing the word "Watched" on top of the small image related to each video I had watched.

With my disabilities, all from the neck up, I can only reliably recall daily and weekly routines. If I try writing notes, I have to be able to find those notes, which is difficult for me.

I tried using YouTube's online "Help" feature, which only took me to a page of people all commenting and complaining about the same thing I observed. There was no way to contact YouTube or Google.

Google's own search engine only revealed other-party messages stating how to reach Google by phone, but also saying how difficult and pointless it is. I tried anyway, and was given a lengthy brushoff by the one person who answered a phone. He said that their supervisors simply don't take calls.

I asked, repeatedly, to speak to someone who could actually do something about this problem that so many of us are having. He said no one could do that. I said If that were actually true, they wouldn't be able to function. No one would have been able to turn off one of their previous features.

If someone can turn it off, someone can turn it back on, for all the people who rely on help sorting through sometimes hundreds of videos.

The YouTube person, who never gave his name, said he was going to hang up. I didn't give him the satisfaction, and hung up on him, first.

I actually have no problem with Comcast service, except that twice they've failed to keep their own word as to monthly pricing over a 12-month period. You don't provide any other way to bring up my issue.

I have not contacted Comcast about this. I don't think there's anything they would be willing to do about it. As I said, I contacted Google, about their YouTube.

# Ticket: # 1326829 - False Advertising

Date: 11/23/2016 5:13:44 PM

City/State/Zip: Boca Raton, Florida 33496 Company Complaining About: Comcast

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## **Description**

I went to thumbtack.com to find an A/C tech. I found one and the gentleman came out. Not only was this guy far from being a licensed profession but he damaged my home. Thumbtack boasts their gaurantee about property damage but you have to report it within 3 days. you have to find that portion first. The guy who came out took the safety switch out of the overflow pan and bypassed it causing it to overflow. I'm a single mom with a young child and my elderly mother with a heart condition in my home which now I'm afraid of black mold building up in my attic let alone the walls. The 2nd guy who came out .. go the a/c working but now it's blowing cool not cold and the 2nd guy won't return my calls either .. Thumbtack DOES NOT VERIFY THEIR SO CALLED PROFESSIONALS AT ALL!!!! They are scammers.

# Ticket: # 1327210 - data cap comcast

Date: 11/24/2016 1:44:34 AM

City/State/Zip: Avon Park, Florida 33825 Company Complaining About: Comcast

# **Description**

The datacap is unreal, And unfair in many ways to get back at cordcutters who enjoy streaming at their own convenience and time. Within 2 weeks a family of me my wife and 2 kids, 2 tv's on streaming hulu (not even all day or every day) And we hit the 1tb data cap.

With 4k streaming becomming a thing there is essentially no way to avoid the data cap unless your paying almsot 200\$ for unlimited witch too most customers is unaffordable.

# Ticket: # 1327626 - Ping/Latency Problems

Date: 11/24/2016 11:19:15 PM

City/State/Zip: San Antonio, Texas 78210 Company Complaining About: Time Warner

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# **Description**

I have had this ping/latency problems with my internet the past, hmmm.... 8 months or so. I have contacted TWC/Spectrum about the issue and they have sent over 3 Technicians to my home who have done nothing to resolve my problem. I am a gamer therefore I need the lowest ping possible in order to have a great online experience when competing with others. I will attach some ping/latency screenshots as proof. Keep in mind the lower the ping the better, not the higher the ping. The ideal ping is between 40ms-100ms.

Ticket: # 1328141 - Computer Tethering

**Date:** 11/25/2016 5:36:27 PM

City/State/Zip: Los Angeles, California 90057 Company Complaining About: Centurylink

**Description** 

A Federal employee is tethered to my computer he sees all my information I enter such as user names and passwords for social security bank accounts facebook IRS

#### Ticket: # 1328161 - Internet Predators

Date: 11/25/2016 5:51:16 PM

City/State/Zip: Mountain View, Arkansas 72560 Company Complaining About: Multiple Companies

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#### **Description**

When the computer screen popped up with an error message. When I tried to leave the website page, an audio warning told me that my computer would incur non-repairable damage if I were to shut it down. It is quite alarming. There was a number on my screen to contact for immediate help. The perpetrators of this scam convinced me that that I did the right thing by calling them and quickly relieved me of \$259.95 on 9/30/16. My son had his tech guy go through my computer the next day only to find out Nishkul Tech, 888-262-1518 infected my computer. On 10/24/16, an almost identical situation transpired again. This time it was a company called Micro Technology systems 866-647-7888. This scam relieved me of \$449.98. Then on 11/22/16 I paid \$299.99 to Copernicus Support, 844-892-6707. In every incident a virus was remotely spread to my computer and had to be repaired by a legitimate computer repair company.

I am 86 years old with short term memory loss dementia. I had this happen one other time 1/7/16 with a company named Right Help Desk 855-936-7543. Luckily, in this instance, the credit card company refunded my \$499.99 after they "helped" to infected my company.

When I call these companies in a panic, they get my phone number and call me, using scare tactics. Even after they get my credit card information and infect my computer, they still continue to call me. Surely, they know my age and lack of technology smarts makes me an easy mark.

If you could help me recover my funds, I would greatly appreciate it. The credit card company did not reverse my charges, stating "you called them to authorize computer repairs to your PC."

# Ticket: # 1328568 - Constant Comcast Outages

Date: 11/26/2016 10:08:49 AM

City/State/Zip: Vero Beach, Florida 32960 Company Complaining About: Comcast

## **Description**

We have a triple play with Comcast. We have been experiencing non stop outages for the past year. At least 3-4 per month, and no one over the phone is ever able to offer any help. Some of the dates I've written down are as follows:

11/26, 11/24 (ruined modem), 11/2, 10/26, 10/5 (6 days), many other days in between, 7/6, 3/21 through 3/23.

I work from home, so when the internet is down my attendance is affected and I don't get paid. I looked into business but was told they use the same cables/grid, so I would be in the same outages.

This cannot be normal and needs to be investigated and fixed. No service area should go though this many outages.

Ticket: # 1328762 - company does not comply with repeated unsubscribe requests

Date: 11/26/2016 2:08:29 PM

City/State/Zip: Mount Laurel, New Jersey 08054 Company Complaining About: Hitek School.com

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# **Description**

Company: hitek school.com Email: info@hitekschool.com

Years ago I requested information on their services, never bought anything from them. Every month they sent emails and when clicked on the unsubscribe from emails, the function doesnt work properly. Have sent manual requests and still getting these.

## Ticket: # 1328932 - Just Answer LLC

Date: 11/26/2016 5:55:23 PM

City/State/Zip: Silver Spring, Maryland 20910 Company Complaining About: Just Ask

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# **Description**

On November 23rd, my oven broke down so I went to what I thought was the Maytag website but was diverted to Just Ask. Initially, I was asked to pay \$5 for and answer and then \$23 extra dollars. I never got an answer and cancelled the request. However from that day on, there were several fraudulent attempts to use my debit card. Fortunately the financial institution blocked the requests and saved me. The address for Just Answer LLC is POB 29045 San Fransisco Calif. 94129 This was all done by Internet. They have a no-reply email address so I could not contact them.

# Ticket: # 1329095 - Yahoo's refusal to give me access to work e-mails at

(b) (6)

Date: 11/26/2016 9:46:31 PM

City/State/Zip: Henderson, Nevada 89052 Company Complaining About: Yahoo

Description

## **Description**

Yahoo has assigned my telephone number (b) (6) to a person named (b) (6) addition Yahoo has revealed Aaron's password which is (b) (6) This action makes it impossible for me to sign into my yahoo account to retrieve work information. Today, I have requested in writing for Yahoo's assistance at least 10 times. They have refused to attach my telephone number (b) (6) If Yahoo would assign (b) (6) to (b) (6) and remove my telephone number (which I pay for) from (b) to (b) (6) account, along with permitting me to input my new password they would enable me to at account, along with permitting me to input my new password they would enable me to at account, along with permitting me to input my new password they would enable me to at account, along with permitting me to input my new password they would enable me to account. my work information. Assigning someone's information and revealing someone's password is serious. Knowingly and deliberately preventing me from accessing my work information and work history is more serious. This action will prevent me from accessing vital work information and vital history. I am hopeful that you can help me gain access to my work information.

# Ticket: # 1329318 - comcast data throttling

**Date:** 11/27/2016 11:58:47 AM **City/State/Zip:** Roy, Utah 84067

**Company Complaining About: Comcast** 

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## **Description**

I have no option but comcast as an isp because of the terrain where i live. Comcast has informed me they have not changed my plan or raised my rates, what they have done however is cut my service. By limiting data to 1tb its caused me to cancel my amazon video and CBS all access subscriptions, I also have to limit my YOUTUBE watching, i cant afford the data.

Comcast has done this to intentionally stop video steaming as a cablety alternative.

A few of my biggest gripes? Comcast uses my router and modem to create a free hotspot for others to leech onto the internet. I pay for this.

Marketing, i will not be able to listen or watch ads, i will opt out of them asap or close my browser, i cannot afford the data.

News stories that i may go to read often turn out to be video, and often a pop up video will start as well. I have no control over this, yet i pay for it.

I dont want comcast, I want choices, but they have a monopoly on me.



# Ticket: # 1329325 - Cellular Date: 11/27/2016 12:07:52 PM

City/State/Zip: Ponchatoula, Louisiana 70454 Company Complaining About: Boost Mobile

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# **Description**

Dear FCC

I and several of my neighbors have been receiving collection calls for other persons for several years. I and several of my neighbors use Boost Mobile. I have attempted to get a copy of all my cell calls to my cell number of (6) (6) but but boost Mobile will not release my cell records without a court order. If you could contact Boost Mobile and have them release the records, so I can send a certified letter to the collection agencies to stop their collection activities to those not responsible for the debt.

# Ticket: # 1329592 - Trusted Credential Authority for "My TWC" app

Date: 11/27/2016 6:21:12 PM

City/State/Zip: Northridge, California 91325 Company Complaining About: Time Warner

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## **Description**

- -I contact TWC to get the name of who the Trusted Credential Authority for "My TWC" app is?
- -TWC employee name Farza said that is not them to do. i should contact my phone service provider.
- -now I use the app mostly from my wifi device meaning any wifi.
- -- the last statement contradict what TWC statement to me.
- can you help to have Online authority to give full disclosure of information to help protect our security and privacy of information.
- All online or telecommunication businesses need to have an ez access to this information from their end when their is a transaction happening.
- -Hope you can help us the consumer be better protected when it comes to how information is shared.

# Ticket: # 1330301 - Tech support scam

Date: 11/28/2016 1:22:53 PM

City/State/Zip: Washington, District Of Columbia 20011

Company Complaining About: First Choice Microsoft Partner Center

## **Description**

I have received several calls from a bogus tech support scammer claiming to be associated with Microsoft. They Call them self First Choice Tech Support and claim that it's time for my 6 month computer tune up on the computer I purchased a year ago. I haven't purchased a computer in over 6 years and my computer is an Apple and doesn't use Microsoft. They have now called me twice urging me to call back and schedule my tune up telling me my computer is at risk. They say it's for a plan I purchased a little over a year ago. I have read multiple accounts online of other consumers falling victim to this same scam under the First Choice name. The number they tell me to call is 8669575955. This is a scam that is taking hundreds of dollars from consumers and needs to be stopped IMMEDIATELY.

# Ticket: # 1330437 - Fraud, Waste and Abuse

Date: 11/28/2016 2:30:40 PM

City/State/Zip: Ann Arbor, Michigan 48108

Company Complaining About: University Of Michigan

#### **Description**

Federal Communications Commission Inspector General, David L. Hunt J.D. 445 12th Street SW Washington, DC 20554

Date: November 28, 2016

Re: Confidential, Domestic Violence Survivor

Requested Formal Investigation - Assurance Wireless 734-717-3487

Dear Inspector General David Hunt,

Let the record show, continuous issues referencing fraud, waste and abuse. Please take note to the continued evidence page attached below. Emailed to the above stated on November 25, 2016 at 5:12 pm EST from consumercomplaints@fcc.gov Let the record show, this day Monday November 28, 2016 I am reporting email communications that are altered and tampered with.

Please be advised, I requested legal representation by a higher government level. Referencing, a formal investigation request proceeding into a potential cause of action against the accused. I feel it is inappropriate to speak with Sprint given the formal letters that I have received. Therefore, I will wait for direct communication formally from a legal representative.

Sincerely,



Documented this day, Monday November 28, 2016 at 1:00 pm, EST.

~Continued on next page formal evidence documentation

~Continued Evidence - (b) (6) Case

---- Forwarded Message -----

From: FCC <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Friday, November 25, 2016 5:12 PM

Subject: [FCC Complaints] Re: Continuous abuse of minutes Assurance Wireless

##- Please type your reply above this line -## This ticket (#1277006) has been updated.

FCC Consumer Complaints (FCC Complaints)

Nov 25, 5:12 PM EST

Hi (b) (6) US Copyright and Image Protected Individual, Trademark,

In its response to your complaint, the carrier stated that a company agent attempted unsuccessfully to contact you. The FCC requests that you attempt to contact the carrier within five days. Please respond back to this email within seven days and let us know the outcome of your conversation with your carrier.

Here is the contact information:

Mondrell G

1-855-848-3280, ext. 2371. I am available Monday through Friday 8:00 a.m. to 5:00 p.m., Central Time

Mgobluee85

Oct 21, 11:28 AM EDT

October 21, 2016

This is the response that I received regarding Assurance Wireless.

Sincerely,(b) (6)

---- Forwarded Message -----

From: FCC <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Thursday, October 20, 2016 3:51 PM

Subject: Request updated: Continuous abuse of minutes Assurance Wireless

#yiv5502485806 table td {border-collapse:collapse;}#yiv5502485806 body .filtered99999 .yiv5502485806directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

Mgobluee85 Oct 20, 12:41 PM EDT

RE: ASSURANCE WIRELESS 1277006

PLEASE BE ADVISED, I RECEIVED A EMAIL RESPONSE YESTERDAY AT OCTOBER 19, 2016 5:15 PM, EST I AM CHECKING TO MAKE SURE NOT FURTHER CRIMINAL BEHAVIOR.

SINCERELY,(b) (6)

(b) (6)

From: FCC <consumercomplaints@fcc.gov>

To: (b) (6)
Sent: Thursday, October 20, 2016 12:16 PM

Subject: Request updated: Continuous abuse of minutes Assurance Wireless

#yiv3008245480 table td {border-collapse:collapse;}#yiv3008245480 body .filtered99999 .yiv3008245480directional text wrapper {direction:rtl;unicode-bidi:embed;}

Mgobluee85 Oct 19, 5:15 PM EDT

Federal Communications Commission Office of the Inspector General (OIG) Deputy Inspector General, David L. Hunt 445 12th Street SW, Washington, DC 20554

Federal Trade Commission
Office of Inspector General
Inspector General, Roslyn A. Mazer
Room CC-5206
600 Pennsylvania Ave., NW
Washington, DC 20580

Social Security Administration
Office of the Inspector General
Acting Inspector General Gale Stallworth Stone
Social Security Fraud Hotline
P.O. Box 17785
Baltimore, Maryland 21235

Date: October 19, 2016

Formal Criminal Investigation Report On File

This day Wednesday October 19, 2016 zapped phone line (b) (6) at 11:39 am on the corner of State Street and Washington Ann Arbor Michigan. Retrieved voice mail from the above stated

regarding a formal complaint to the United States Department of Education, Office of Civil Rights 216-522-4970 at 11:39 am. Let the record show new Virgin Mobile Top Off Card added at 11:41 am, EST. \$5.00 credit converted over to 250 minutes at 11:43 am, EST. On October 19, 2016 at 4:45 pm, EST please note the record, 197 minutes remaining.

Earlier in the day abuse of 250 minutes from \$5.00 cash balance in a matter of a few hours. I would like the individuals responsible to be formally charged with the maximum charge.

Sincerely,

#### (b) (6)

Documented: October 19, 2016 at 5:06 pm, EST

Attachment(s)
FCC FTC SSA October 19 2016.docx

This email is a service from FCC Complaints. Delivered by Zendesk [NEDDXX-9QO1]

# Ticket: # 1330782 - Comcast Blocking Prices

Date: 11/28/2016 4:49:27 PM

City/State/Zip: Marietta, Georgia 30068 Company Complaining About: Comcast

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# **Description**

Xfinity is preventing me from seeing the prices of their bundles that they offer other than the one I currently have. This is preventing me from knowing if I am paying grossly higher amounts and more importantly, I want to change my plan from having: TV, Internet, and Phone to just the latter two. I cannot see what options I have with them and it is not transparent and conducive as a publicly traded company.

Thanks,

(b) (6)

## Ticket: # 1331636 - Charter Fiberlink

Date: 11/29/2016 10:49:36 AM

City/State/Zip: San Antonio, Texas 78233 Company Complaining About: Charter

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# **Description**

This company is sending out unwanted text messages with a tap here area. People have no idea what will happen if they hit the tap here area. Is this a way to hack into your system. The text message comes from 920-363-0796 and indicates it is tebjx.com. Looking up the phone number indicates it is Charter Fiberlink out of Wisconsin. Isn't this against the law?

Ticket: # 1331869 - Internet issue

**Date:** 11/29/2016 12:45:25 PM **City/State/Zip:** Toledo, Ohio 43623

Company Complaining About: Buckeye Cable

# **Description**

Buckeye cable came to fix the pixel issue on my videophone and I wasn't satisfied. I am not only one who has this issue. I need my videophone to have clear picture for emergency call.

Ticket: # 1332947 - Comcast data caps, packet interference, poor availability.

**Date:** 11/29/2016 9:09:14 PM

City/State/Zip: Sandy, Utah 84120

**Company Complaining About: Comcast** 

#### **Description**

This complaint is in regards to two separate, but linked issued we have experienced with our ISP.

Despite having been a customer in good standing for several years Comcast continually violates the most basic norms of ethical business conduct. In addition to suffering the usual complaints about rate stuffing, price ambiguity, poor uptimes and traffic shaping (not to mention a host of other problems, of course.) Comcast recently rewrote our service contract unilaterally and without sufficient warning. By forcing a miniscule data cap onto our service not more than a week before it went into affect Comcast placed our home-run small business in a precarious position.

If that weren't enough of slight, Comcast's 'consumer friendly' bandwidth notification system continually malfunctions. Just today, we were prevented from accessing one of the subdomains we administer because of the notification system bugging out. So not is Comcast monitoring our packets, but their ineptitude in packet injection prevents us from actually using the service they're selling.

These behaviors are a pretty good summary of our years of experience with Comcast: continually worse service, worse pricing and worse terms of service. Why stick with such an awful company? Comcast is the only 'Robber Baron' in town.

Ticket: # 1333115 - First Rights suppression / embedded ads - running stories

Date: 11/29/2016 11:46:52 PM

City/State/Zip: Lexington, Michigan 48450

Company Complaining About: Aol

#### **Description**

Ever since the Election was running, it seems that AOL has taken the position that if you do not agree, when placing a comment, below one of their stories, they have the right to either place it in a "pending approval," which means it doesn't get printed, to not print it, or to bar you from their site. The excuses that they gave were language, which mine was clean, shady IPO's, which I've had an account with them for 17 years, and the last one escapes me at the moment, but it was just as ridiculous!! I saw remarks with curse words that were printed, as well as ugly commenting. This has continued up to today, when they barred 4 of my comments, of all things, a story about First Amendment Rights!! I hope something can be said to them about their PC Police, and the way they purposely hold up the comments in batches of 60 or more, then print them on the page. My other complaint has to do with their embedded ads which they have chosen to place on web pages, at the bottom of your mailbox page, and other assorted places. When you pull up a story, they have a video of the story itself, which automatically plays, with no master way of pausing these stories, unless you choose to watch them. The stories are usually printed out below the video, with a comment section below that. Being on a fixed income, I get charged by my provider, who is NOT AOL, for any embedded videos, and my bill has gone up substantially due to these little tricks that they're using.

One other thing that I'd like to include is that I went to my mailbox on AOL tonight. All that I got were envelope symbols, and there were no titles, to let me know what was in these e-mails. That means I have no access to my mail. Although I have a lot of mail, I don't know if I've been blocked due to my comments today, or if this is a coincidence.

The problem with the comment section has happened to other people besides me, and I told people to file a complaint with you. This is the only way our First Amendment Rights will be restored. I can see bad language, but when none is used, and you air your views with good taste, it has a right to be heard. Thank you so much for your time. If you can stop those videos as well, Thank you!!

# Ticket: # 1333172 - Time Warner/Spectrum Merge

Date: 11/30/2016 1:47:40 AM

City/State/Zip: Fallbrook, California 92028 Company Complaining About: Time Warner

## **Description**

The service I have received following the company merger has been some of the worst I have ever experienced not only does not warrant the minimum monthly amount they charge for internet access, but it's down-right scam. I have been paying an extraordinary amount of money per month only to receive sub-par internet speeds and constant outages.

Ticket: # 1333297 - Pandora, free Internet radio

Date: 11/30/2016 10:24:46 AM

City/State/Zip: Lincoln, Nebraska 68501

# **Description**

I don't see why Pandora is blocked. There's no reason for it to be.

Ticket: # 1333304 - comcast internet

Date: 11/30/2016 10:34:52 AM

**City/State/Zip:** Fort Myers, Florida 33912 **Company Complaining About:** Comcast

# Description

(b) (6)

Ticket: # 1333676 - hello **Date:** 11/30/2016 1:28:41 PM

City/State/Zip: Baton Rouge, Louisiana 70811 Company Complaining About: T Mobile

#### **Description**

11/30/16

MY COMPLAINT IS AGAINST T-MOBILE WIRELESS NETWORK COMPANY. WHO REFUSE TO CREDIT MY 4 DOLLARS AND 39 CENT BACK TO MY CHASE DEBIT CARD. I'M DISABLE AND I HAD A LOUISIANA HANDICAP I.D. PLACARD T-MOBILE HAD A BLACK FRIDAY DEAL ON SIM CARDS FOR SMART PHONES FOR 4 DOLLARS . I CANCER THE PURCHASE BECAUSE THEY UNLIMITED PLANS WAS 75 DOLLARS . AND I CAN'T AFFORD THAT AMOUNT. SO I ASK FOR A REFUND OF MY 4 DOLLARS AND 39

CENT BE CREDIT BACK TO MY CHASE VISA DEBIT ACCOUNT. IT'S BEEN ALMOST A WEEK NOW AND THEY STILL REFUSE TO CREDIT MY DEBIT CARD. I ALSO TOLD THEM (T-MOBILE) THAT I WAS DISABLE AND HAVE A HANDICAP I.D.

AND I COULD AFFORD THEY UNLIMITED DATA PALN. NOW THEY REFUSE TO REFUND MY CHASE VISA CARD

## Ticket: # 1333781 - Fraud and overbilling

Date: 11/30/2016 2:06:34 PM

City/State/Zip: Channelview, Texas 77530 Company Complaining About: Comcast

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#### **Description**

I spent 3 hours yesterday (November 29, 2016 and talked to three different Comcast employees, and despite all three at first claiming that I owed Comcast, and then after I proved to them with credit card receipts that I had paid finally conceded that I had paid my bill, but all three all said that there were "other issues" and that they could not restore my internet service. When I told the last Comcast reprehensive that I was going to file a complaint she said that she could take my complaint. I explained to her that I meant a complaint with the FCC. She then agreed to "temporally" restore my internet service, but said that I would need to talk to billing to keep it on, despite the fact that I was informed by all the rep's that my bill was paid up until December 16 2016. After the first two Comcast representatives refused to restore my internet service, my only option that I had when I tried to go online was to pay \$68.02 and then my service would be restored. That is an additional month plus a \$10 late fee.

After my service was restored temporarily, after 3 hours of negotiation, I went to my online Comcast website, and went to my account and downloaded copies of all my bills from Comcast, and Comcast's own records clearly shows that my bill is paid in full, and that my next payment is \$58.02; which is my normal bill without a late charge, and that it is not due on December 16, 2016, so as Comcast should well know my bill is not due until 18 days from today, and is not even due much less overdue.

It seems clear to me that Comcast has to know from it's own records that my bill was not overdue and that Comcast and it's employees that I talked to knew this , and admitted this to me on the phone and still refused to restore my service. This is in my opinion legally defined as fraud, and extortion as Comcast wanted more money which Comcast knew for a fact that they are not entitled to for my internet service, and that Comcast despite this 3 times refused to restore service unless payment (illegal extortion) was made. I contend that I am entitled to the service that I have paid for without paying additional extortion to get the internet service that I am contractually and legally entitled to, and have already paid for.

I am disabled and pay my bill around the third of the month long before it's even due, and I do hereby demand Reasonable Accommodation pursuant to the Americans with Disabilities Act. The reasonable accommodation I demand is that Comcast not use information provided by me, like social security number and other information to determine that I am a senior citizen, and to then use this information to identify me as a possible victim for fraud, over billing, and extortion if I don't pay.

Please also be informed that I am not disabled due to impaired competency. I get disability because I have an obsession with political activism, or in other words I got arrested at senator Arlen Specter's office in 1999 to protest the treatment of Native Americans, and after being given a high bond for civil disobedience (disorderly conduct) I was forcibly committed to a mental hospital after I went on a hunger strike so that I could be force fed. Even the doctors however said in the Mayview summary that "patients competency remains unimpaired" so if Comcast is assuming that I am an easy mark because I am disabled you are making an incorrect assumption. I have also been arrested at

congressman Jack Fields town meeting in 1986, and have also been arrested by county commissioner Jim Fonteno in 1999. So I don't think I am the helpless disabled person you seem to think I am.

## Ticket: # 1333821 - Internet service issues for 5 weeks.

Date: 11/30/2016 2:22:27 PM

City/State/Zip: Jeffersonville, Indiana 47130 Company Complaining About: Time Warner

## **Description**

One of our stores has had intermittently internet signal drop for 5 weeks now. The trace report show a signal drop at the sixth hop at a Level 3 server in Chicago. Time Warner finally contacted Level 3 and thinks they fixed it but didn't as of last week. We are trying to run a retail business and it affecting sales and service levels for the past 5 weeks.

## Ticket: # 1334622 - AT&T Lack of Support

Date: 11/30/2016 9:03:57 PM

City/State/Zip: Chicago, Illinois 60653-1021

**Company Complaining About: AT&T** 

# Description

I have an AT&T email account that will not allow me to logoff. I have spent over 3 days with AT&T's so-called technical support. Finally, on the 3rd day, I get a Digital Assistance Center agent who tells me no one at AT&T can help me because my AT&T email account resides on a Yahoo platform. And the only way I can get Yahoo support is via Chat. Yahoo chat tells me they do not provide support for AT&T accounts. I cannot use my AT&T account unless I am willing to hit the logout button, shut down my browser and reboot my machine. BTW, this problem occurs on any machine I use and with any browser I use. I am extremely frustrated with both AT&T and Yahoo.

Ticket: # 1335163 - Prolonged Email Outage for ISP Brighthouse/TWC/RoadRunner

now SPECTRUM

Date: 12/1/2016 12:27:52 PM

City/State/Zip: Palm Coast, Florida 32137 Company Complaining About: Bright House

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#### **Description**

Since beginning of November 2016, have only had intermittent access to emails. Emails are NOT downloading from server, nor in OUTLOOK, nor in WEBMAIL, nor on iPhone. Most recent outage now in its 6th day! ISP confirmed knowing about issue and, for days, has advised their engineers are working to correct the issues.

This is untenable! Suspect recent take-over by SPECTRUM may be impacting service and service interruptions.

Something else which may be impacting service (and this brought to attention of Brighthouse) is the fact that their SECURITY CERTIFICATE has expired. See Attachment.

Email cannot currently be reached. Therefore, request reply to alternate email for which call. Thank you.

## Ticket: # 1336226 - Retrive business Due to memory loss

Date: 12/1/2016 8:02:06 PM

City/State/Zip: Brooklyn, New York 11208 Company Complaining About: Verizon

#### **Description**

Regarding NYNEX business in 1988 reestablish it back in 8/1/1997 and also in 2016 under the name (b) (6) I also has the controle information number in my position I would like to now which business department to contact to retrieve the document regarding Attention complaint department

Rmy business and also like to file a complaint with your department regarding this matter any further information you require at your best convenient I would gladly furnish upon your request.

Respectfully yours
(b) (6)

#### Ticket: # 1336250 - Internet price scam

Date: 12/1/2016 8:23:15 PM

City/State/Zip: Horseheads, New York 14845 Company Complaining About: Time Warner

Description

#### **Description**

Last month I decided that I could no longer afford to pay Time Warner's charges anymore and decided to just keep their internet service and using streaming media such as Netflix, etc. When I went into the office to turn in my equipment, I was interrogated as to why I was only keeping internet. After a few minutes, I told the rep that I would be streaming my television from this point forward. He clicked what appeared to be a box on his computer screen and then continued with my transaction. I was offered the "EXTREME INTERNET" for a whopping \$80 per month, but he said it would be better since I will be streaming video.

On November 26, I arrived home and began to watch television. The show was running very slow and kept buffering. I checked my internet connection and found that I was only streaming 2.4 Ghz (whatever that means) as opposed to the (5 Ghz) EXTREME internet. The option to connect to the 5 Ghz was not even showing on the internet connect screen. I called and spoke to a rep named Nathan, who told me a bunch of technical things and then he clicked a button on his screen and amazingly my EXTREME internet was back. Today, December 1st, the exact same thing happened. This time I spoke with Chris, and amazingly my EXTREME internet was back with just a couple of clicks.

I believe that this is being done deliberately to Time Warner Customers who no longer wish to pay the outrageous prices for their service. It is my belief that they will continue to inconvenience their customers who only use their internet service (they are the only option in this area by the way) using tactics stated above until they are so frustrated that they return to Time Warner as cable customers.

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#### Ticket: # 1336251 - POOR CUSTOMER SERVICE & POOR INTERNET ISSUES

Date: 12/1/2016 8:23:39 PM

City/State/Zip: Bainbridge, Georgia 39819

Company Complaining About: Windstream Communications

#### **Description**

I am making this complaint on behalf of my grandparents. (b) (6)

My grandparents live in Whigham, GA and they rely on their internet service not only for the internet but for there phone service as well. They use an internet based phone system that is cheaper for them. Their internet has been down for going on 5 days now. When my grandma used her emergency cell phone to call Windstream she was told that there was a line issue and that it could take anywhere from a day to a month to be fixed that he did not know an exact time frame. Then he told her to call back at 6pm, Seriously?!? 6pm? A month is completely unacceptable and she should not have to pay for a service that she is not getting. She has also been paying for speeds that she is not getting.

# Ticket: # 1337612 - Comcast Web browser traffic content injection

Date: 12/2/2016 7:24:56 PM

City/State/Zip: Odenton, Maryland 21113 Company Complaining About: Comcast

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## **Description**

I'm a customer of Comcast's "xfinity" cable internet service. They've begun injecting advertising content into my regular web browsing traffic in an effort to get me to lease a new cable modem from them. This is an entirely unethical practice, and I would like the FCC to take action to stop it.

# Ticket: # 1337776 - ilbstudios@outlook.com

Date: 12/2/2016 9:52:37 PM

City/State/Zip: Las Vegas, Nevada 89118

Company Complaining About: Http://www.joyboy.club/

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# **Description**

These people send me e mails with gay, and minor for sex. I have already asked them to delete my info and stop sending such e mails. I have never ever got n business with them.

http://www.joyboy.club/

## Ticket: # 1337829 - Comcast complaint

Date: 12/2/2016 10:40:34 PM

City/State/Zip: Mechanicsville, Virginia 23116
Company Complaining About: Comcast

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#### **Description**

Comcast cut off my account today with out a reason call nothing. I call they have no notes why and can't reopen account. She says they have to open a new account. Open new account then says have to send me to tech support to transfer equipment. Come to find out they say the modem is tagged as lost and can't re activate it. I gave model serial numbers and still say I have to to go to service center to exchange for another modem. After 3 hours of phone time. A tech company can't remove a lost tag on equipment if it was active the same day and have serial number and model number from it. I have been left with no internet and have to drive to a service center for no reason and I can't get answers why. I just got my bill and due December 18th I have never been late. They sent me a new modem I send back the old one and activate the new one for a month now and decide they are closing my account unbelievable service!

#### Ticket: # 1337959 - No internet

Date: 12/3/2016 4:00:19 AM

City/State/Zip: Davenport, Iowa 52806 Company Complaining About: Mediacom

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## **Description**

No solution lied and said no outage at beginning. Then said okay there may be an outage in my area to my wife when said we want our service now its been out 2 days since December 1st 2016. Not resolved id like out of contract free if they cant hold up their end and fix it ASAP no excuses. I expect it to work now if i pay for it.

#### Ticket: # 1338255 - Cox Communications chronic interference

Date: 12/3/2016 2:35:24 PM

City/State/Zip: New Orleans, Louisiana 70118

**Company Complaining About:** Cox

## Description

#### **Description**

For the past 3 Months, I have attempted to work with Cox Communications to remedy interference issues that are affecting my internet connection. On at least 10 separate occasion, Cox technicians have come to diagnose the issue at my home. None of the technicians have resolved the issue, and some have actually made it worse. In fact, one of the technicians disconnected my line and proceeded to hook up my modem to a high voltage line which was meant for telephone connections only, possibly causing damage to my modem, home network equipment, and computer. A subsequent technician was able to reconnect the correct line, but the interference issues remain. I continue to experience anywhere from 5% to 50% packet loss on all upstream data traffic. To document this, I have been keeping logs of voip data traffic simulations to a known-good test server for the past 30 days. I am including these logs with this complaint to illustrate that this issue is chronic and that Cox Communications has been either unable or unwilling to provide a remedy.

## Ticket: # 1338535 - virus scammers

Date: 12/3/2016 8:57:11 PM

City/State/Zip: Ripley, Ohio 45167 Company Complaining About: I Fix Pc

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## **Description**

A virus alert locked up my computer and said to call a number and when I did that, I was charged 260+ dollars for repairs. I've since discovered this is a scam. Sadly, I've lost most of the notes I scribbled down at the time, but the checks were mailed to 31 Kidbrook Road Brampton Ontario.

Ticket: # 1338610 - Verizon without warning blocked smtp sending from my domain

Date: 12/3/2016 11:17:39 PM

City/State/Zip: Newton, Massachusetts 02459

**Company Complaining About:** Verizon

## **Description**

Verizon FIOS suddenly without warning decided to stop accepting email from my private domain. I have been a subscriber for almost 15 years and this has disrupted my ability to maintain my private office

## Ticket: # 1338814 - Viacom Inc. Mandatory Arbitration clause

Date: 12/4/2016 1:21:15 PM

City/State/Zip: Santa Cruz, California 95064 Company Complaining About: Viacom Inc.

#### **Description**

Viacom Inc., my ISP, has updated Terms of Use Agreement for the second time this calendar year, and will not respect my previous Mandatory Arbitration opt-out request.

I do not believe it is fair, just, or ethical that Viacom makes it so onerous to opt-out of mandatory arbitration. Furthermore, I believe the company explicitly and intentionally imposes unnecessary and excessive burdens (for instance: demanding that my opt-out notice be sent via certified mail) that are designed to disenfranchise citizens of their constitutional rights to a jury trial, among others.

## Ticket: # 1338837 - senior abuse

Date: 12/4/2016 2:36:38 PM

City/State/Zip: San Antonio, Texas 78213 Company Complaining About: Matchseniors

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## **Description**

Button for unsubscribing to MatchSeniors invite to join doesn't link to unsubscribe, instead it requests a birthdate and button to join. See:

This is an advertisement. Unsubscribe from this offer.
Matchseniors, 15851 Dallas Parkway, Suite 600, Addison, TX 75001

## Ticket: # 1338971 - Poor internet service

Date: 12/4/2016 5:32:31 PM

City/State/Zip: Lancaster, California 93536

Company Complaining About: Dsl Extreme (using Frontier Communication Lines)

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## **Description**

Cannot stay connected to internet. Not getting service we're paying for. I've been given new modems, told to by a new router (which I did), was told it was an "authentication" problem. Have spent uncountable hours with tech support. Technicians have been to our home twice - first time nearly 3 hours, second time disconnected old alarm system on same phone line.

## Ticket: # 1339010 - Code Injection on HTTP Traffic

Date: 12/4/2016 6:33:03 PM

City/State/Zip: Alton, Illinois 62002 Company Complaining About: Charter

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#### **Description**

After replacement of a modem I noticed that all webpages had a snippet of code injected into the HTTP connections which redirected to (b) (6) and occasionally prompted the user with my legal name and a list of term and conditions for me to access. This of course appears for \*ALL\* users on the home connection, which means that they are allowing others to accept terms on my behalf which is illegal. Furthermore, I do not agree to any contracts or terms presented in this manner because of what the act represents. I spoke with other users who also had the problem and they told me that after they accepted the injected code remained and replaced search engine results behind the scenes (without notifying them) and even replaced ads shown on webpages with their own.

I verified this wasn't just malware with my computer my connecting from other devices, and every device is doing it. Worse on Android devices though because App functionally is disrupted to the point of complete breakage even when it's not showing anything. I also verified that the IP address is owned by charter and they also admitted to doing this, but see nothing wrong with it.

Naturally, I responded by changing my network to OpenDNS, but because the connection is injected in all HTTP requests that didn't fix it. On the home computers I installed an app that changes all traffic to HTTPS and that permanently solved the problem there, but the mobile devices couldn't so I blocked the IP address (b) (6) for all devices in the router's parental controls and that at least stopped a secondary user from agreeing to terms illegally on my behalf (which, seriously, they shouldn't use children for) but the page request is still made meaning that app functionality is still broken.

When I called Charter about this they told me I have to agree to the terms the way they are presented to use the service. They said I could come in to sign it manually, but they said they cannot assure me it won't happen again whenever terms and conditions change. Of course, this all together suggests that by avoiding HTTP connections I'm not even bound by the new conditions (at least in theory) but it's not the conditions that concern me. It's the fact that, no matter what I am doing, they will break connection randomly to inject code according to what they feel like doing. If they want to update the TOS, or give a message to me, or any number of other reasons and if it happens at a really bad time it would mean failing an online exam (since I cant open the page more than once and can't go back to it once redirected, this would result in an automatic failure) or otherwise interrupt my work.

In short, all our mobile devices are broken by code injected by an ISP to hijack the content of our home devices without our consent and it makes me extremely uncomfortable that an ISP can get away with hijacking my connection to websites to disrupt and/or control content.

If I really have to agree to terms and conditions to use the internet, shouldn't that happen at the start of service? Rather than 8 YEARS later? Clearly I'm using the internet right now, so it's not like it's an actual condition of use. They have to be aware that it can be bypassed. So why set up the

infrastructure to control web traffic at the inserted code level? and why allow non customers to agree on my behalf?

Also: They told me many other customers called in with the same complaints, escalated, etc. and were ultimately told the same thing as if they makes it right or legal. I can't imagine a scenario where a TOS I don't personally have to agree to can be binding to me, or a scenario where an ISP can randomly interrupt service to push it's own content or even messages.

#### Ticket: # 1339041 - WiFi Radiation

Date: 12/4/2016 7:34:26 PM

City/State/Zip: Bronx, New York 10457 Company Complaining About: Optimum

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#### **Description**

I've been monitoring a signal thats been moving around my neighborhood since 2012. I've been monitoring this signal from a app on my cell phone. For years this signal has moved all throughout the neighbor expanding and contracting. I spoke to many asking how and why a signal of this nature would move throughout the neighborhood no one had a anwser. I live in residential housing and for 4 years I've been experiencing heart pains and migraine headaches. It took me a year to realize this only happens when I'm at home. I use to go to the emergency room on a regular bases until each and everytime I noticed my vital signs are fine each time I visted. Not only good but excellent. About 6 months ago this signal became stationary right over my building expanding and contracting. Since this ajustment my heart pains and headaches are on a regular bases. I'm a veteran and I got my record of how many emergency room visits I'd had since 2012 it was 600 pages long. Two people have died building and I don't want to be the third. There's nothing you can do or will do about this just let it be known that I know and now you know. I'm in the process of moving if these severe heart pains and migraines don't cease I'll never leave he and I'm sure that what I've been experiencing all of these years has done permanent damage already

# Ticket: # 1339153 - Webiste Ad Injection Done by Comcast

Date: 12/4/2016 10:32:19 PM

City/State/Zip: Pittsburgh, Pennsylvania 15213

**Company Complaining About: Comcast** 

Description

#### **Description**

When broswing the internet, occasionally I will get javascript-based popups injected into the website I am visiting. These popups are not a part of the original website, and only serve to advertise and otherwise promote Comcase goods and/or services.

This ad-injection constitutes:

- a) Hijacking
- b) Copyright infringement (the websites have copyright on their website, whereas Comcast is making a derivative work
- c) Violation of the CFAA (Computer Fraud and Abuse Act) with respect that you and the website are the ones communicating, and they are hacking the communication chain

# Ticket: # 1339783 - problem with DirectTV

Date: 12/5/2016 2:23:02 PM

City/State/Zip: Santa Fe, New Mexico 87501 Company Complaining About: Directv

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#### **Description**

We have Comcast Internet and TV and live in an apartment building in Santa Fe NM (Los Pinones). Saturday afternoon our new neighbors moved in an had DirectTV come and install their TV Cable/Internet. This knocked out our service, and the neighbors said they called to report it to DirectTV but nothing was done. The next day I got Comcast to come and fix the issue. The technician said that the DirectTV technician cut a lot of wires and he said he thought it was done intentionally as sabotage. I tried filing a complaint with DirectTV and they said they would not take my complaint because I am not a customer.

Ticket: # 1340055 - FTC Referral

Ticket. # 1340055 - FTC Refer

Date: 12/5/2016 4:30:21 PM

City/State/Zip: District Heights, Maryland 20747

Company Complaining About: Comcast

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1340298 - Horrible AT&T service with dishonest support.

Date: 12/5/2016 6:27:45 PM

City/State/Zip: Los Angeles, California 90028

**Company Complaining About: AT&T** 

## **Description**

Service will have periods of constant cut-outs. Quick web searches at these times make it easily indicative of problems occuring on the ISP's side. Rather than AT&T admitting this, they send out multiple techs to fix the issue, essentially just saving time until they can resolve whatever the issue is elsewhere; occasionally even attempting to convince customers to pay for new hardware which is COMPLETELY unnecessary.

Ticket: # 1340359 - Re: [FCC Complaints] Re: BRIGHTPACKET ISP UNFAIR PRICING AND CONTRACT TERMS

Date: 12/5/2016 7:04:13 PM

City/State/Zip: Vernon, California 90058 Company Complaining About: Brightpacket

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#### **Description**

This is a follow-up to your previous request #1297666 "BRIGHTPACKET ISP UNFAIR PRI..."

Brightpacket Contact info:

Phone: 714-705-4929Fax: 714-705-4930email: info@brightpacket.comAddress: Bright Packet

Inc. PO box 2283 Fullerton, CA 92837

We always appreciate you to be with us. Have a beautiful day!

(b) (6) BNA Color Industry, Inc (b) (6) Vernon CA 90058Tel) (b) (6) (7)

On Friday, November 25, 2016 1:52 PM, FCC <consumercomplaints@fcc.gov> wrote:

#yiv7193690067 table td {border-collapse:collapse;}#yiv7193690067 body .filtered99999 .yiv7193690067directional text wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 1340590 - Internet service

Date: 12/5/2016 10:33:12 PM

City/State/Zip: Hawley, Pennsylvania 18428 Company Complaining About: Verizon

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#### **Description**

Were we live we frequently have issues and it takes Verizon a week to get our service restored . Our our most recent issue we have not internet service for over a week which is an issue since both my husband and I work from home and need internet access. We were told internet service would be stored on 11/28 then by 12/6 and today we are being told by 12/10. The date and root cause seems to change depnding on who you speak with at the company. In this day and age to have to wait over a week to have internet service restored is unacceptable. It's very obvious that due to us living in a rural area we do not get the same level of service if we were living in a large city.

# Ticket: # 1340732 - internet and phone service

Date: 12/6/2016 2:33:46 AM

City/State/Zip: Gresham, Oregon 97080 Company Complaining About: Comcast

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## **Description**

I have xfinity for phone and internet service I 'am worried about after two weeks are up I need my phone service for medical reason's i'am on dialysis and have a bad heart if they interrupted my service on 12/19/16 then I guess I don't own them any more money I paid them \$300

## Ticket: # 1340935 - Repeated emails after unsubscribing multiple times

Date: 12/6/2016 11:25:13 AM

City/State/Zip: Duluth, Georgia 30097 Company Complaining About: Comcast

#### **Description**

I have unsubscribed from the email list of a company who found my email address via a job board multiple times.

I have also replied to emails sent to me by employees of this company, requesting to be removed form their database.

Every day, I continue to receive multiple emails from this company, and every time I get one, I unsubscribe again, but I continue to receive more.

The company is called Okaya Infocom (http://www.okayainfo.com/).

I do not believe that their unsubscribe service actually does anything.

#### Ticket: # 1341234 - COMPUTER HACKING

Date: 12/6/2016 1:44:16 PM

City/State/Zip: Las Vegas, Nevada 89110 Company Complaining About: Centurylink

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#### **Description**

My computer and cellphone are constantly being hacked into. I have complained to IC3, I get no response, I get no response when I have asked for help numerous times.

I'm looking for a job, and besides career builder, nothing arrives

by internet , and if I mail these some are returned in the mail address unknown. I go to the place that refers me on the internet, and they know nothing about job openings. I have asked these job recruiters. or listing not to contact me or my email address,

and they keep doing it. Names are indeed.com, and zip recruiter.

Just left a text on my cell phone. After I unsubscribed several times.

Nothing ever gets through, employment applications filed out on the internet.

# Ticket: # 1341478 - AVG Detection Pop Up in Dell PC-windows 10

Date: 12/6/2016 3:08:04 PM

City/State/Zip: Monroe, Louisiana 71201

Company Complaining About: File Complaint For Unwanted Advertising From Avg-dell

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# **Description**

I like to file a complaint against Dell Computer and AVG Security because of very annoying AVG Detection pop ups I get on my computer screen every 2 minutes along with an loud fire alarm type of beep. I understand the only way turn this off is by buying an upgraded AVG Service/

# Ticket: # 1341504 - defective modem replacement

Date: 12/6/2016 3:16:34 PM

City/State/Zip: Manchester, New Hampshire 03101

**Company Complaining About: Comcast** 

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## **Description**

Got info from Comcast regarding the modem I am renting. letter stating equipment was defective &being recalled by manufacturer. first delivery attempt by UPS to my home went without any notice about attempted delivery. When I received a letter from Comcast reminding me to activate my new modem I called to say I have not received it. Here I learn of attempted delivery by UPS & that the equipment is left at a UPS access point - a convenience market in an UNSAFE neighborhood! I am told I can have it delivered to a UPS store near my work and in a SAFE neighborhood. I was given a tracking number & late find this is not effective. 2 weeks later still no modem & quite the run around from COMCAST .Meanwhile, I experience Gateway error codes when I go online. over

# Ticket: # 1342003 - Service is being throttled

Date: 12/6/2016 6:40:46 PM

City/State/Zip: Memphis, Tennessee 38116

**Company Complaining About: AT&T** 

# **Description**

I have business internet and phone service through AT&T. I have constant service interruption during my time at work. My IT department did a ping test and the set showed constant interruption in the service. I have contacted AT&T's business customer service on two occasion in reference to this issue and still this issue exist. This makes it very difficult for me to perform my work duties.

# Ticket: # 1342226 - Deceptive business practices

Date: 12/6/2016 9:38:45 PM

City/State/Zip: Cave Junction, Oregon 97523

**Company Complaining About:** Frontier Communications

# Description

We pay for high speed internet service with Frontier Communications. Since 9/29/16 our service has been more off than on with daily log kept by myself. We have had numerous telephone conversations with service techs attempting to resolve problem over the phone; have had a new modem mailed to us; had 2 service appointments made...both cancelled by Frontier; have spoken with "supervisors" all to no resolution of the very poor service. We have attempted several times to get an account credit for this severe interruption of service but get the run around being told to call another person with our request.

# Ticket: # 1343143 - Connection problems

Date: 12/7/2016 2:22:01 PM

City/State/Zip: Miami Gardens, Florida 33056 Company Complaining About: Comcast

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#### **Description**

I am a Comcast customer that has, connection issues with my service at least three times a week. I have had problems every other week since I started my service. I pay my bill on time, but still having trouble. My building has a contract with Comcast, but the service is poor. I contacted them last week to let them know I had trouble with my service, the lady said she would send someone out on Friday between the hours of 5:00PM-7:00pm. By 6pm I hadn't got any confirmation that someone was coming. So I called back on my ticket#CR-656538454. The lady said if I didn't receive a call by 6:20pm to call back. I called back at 6:40pm. All of sudden they are telling me, that I rescheduled my appointment for Saturday. I asked to speak to a supervisor, because I never made that request. Furthermore I was not available for Saturday. The worker sent me back a message from her supervisor, that he would see if he could get someone out tonight. No one ever showed up. The next day when I'm about to leave the house, a cable man shows up and says that there was an issue in the area the problem should be resolve today(Saturday). Now today(Wednesday) the same issues. No one is ever accountable. I just called and they are offering me a business service. I don't have a business. Not to mention, I had to file an identity theft report, because someone was allowed to setup several accounts using my name and social, months ago. Comcast has not yet assured me the issue was resolved.

Ticket: # 1344219 - Comcast using man in the middle exploits to inject content into

pages loaded over unsecured HTTP.

Date: 12/8/2016 8:34:01 AM

City/State/Zip: Manahawkin, New Jersey 08050

**Company Complaining About: Comcast** 

# **Description**

It's fairly simple. Comcast is using the fact that the content I'm loading has to go through their door, to attach things to the pages I'm loading. I've seen ads pop up for their xfinity app, mostly, but a few other things as well.

This is hacking. There's no other way to explain it. It's a man in the middle attack, and they're interfering with the operation of other companies websites. They're injecting their code into the pages that I'm loading, and I am pretty sure that this is illegal, because, y'know, it's done via hacking.

# Ticket: # 1345630 - Electronic Device Disturbing

Date: 12/8/2016 10:14:13 PM

City/State/Zip: Seattle, Washington 98178 Company Complaining About: Comcast

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# **Description**

This is the second time I am filing this complaint. Your not doing anything about my problem yet, please do something. Somebody with an electronic disturbance device is causing picture distortions on my TV when I watch it. It's been going on for 11 years now. They may be in the same area I live in. The Campbell Hill area of Skyway, WA, a Seattle suburb.

Ticket: # 1345830 - verizon not willing to credit for bad internet citing the only solution is to switch to fios

Date: 12/9/2016 9:26:54 AM

City/State/Zip: Pennington, New Jersey 08534

**Company Complaining About: Verizon** 

# **Description**

they offer high speed dsl its down or you get disconnected more than half the time. I did change some fios apt but for 3 weeks have been asking for a fios apt to upgrade. Still I want a credit for the time I am down or left spinning with fios. no go as of now. They will not budge. Rita Johnson, has denied me credit she is a stonewaller. please send my concerns to someone else. I will not be bullied or stonewalled. I deserve a credit for time I can not get on or lose connection which is most of the time. once credited I will have fios installed 12-23.

# Ticket: # 1346092 - VIRUS FOUND WEBPAGE RAPE

**Date:** 12/9/2016 12:20:52 PM

City/State/Zip: Chicago, Illinois 60630 Company Complaining About: Comcast

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# **Description**

http://systemvirusalertfoundonsys1alert.website/

THIS PAGE POPS UP AT LEAST SEVERAL TIMES A DAY WITH PAGE AFTER A PAGE WITH A

MESSAGE ABOUT VIRUS AND THEM HELPING ME REMOVE IT....

CAN YOU FIND THE SERVER AND BLOCK IT, AS IT IS MOST LIKELY NON US SERVER?

# Ticket: # 1346175 - internet Date: 12/9/2016 12:55:19 PM

City/State/Zip: Dallas, Texas 75227

**Company Complaining About:** Time Warner

# Description

I have Time-Warner for internet service.

for the past two weeks we continually lose connection to the internet. this happens frequently, day or

night. some disconnects occur

several times in one hour. I have complained to

time warner to no avail. Time warner has been

acquired by Spectrum and apparently this is the

problem-Spectrum is "upgrading"? their service.

I have a VOIP telephone, and when time warner

fails, I have no phone. I have complained numerous times to the local customer service

and get the same run around, "check your modem,

or we are experiencing technical difficulties"!

I have contacted At&t for new service and have

that time warner refund me the \$52.33 for my last charge. This is very poor way to treat a

long term customer, apparently Spectrum has

inept employees that are unable to "upgrade"

the service.

## Ticket: # 1346200 - Constant U-Verse Disconnection Issues

Date: 12/9/2016 1:05:32 PM

City/State/Zip: Dittmer, Missouri 63023 Company Complaining About: AT&T

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#### **Description**

I have had AT&T U-Verse as my internet provider for 5 years now and for 5 years I have had constant interruption, up to 20 times day, of my U-verse service with constant disconnection problems and AT&T cannot come up with a solution. I have had an AT&T tec out at least 2 times a year now for the last 5 years and nobody can figure out what the problem is, they say everything looks fine and give me a new modem, but the problem is never resolved. I work from home for a hospital and I need a reliable internet connection in order to perform my job. This issues is affecting my employment and I'm at my wits end with AT&T and the lack of a solution to the problem. Unfortunately, the only provider I have is AT&T U-Verse in my area so I cannot change providers.

## Ticket: # 1346596 - SENT GMAIL TO WOODFOREST BANK

Date: 12/9/2016 3:34:49 PM

City/State/Zip: Columbus, Ohio 43215 Company Complaining About: Tracfone

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# **Description**

FCC 12/09/2016

Could you please investigate a current issue for me. Within two hours I sent an email to Woodforest Bank's corporate headquarters - support@woodforest.com but I'm not seeing it as a sent message. When reviewing the email, I selected another one of my email addresses as the sending (From) email address. It's important. Tuesday night, a second shift Kroger Grocery retail employee stole my MasterCard. That shift has pulled stunts with many of us in the community within the last year. So I was following up with Woodforest (card owner) about it in writing. Explained to them my concerns so as to make some facts known - whose been associated with some of the events/circumstances and the cause - such ones have been habitually committing violations when it comes to my privacy, such many forms of communication, housing matters, USPS Mail. Their I.Q. and IT skills have been used for such things (Stupid!) and ny instincts tell me that a female who was positioned at my residential location or ones associated with her nay have been somewhat responsible for the result(s) of the incidents at that retail location and that missing email. Would you please check into that issue? My phone call was badly or strangely breaking up with use of my emergency cell phone issued by you. My privacy is always being invaded here at (b) (6) , Columbus, Ohio (on this device I'm using to send you this correspondence my keyboard on my display just disappeared while typing and occurred, but my cursor will not move to the end if my typed line after editing). They work here. Please do something. They are criminals and they are doing more than causing mental anguish. I'm disabled and losing momentum when it comes to obligations with the U.S. government agencies and getting away from these criminally insane people. And by the way, the email account selected to send the email is (b) (6) . ay,

Ticket: # 1347001 - Your information is not secure, call this number to buy software to fix your computer

Date: 12/9/2016 6:21:51 PM

City/State/Zip: Malibu, California 90265

Company Complaining About: Spectrum / Time Warner

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# **Description**

This "alert" appears on your computer screen. "Your information is not secure, call this number to buy software to fix your computer." You cannot close the box and either have to force quit the browser or click on their link to get rid of it. The phone listed is 844 307-7484. The ip address id

(b) (6)

#### Ticket: # 1347533 - Phone Calls from IMC

Date: 12/10/2016 12:39:13 PM

City/State/Zip: Pittsville, Wisconsin 54466 Company Complaining About: AT&T

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#### **Description**

We are on the Do Not Call list, however, we have been getting calls from IMC since before the elections. They call 2-3 times a day and never leave a message. When we call the number listed on our phone (715-203-1920), no one answers. We have been keeping a log of all the times they have been calling us since Nov. 26, 2016 and it has been 16 times to date. Called our phone company and there is nothing they can do. Please look into this matter and let us know what you find out. We are just concerned that it may be someone "casing" our home to see if we are home or not. We never answer the phone when we see that it is from IMC. There have been a number of our friends from central Wisconsin who have been getting these calls also.

#### Ticket: # 1348258 - Poor wireless internet service

Date: 12/11/2016 3:44:36 PM

City/State/Zip: Midlothian, Virginia 23113 Company Complaining About: Comcast

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#### **Description**

We have been having intermittent internet service for quite some time. When it is working - it works great, but when it goes on the blitz (usually in the afternoon and evening) it is horrid. We have had three new modem boxes and they have not fixed it. On Friday evening it was not working yet again and we called to make an appointment. I got an appointment for 12pm on Saturday, December 10, 2016. Noon came and went. I called at 1pm and was told the girl did not make an appointment when she told me she did. I was then told a technician would be here in two hours. After the two hours a Comcast representative called me and told me the technician would be here in 45 minutes. An hour later I called and was told the technician rescheduled the appointment to Monday. No one called us to reschedule so had I not called we would have never known. In the meantime we were told by the Advanced Wireless Gateway department that there was a issue with one of the lines down the road from us and a work order was put in "quite some time ago" but it had not been fixed. They could see we were getting power fluctuations and were quite sure it was due to the bad line. They didn't think a new modem would take care of our issue as it was the line that was bad. This outage in the afternoon and evening has been going on for months. No one at Comcast seems to care about fixing the situation; however, they are more than happy to charge us as though we are getting full service even though they can see we are not.

# Ticket: # 1348352 - Internet company takes over browser on iPhone

Date: 12/11/2016 5:51:39 PM

City/State/Zip: Gaylord, Michigan 49735

Company Complaining About: Http://www.jobram.com/lp/#congrats

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# **Description**

I get this website that takes control of Safari on iPhone when viewing news websites. Drudge, Fox

http://www.jobram.com/lp/#Congrats

# Ticket: # 1348457 - Phone and computer hacking

Date: 12/11/2016 8:33:02 PM

City/State/Zip: Des Moines, Iowa 50311 Company Complaining About: Mediacom

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#### **Description**

my husbands brother has been hacking into our phone for over 2 years now. We have made reports to the police and have been keeping a phone log since July 28th 2016. (b) (6) has admitted to an attorney that he has done this to us on at least one occasion. We do not use cell phones. We have had our landline checked for taps on at least two occasions, nothing has been found. We believe he has been using some sort of spyware which can be easily purchased from the internet. He has the ability to block our out-going calls by using a variety of messages. When trying to call the same number again he has used up to three different messages, such as not available at this time, disconnected etc. He redirects our incoming calls so we never receive our messages. This has become a serious issue as doctors have tried to reach us but cannot reach us either through this redirection to his number or a fake recording on our end such as the ones mentioned above. I have had to speak to my employer about this issue as she was involved in one such call. (b) (6) has involved my daughter in this and has called her at work stating her father owes money etc. (b) (6) has been engaging in this behavior because he is involved in a financial abuse case involving my mother-in-law of which my husband and I have been pursing for the past 2 years. (b) (6) has been a criminal for all of his life and fled the state of lowa at age 18 because he was going to be incarcerated. Recently he has been involved in hacking into my e-mail with people reporting that have not received my e-mails. I am also an author and my name has been linked to a porn site. Every time this happens to me and I cannot reach my husband by phone and I get a weird message I feel raped. Please stop this man!!!!! His girlfriend is probably also involved with this as we have received calls from a woman using different names but the voice is the same. (b) (6) lives in Woodbridge Virginia. We live in Iowa.

#### Ticket: # 1348741 - ONSIGHT ONLINE INTERFERENCE

Date: 12/12/2016 10:26:09 AM

City/State/Zip: Columbus, Ohio 43215 Company Complaining About: Tracfone

Deceription

#### **Description**

Columbus, OH at this hour, I need your help. At my residential location of (b) (6) there are people on the premises who have the habit of interfering with my online activity and use of my Android. I had to speak with a general manager at 1350 N. High Street here in Columbus, OH because of some consumer concerns that recently took place at his location and as a result of the people at my location pulling false fire alarms causing panic and other disruptive results regarding a purchased product that was overlooked when carrying out an emergency procedure. I accused the store's employee(s) of withholding that purchased item. Well I just spoke with store's general manager, explained the situation and apologized for my anger and accusation; because the people associated with this NCR property have contributed to that as well as so many other distressing incidents. One of at least three females - (b) (6) -who has the IT knowledge and experience and works for this property owner was just heard on these premises yelling at the top of her lungs in reference to my communicating with that retailer. She doesn't work at this location anymore. While she was here, there was interference with completing an online contact form with Kroger Corporation about my last phone calls to the Columbus location as well as my follow up recorded call/message to the Kroger headquarters. I think she was using her mobile device or someone else's pc in this building based on what she's saying. That female arrogantly keeps saying that the police has her/their "back" and are not going to do anything. Would you please intercept? I'm tired of the things this ring leader keeps doing. EVERYDAY these people are doing something. Police and fire departments were just here Saturday morning around 5:45 a.m. because of the illegal disruptive stunts pulled by some people on the premises who foolishly keep following these defiant people's lead. Threats were issued as a result of the grief caused fir this community. Will you please do something about the privacy invasions and obstruction these ones keep causing when it comes to my taking care of business online and use of my Android?

## Ticket: # 1349810 - Comcast business fraud

Date: 12/12/2016 6:15:33 PM

City/State/Zip: Lodi, California 95240 Company Complaining About: Comcast

#### **Description**

I called to shut off my phone and internet service today because my small business is closing. The rep told me I was in a contract with comcast but could, in no way, prove it. My hand never signed a contract in 2015. I just continued to pay my bill month to month. The male representative was so entitled. He actually told me I could not go month to month because the shareholders had to have a financial forecast. I was aghast! You can not prove to me I am in a contract, tell me I have to pay \$3000.00 to get out, treat me like my position had zero bearing on the conversation, then told me how to run my business before we hung up unresolved. I am sure there are laws against this if not I might write one. I am small business going out of business. End service. That simple.

Ticket: # 1350351 - AOL Internet

**Date:** 12/13/2016 8:09:14 AM

City/State/Zip: Phila, Pennsylvania 19114

# Description

Postal Mail Ticket Ready For Data Entry

# Ticket: # 1350410 - Consistent Internet Outages

Date: 12/13/2016 9:21:21 AM

City/State/Zip: Lawrenceville, Georgia 30043 Company Complaining About: Charter

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#### **Description**

For as long as I've had service with Charter, faithfully every month there have been outages. Some outages happen up to two days and many times twice in one week. Charter does not adjust bills for outages unless the customer calls in and request an adjustment. It gets tiring to call every month because of outages and depending on how long the outage lasts they will not adjust your bill even if you call. I explained to the company that I do not work for Charter and if I have to call and take time out of my day to report outages that is a problem and I should get paid for it. I don't work for Charter and I do not feel that it is my responsibility to monitor 24 hours a day internet service. At this point I feel that Charter customers are being taken advantage of. Many people experience the outages and do not call. Some may not even know they are experiencing outages yet they have to pay a full bill. If there are going to be internet outages, Charter should be responsible for 1. notifying the customers to let them know an outage is in effect and 2. they should adjust the bills and not require that a customer calls in every time there is an outage when it happens every month.

# Ticket: # 1350461 - Directv Now TV Streaming

Date: 12/13/2016 10:29:53 AM

City/State/Zip: Charlortte, North Carolina 28214

**Company Complaining About: AT&T** 

## Description

#### **Description**

I prepaid for one month of AT&T's Directv Now tv streaming service. For prepaying, I was promised an Amazon Firestick for free to stream the service to my TV. Since the service was connected on December 1, 2016, I have had nothing but problems with the service. My stream constantly stops causing it to have to be refreshed. This occurs every few minutes. I have contacted AT&T thru a chat room where I have been given several links to websites for further assistance. These links suggest that I clear the data and the cache from the app and to uninstall the app altogether and then reinstall to correct the problem. None of these "fixes" have solved my problems. This past Saturday morning, December 10, 2016, I started another chat with Directv Now support. I was on the chat from approximately 8am until 1pm. I explained once again to this agent that I am still having issues after trying all the remedies suggested thru their links to troubleshoot my issues. The agent again gave me all the links to try and asked if there was anything else I could be helped with and I respond yes there is. Fix my problem. The point is that the agent kept dismissing my problem and kept trying to get me off the chat. I asked the agent to transfer me to someone who could help try to resolve the issue. The agent declined my request after repeatedly asking to be transferred. The agent finally at one point admitted that AT&T is having issues with service at this time. No one else had mentioned this fact. The agent said there is a known problem with Amazon Firestick. The agent said I have the wrong Firestick. It should be a 4th generation Firestick rather than the 2nd generation Firestick they provided. There is no 4th generation Firestick. The agent then apologized and said she/he made a mistake and was talking about the Apple TV which is a 4th generation. I asked if there were problems with the only other streaming device compatible with Directv Now which is the Apple TV device. The agent responded that there are no issues with Apple TV. I asked to be sent an Apple TV device since the Firestick does not work properly. My request was refused. I asked for a credit on my account since I haven't been able to enjoy their service since it was installed. That request was also denied and again I asked to speak to someone else and again I was denied. The agent kept telling me that my concerns did not warrant "escalating" to someone else. As I said earlier, this went on from 8am to 1pm. I was told that since their service was working properly on my Mac and my Iphone, there would be no credit issued. Myresponse was that I don't watch TV on the Mac or my phone and besides that the Firestick can't plugged into the phone.

I just want to get the service I was sold that I do not and have not received since I signed up on December 1st. I have read several posts on other websites that show I am not alone with my issues with Directv Now. There are numerous posts expressing much of the same problems I am experiencing.

I went out and bought my own Apple TV device at Best Buy and it also has issues much like I have experienced with the Firsestick. I don't think the problems are coming from the devices but from Directy Now

Ticket: # 1350765 - DSL service

Date: 12/13/2016 12:46:54 PM

City/State/Zip: Knoxville, Tennessee 37914

**Company Complaining About: AT&T** 

#### **Description**

Our dsl service is not good the last couple months has been up and down. Last week ( week of 12/4 was up and down constantly called they told me would be fixed by sat 12/10 came in this morning on 12/13 it's completely down now they tell me Thursday of this week it is suppose to be resolved. It never gets resolved we are s business who uses the Internet and when it constantly down it affects us. Not happy at all from what I understand u verse is not available on our road (b) (6) knoxville tenn but it is at other location close to us. Each time u call att it's just a tech who tells u they are working on it but doesn't seem to get fixed. Not happy business customer

# Ticket: # 1350913 - Leagle.com

Date: 12/13/2016 1:46:26 PM

City/State/Zip: Lincoln, Rhode Island 02865 Company Complaining About: Leagle.com

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#### **Description**

Leagle.com has posted sensitive information regarding my MINOR CHILDREN on Google. This information is old, and is no longer revelent to my family, whatsoever. Yet, it has caused severe Cyber-Bullying, Bullying and Harassment to my MINOR CHILDREN. The controller of the web-site, Donald Johnson has refused to REMOVE THE LINK, as he has been asked NUMEROUS TIMES. Please make him REMOVE THIS LINK from being visible on GOOGLE.

This is the link:

http://www.leagle.com/decision/.../AHLBORG%20v.%20MESOLELLA

# Ticket: # 1351305 - 1 year of Consistent outages - unreliable connection

Date: 12/13/2016 4:05:50 PM

City/State/Zip: West Valley City, Utah 84119 Company Complaining About: Comcast

#### **Description**

Hello, I am finally giving into this complaint option after a year of consistent failures on my internet connection with no TRUE resolution. We have been comcast customers for years, have dealt with the phantom charges, spontaneous increases, and horrible customer service because we HAVE to use Comcast. We are constantly loosing internet connection to "unplanned outages" almost every week, and at times everyday at almost the exact same hour timeframe. We have had several techs out, several surveys, and multiple modemns which supposedly "fixed" things. Bottom line you're service sucks, your staff clearly cannot solve these problems, and Comcast is ok with mediocre service. I want a resolution, the service guaranteed, and the reliability needed for someone who makes a living eking at home tied to his Internet connection. Please for face value get this fixed, review my account history, look a the the outages and contact me!

(b) (6)

whichs

Ticket: # 1351490 - internet service

Date: 12/13/2016 5:14:07 PM

City/State/Zip: Mableton, Georgia 30126 Company Complaining About: AT&T

# **Description**

On Friday December 9, 2016 at approx 2PM a crew (contractors) from AT&T cut the internet service line in my neighborhood while installing the new high speed lines. they have sent crews out to resolve the problem but 4 days later we are without internet service. Unfortunately, it takes more than an hour to get through to anyone at AT&T.

#### Ticket: # 1351570 - Internet Connection

Date: 12/13/2016 5:40:55 PM

City/State/Zip: Stockbridge, Georgia 30281 Company Complaining About: Comcast

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#### **Description**

I've called and spoken with dozens of techs and had 5-6 technicians come to the house to attempt to fix the issue. I am consistently experiencing degraded service even after the installation of a new home run and a Comcast approved modem. Attached are pingtest.net results of the jitter, packet loss (6%) and latency of my connection. Also attached is a picture of Comcast's street distribution box they left exposed to the elements, with coax couplers laying on the wet ground. I also strongly suspect my internet connection is being throttled but have so far been unable to produce sufficient evidence.

I have no other choice but Comcast for service in my area. I work from home and risk losing my job over this terrible service. Please assist.

# Ticket: # 1352880 - Comcast continuous outages

Date: 12/14/2016 1:59:07 PM

City/State/Zip: Homestead, Florida 33033 Company Complaining About: Comcast

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# **Description**

Withing the past month I have had over 7 different outages. I am a work at home employee so they cost me numerous days of pay. I called comcast and get shuffled around with the same steps being taken. My neighbor has been having issues once which started the day i got mine fixed by a tech, once the texh fixed theirs today my service went down AGAIN! I call comcast and even though tech just left property there is no way to get someone back out today i have to be without work and pay once again. This is unacceptable there is clearly issues in the area with their service they need to get it resolved asap.

# Ticket: # 1353084 - spectrum hell

Date: 12/14/2016 3:21:28 PM

City/State/Zip: Crossville, Tennessee 38555 Company Complaining About: Time Warner

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#### **Description**

Crossville:

Charter dba Spectrum c/o (dba) TimeWarner Cable (potentially c/o and dba ATT also)

I am filing suit for malware injection to consumers.

You owe me close to ten grand from removal of it (I am independent Network administrator) and slander based on the dcma takedown I was harrassed with after being misdirected by the likes of YOU and COMCAST. I violated no law.

I charge 20 million per incident on slander. Count yourselves lucky.

You repeatedly "sniff" and "sit" on the wire and use utilities like wireshark maliciously, which is an unlawful practice, not even sactioned by the NSA anymore. Congress said they were not allowed to do it.

What makes you think youre so special?

ANYTHING so intercepted, by log, or otherwise, is thereby fruit of the poisonous tree.

YOUR code and adware and bannerware injection is an illcit and unlawful practice that can open you up to more suits, furthermore, it is tele-harassment and tele-stalking. Bills MUST BY LAW be sent to consumer in WRITING(by MAIL). Electronic is an option, but does NOT hold water in court. SERVICE BANNERS are NOT ALLOWED.

Neither is DNS force redirection. I am using DNS SECURE servers(mostly outside the US), NOT YOURS. You are intercepting and redirecting SSL secured communications of a UNITED STATES CITIZEN. THIS IS ALSO UNLAWFUL.

You will pay frontierNet to connect me.

I hope youre not doing this to other consumers. YOU just pissed off 60mi stretch of cumberland county. Consider your hostile take-over of the neighborhood dead in its tracks. Im telling others to jointly sue you. This bait-and-switch and bill double months SCAM is OVER.

I never asked for Tv and phone. I have service with anveo. I am happy with it. I dont need pushy Tv salesmen at my door. Ill use another streaming service, thank you. Repeatedly interrupting my communications between live.xbox.com and playstation network and anveo telecommunications providers is ALSO ILLEGAL.

You will cease the unlawful activities at once.

This is being reported to the FCC and FTC.

I suggest you make immeadiate payment arragements. Your lawsuit commences in a week. You will be subpoenaed to appear. You will be served with total expenditures neccesary to correct the problem then.

\*\*You have NOT\*\* "earned our business" in this county.

Retired Mass Communications Specialist 2nd class (b) (6)

#### Ticket: # 1353647 - U-Verse was disconnected without notification

Date: 12/14/2016 8:07:11 PM

City/State/Zip: Beattyville, Kentucky 41311 Company Complaining About: AT&T

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#### **Description**

Today, while I was at work my wife contacted me and said that the Internet at our house had went out. We had only had the service for about two weeks so I figured it would be a simple fix. I called AT&T to see what solution there was for the issue. From the numerous calls that I made, I discovered that my account had been deactivated without my knowledge or any prior notification. Once my account had been reactivated I thought I would be just the push of a button to get Internet service back at my house. This is when a series of four phone calls lasting from 2:10 to 4:50 started. They notified me that it would be five days, on the 19th, before internet service would be restored at my house. No technician was needed, I simply needed to access the Internet. Every person that I talked to gave different reasons as to why it would take this long despite the fact that no installation was needed. I already had the router and modem installed and had been using the service for two prior to the incident. Reasons that they gave me included: they were testing the lines, repairs had to be done in the region, a huge number of customers were awaiting activation of their service, and it was part of the AT&T promise to provide the best possible service. My issue has not been resolved and I have not received an answer that believe or that has been backed up with fact. I am sitting at my home without high speed internet thanks to this company.

Ticket: # 1353820 - Sin servicio de internet por mas de 2 meses y facturan por ellos

Date: 12/14/2016 10:18:54 PM

City/State/Zip: Arecibo, Puerto Rico 00612

Company Complaining About: Liberty Cablevision De Pr

#### **Description**

Por mas de dos meses la compañia Liberty Cablevision de PR no ha resuelto un problema que tiene en un nodo el cual crea un excesivo ruido en las lineas que hace inoperable el uso del Internet. Pago por un servicio de 10Mbps y recibo 1Mbps a duras penas. Este patron lleva mas de dos meses con la excusa de que estan haciendo un mantenimiento, pero al hablar con los tecnicos estos me han informado que no se ha hecho nada en el area para resolver el problema. Ya he cntantado la gerencia un sinnumero de veces, a lo cual solo recibi una llamada del gerente de servcio al cliente, el cual escucho el caso pero este nunca a vuelto a responder a los correos electronicos que se le han enviado. Y la compañia sigue facturando regularmente, como si el servicio estuviera trabajando correctamente. No guieren hacer ajustes ni creditos por el tiempo que estamos afectados por la falta de servicio. A lo cual yo me he negado a pagar por algo que no recibo. Pagando por un servicio de 10Mbps y lo maximo que recibo es 1Mbps las pocas veces que se logra tener acceso al servicio. Siempre la misma historia, un mantenimiento que lleva mas de dos meses y nunca se ha realizado. Ese es el mensaje que recibimos todos los residentes de la zona cada vez que llamamos para quejarnos de la pobre calidad de servicio. Como ultimo recurso le dirigi una carta al presidente de Liberty Global a la cual estoy esperando una respuesta de su parte. Ya que en PR nadie de los gerenciales ha hecho nada para resolver el problema que afecta a mas de 145 clientes del area. Y ya no sabemos que mas hacer, por tal razon solicito la intervencion de ustedes en este caso, ya que son los que regulan a los proveedores de Internet, y puedan ayudarnos a recibir el servicio por el cual pagamos mensualmente.

Ticket: # 1354132 - Internet Service Disconnected on the Day the Bill Was Due and

not Late

Date: 12/15/2016 10:35:55 AM

City/State/Zip: Sacramento, California 95833

**Company Complaining About:** AT&T

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#### **Description**

I just had my ATT home internet/phone service disconnected and the bill was due today... I had fully planned to pay it later today but it was already disconnected. Now, I received notice after paying the bill a couple of minutes ago that they are going to unfairly charge me a late and service restoral fee on my next bill.

Payment status

Print

Thank you

Account (b) (6)

It may take up to 24 hours for your online balance to display this payment.

Your account has a balance of \$0.00.

Payment Method

Confirmation

Amount to Pay

Pay on Date

Advances

59F7MYW9Q01C0W5

\$86.45

12/15/2016

Thank you for your payment.

Your service(s) will be restored shortly. You don't need to take further action. A late fee and a service restoral fee will be applied to your next bill.

There is no need to call us as Customer Care can't speed up this process. Thank you for your patience.

**Total Payments** 

\$86.45

How is this legal. I'm being charged a restoral and late fee and the bill was only due today. ATT has a pattern of doing this and the same thing was happening on our business account and I was told the best way to handle that is to pay in advance and retain a

credit on our account to prevent service interruption but that doesn't make sense if you haven't been overdue and make you payment on the due date? I would greatly appreciate it if you would investigate this practice of disconnecting people's services the day that their bill is due and then charging them an extra \$45 dollar restoral charge/late fee and their next bill. Paying it on the day it is due is not paying late and a basis for disconnecting their service. I can be reached on my mobile at

Thank you,



Sac 95833

#### Ticket: # 1354446 - Service issue

Date: 12/15/2016 12:43:35 PM

City/State/Zip: Fort Wayne, Indiana 46804

**Company Complaining About:** Frontier Communications

#### **Description**

We contacted our internet/tv provider Oct 18 to cancel only tv service effective Oct 25 when the billing cycle for that month ended (not internet). November's bill still reflected tv charges so called Frontier for resolution. Person gave us the amount to pay which we did and said account was fixed. Received a late notice to pay tv service so called again. Was told we have a credit balance and not to pay and supposedly he fixed the account. As of last night we have no internet service. Called them again and was told our account was suspended for lack of payment. He transferred me to a supervisor but then we got cut off and recording said customer service was closed. We will try to call them again today but we are totally down. Our email is not available either since it is with Frontier. The email I submitted above is my work email. We are beyond frustrated! Anything you can do to help is greatly appreciated.

#### Ticket: # 1354973 - Horrible Horrible Service

Date: 12/15/2016 4:14:38 PM

City/State/Zip: Huntington Station, New York 11746

**Company Complaining About: Verizon** 

# **Description**

I am now dealing with months of poor service with my TV, internet and phone service with Verizon FIOS. I am not getting the speed I am paying for on the internet, I cannot watch tv because of constant problems, and the phone - all I get are spam phone calls. Each and every time I have a problem and try and call Verizon, I am on hold not even speaking to a representative yet - on hold for 2 hours plus. I get told technicians will come a specific time and either they don't show up or they come the wrong time. This is ridiculous for the amount I pay per month.

Ticket: # 1355341 - Hacked Wifi, Broadband, Cellular and Land Line with Comcast and C-Spire

Date: 12/15/2016 7:32:04 PM

City/State/Zip: Jackson, Mississippi 39206 Company Complaining About: Comcast

#### **Description**

I have had a compromised internet and telephone line with both AT&T and Comcast (after switching in an attempt to resolve the problem) for six months. The FCC has tried to contact me via cell and land line but my phones also continue to be compromised with blocked calls on a regular basis. There is a NetBIOS Remote Connection and keylogging problem. There is also MAC spoofing going on to allow the hacker virtualization and exploitation of vulnerabilities within my computer and telephone system. The hackers are in my IPv4 and also in my Wi-Fi 5.0 (using radio). I have had evidence of integrated cameras in my home within my smart TV and Lenova Laptop. I have had breakins and filed several police reports. My privacy has been compromised on an ongoing basis. The privacy and security of my landline has also been compromised with falsified caller id's and lack of access to a line to make phone calls. AT&T was unable to resolve these issues. Comcast has also been unable to resolve. My internet is being shared via wifi as well as a shared broadband connection. One of the police reports filed in August 2016 was specifically against the next door neighbors, who have threated me verbally. I understand proximity must exist in order to establish a broadband (LAN) hack as well as benefit from a wifi hack. I would greatly appreciate your assistance in this matter. My cell phone is compromised, although I list it below. Please do not use my phone. I would prefer you email me at the above (brand new) email or mail me something in the snail mail. I have been unable to use any electronics or communication devices since July 2016 and have had to delay graduate school at the University of Mississippi Medical Center as a result of this criminal behavior. Thank you for your time on this matter. Lastly, they are also compromising my cellular service with C-Spire. I will file a separate report on that. My father's cell is (b) (6) His name is (b) (6) His phone works appropriately if you need to contact me over the phone. Again, thank you for your time and assistance.

(b) (6)

Ticket: # 1355396 - my condo neighbours' new Comcast modems excessively high and have been the primary cause of my electrohypersensitivity

Date: 12/15/2016 8:04:35 PM

City/State/Zip: Seattle, Washington 98133 Company Complaining About: Comcast Xfinity

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#### **Description**

My condo neighbours' new Comcast modems excessively high and have been the primary cause of my electrohypersensitivity which is becoming increasingly severe. My neighbors'/ Comcast'/the FCCs' unwelcomed 24/7 invasion of excessive wifi radiation frequency product has irreparably harmed my body, violated my constitutional right to safe dwelling, and has disabled me from active participation including employment in today's wireless society. My requests to cease signal access through the walls else participate in rf shielding were refused...Moreover compensate me for much deserved and needed disability losses? Fcc guidelines are a dangerous health farce to the ample peer reviewed science including millions worldwide living canaries like myself. Please take responsibility and use integrity, legislation, funding and creativity to drastically tone down the ever-increasing Wild-west wifi forces. Please protect our nation's physical health and futures of our children. Remember the Lorax.

# Ticket: # 1355726 - Comcast internet and tv failure in freezing weather

**Date:** 12/16/2016 3:42:17 AM

City/State/Zip: Eugene, Oregon 97405 Company Complaining About: Comcast

# **Description**

Comcast Internet fails when it reaches freezing temperatures. It is unacceptable to be paying \$75 a month for Internet that goes out every time it reaches below 35°. I don't understand how people in Minnesota I can have Internet that works, but people in Oregon cannot. This is absolutely ridiculous

Ticket: # 1355893 - Internet and Phone Scam with Ransom demand

Date: 12/16/2016 10:42:36 AM

City/State/Zip: Cochranville, Pennsylvania 19330

Company Complaining About: Claimed To Be Hp Customer Support

# **Description**

When I refused to pay, they gave me the tel# to call (India person name Lira) claimed to be HP customer support 1-888-455-0269

Ticket: # 1356664 - Windstream

**Date:** 12/16/2016 4:17:39 PM

City/State/Zip: Paint Lick, Kentucky 40461

Company Complaining About: Windstream Communications

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# Description

They are putting my infant grand daughter at risk!

Windstream is a dishonest monopoly that never follows through with repair schedule and continually give false projections for days, all the while taking payments and refusing discounts for shoddy service

Ticket: # 1357027 - Re: Request updated: illegal tetecommuniation surveilance -

iphone + internet

Date: 12/16/2016 6:56:53 PM

City/State/Zip: Bellevue, Washington 98009 Company Complaining About: Verizon Wireless

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#### **Description**

This is a follow-up to your previous request #1301137 "illegal tetecommuniation su..."

I rec'd 2 ph messages to return the call. I have attempted 3x to return the V call, w/o success. I have rec'd copy of a letter which VERIZON sent to FCC stating they hadn't heard from me....I looked at an e-mail from Verizon today and will attempt to call the # listed. It is different than the one left via ph message...One can't help wondering if perpetrator has lassoed this V effort, too....

I continue to have calls intercepted/not rec'd or delayed receipt (3-4 days in some cases); Internet continues to be hacked into. No privacy/freedom at all via e-mail, wireless. BIlls are changes electronically, stiffing me w/perpetrator's bills. Payments for my acct have been credited to his account/s! NO! Would appreciate serious justice here. This guy's MO is to push his agenda thru via deceit and bribery...Pls do not hesitate to investigate further. There are VERIZON EMPLOYEES WHO ARE CONTINUING TO COLLUDE/AID AND ABET THE PRIMARY PERPERATOR!



# Ticket: # 1357397 - Equipment, interference, and runarounds

Date: 12/17/2016 2:47:31 AM

City/State/Zip: Forest, Virginia 24551

Company Complaining About: Shenandoah Telecommunications (shentel)

Description

#### **Description**

I have been having recurring issues with my internet service for the past several months. These include intermittent outages, poor signal strength, and interference. I have been in frequent contact with my ISP, Shenandoah Telecommunications, regarding these issues. We have tried to troubleshoot the problem, but the techs who came to the house could rarely find an issue. This is admittedly partly the fault of the intermittent nature of the issue. I have been told that techs would arrive with better equipment to help me find the source of the interference, which appears to be coming from an unknown source within my house. These techs never came, and some support personnel have told me that no such analyzer is owned by their company. I have been ignored, stonewalled, told to purchase my own equipment, told the equipment I purchased was the source of the problem, and so on. The company has done an extremely poor job handling this issue. As it stands, I had to do my own follow up calls and keep my own notes, as I frequently received conflicting information.

# Ticket: # 1357633 - Pioneer Communications

**Date:** 12/17/2016 1:34:24 PM

City/State/Zip: Apollo Beach, Florida 33572-2664

Company Complaining About: Frontier Communications

# **Description**

Paying for 100/100 Mkbps. Download speed is properly provided. The upload speed is not properly provided (less than 10 Mkbps). That what is not the speeds that I'm paying for. The reason they provided me is that they have to enlarge their lines.

# Ticket: # 1358055 - Rise Broadband LTE signal interference

Date: 12/18/2016 12:23:53 AM

City/State/Zip: Lubbock, Texas 79415

Company Complaining About: Rise Broadband

# **Description**

I am a Rise Broadband customer in ZIP 79415. For the last month I have had a lot of problems getting service from Rise Broadband. They tell me their tower is experiencing interference from someone broadcasting on the same LTE frequency. As this problem costs me money every day, I would like to see it resolved. How do we find out who is broadcasting on the same frequency?

# Ticket: #1358113 - Data dumping

Date: 12/18/2016 6:43:36 AM

City/State/Zip: Abilene, Texas 79602

Company Complaining About: Sudden Link

# Description

This morning around I believe an obnoxious amount of data was "dumped" at my residence. They have been inteception or using catchers I was told. Now that the data has been dumped on me there is horribke echo like noise and talking and beeping all around. My head hurts and feels burned. My ears hurt and ring. I have children living with me. I dont know what to do make this stop happening. I did have suddenlink cable interne.

# Ticket: # 1358261 - Always dropping internet

**Date:** 12/18/2016 1:47:36 PM

City/State/Zip: Elko, Nevada 89801

Company Complaining About: Frontier Communications

# **Description**

We have to restart our router manny times throughout the day. They told us that we live in a really high demand area and that's normal to get booted. I do not think that's ok a lot of people have the same issue they have oversold there bandwidth all the proof is in there system I don't get reimbursed everytimenthe internet is Down they won't send a tech

# Ticket: # 1358266 - emails that won't accept an unsubscribe

Date: 12/18/2016 2:02:39 PM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Thesocialdiva2@att.net

# **Description**

I have unsubscribed from them over and over again and they are still sending me emails. They are a menace to society.

# Ticket: # 1358441 - constant intermittent svc

Date: 12/18/2016 7:03:55 PM

City/State/Zip: Corinth, Vermont 05039 Company Complaining About: Hughes Net

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# **Description**

I pay \$102.00 per month for 50 gb of data and I'm constantly be knocked off the service. I typically have 1 laptop, and maybe 2 gadgets running at any given time, but it ever happens when I only use the laptop. This is so frustrating and I don't want to have to keep calling Hughes.net every time this happens.

Ticket: # 1358613 - block adult content

Date: 12/18/2016 10:50:17 PM

City/State/Zip: Bronx, New York 10461 Company Complaining About: Sprint

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# **Description**

I blocked my phones from adult content, however, the website porn hub can be accessed. This is inappropriate and should be blocked.

Ticket: # 1358700 - Scam Date: 12/19/2016 3:09:40 AM

City/State/Zip: Laurel, Montana 59944 Company Complaining About: Other

Description

#### **Description**

A website called local cheating housewives.com is a scam and needs to be shut down. I paid for months to this site basically killing time but anyway they said my account was terminated per my request. I didn't ask for it to be terminated so I called them and asked why it was terminated. They said it was do to inconsistency with my account. I asked what they were or what they were referring to. They told me that they didn't know why. But it was probably due to fraud on the account but they couldn't say because it doesn't give a reason for it and they also said I couldn't set up another account because I was banned. I asked what for ? Again they said that they couldn't find a reason for it. They just said that my account was terminated. So this leads me to believe that the site is a fraudulent site that has people working for them to pretend that they are someone they aren't and take as much money as they can then find some excuse to terminate the accounts because they said that they had no way for me to talk to anyone about this or someone in the fraud department if they even have one. I asked for physical address and they wouldn't give me one. Again this site is a fraudulent site.

#### Ticket: # 1358841 - Unwanted emails

Date: 12/19/2016 10:36:21 AM

City/State/Zip: Newton, Massachusetts 02464-1422

**Company Complaining About: AT&T** 

# **Description**

For several years, AT&T sends unwanted emails to me. Sometimes I receive several in a day. The emails are automatic and do not accept responses. They do do have a vehicle to get help because all of their "Help" services require a login with a password. AT&T may be exposing the email address, similar to mine, of one of their customers to me. No organization should be able to send emails without the receiver able to contact or unsubscribe. I've written AT&T headquarters and will write again.

# Ticket: # 1359278 - Verizon server issue (DSL)

Date: 12/19/2016 1:57:29 PM

City/State/Zip: Milton, Pennsylvania 17847 Company Complaining About: Verizon

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#### **Description**

I was having issues receiving my emails. I could send emails without difficulty but could not receive email. I kept getting messages that the connection to the server failed or was lost. Verizon is my Carrier/Server (DSL), I have a Mac computer and I use Microsoft Outlook for my email. 12/13 I called Verizon to inquirer about my issue. The Verizon person trouble shot and told me it was an issue with my computer and to call Apple. Apple checked and helped me to trouble shot this issue and found no trouble with my computer. I call Verizon the next day, 12/14. I got a different person and had to start all over explaining my issue and we need to trouble shot from the beginning as the previous person had done. I ended up spending over 7 hours of my time, that day, on the phone trying to solve my issue between Verizon (which the bulk of my time was spent with Verizon), Apple and Microsoft. My experience with Verizon was not good and is not the 5 star service they claim to have! I had dropped calls and no one called me back. Each time calling back I have to start with someone else. They tried to connect me with the Premium Tech department which was not a smooth transition (again, dropped calls and no one called back) Once I did talk to a tech there, he believed it was an issue with the server or the server address and transferred me to the DSL department. Again, another tech person and I had to start over!!! He could not solve the issue that day and said he need to look into this issue and was to call me the next day. In my frustration, I called Apple the following day just to inquire again. Apple tech support had me delete the account and re-enter the server address. This fixed the problem. Here is the second issue with Verizon. I called to make a complaint to Verizon concerning my experience. I went though the DSL department to make the complaint. They told me I had to call the Customer Service/Billing department. I did speak to someone there and she received my complaint and gave me a \$20 discount x 12 mos. I told her that was nice but I still wanted to take the complaint further and want to talk with someone higher than her. There is a problem with Verizon's process/service and I do not want other customers to have the same disappointing experience. She said she couldn't handle that complaint any further and needed to transfer me to the DSL department. I explained my experience with dropped calls and that no one called back. She promised to call my back if that happened. The DSL dept would not take her call. She said she would resolve it in her dept and was transferring me to her supervisor. That call got dropped and NO one ever called me back!!!! So, the last tech that handled my call did call me back the following day. Thank you. I explained that I resolve the issue with someone else other than Verizon. I also explained how unhappy I was with Verizon's service and felt they should have be able to solve my issue given the very basic troubleshooting method that resolve the issues. I told him my experience with Customer Service and asked him, once again, to have someone call me concerning my total experience. No one has called me yet.

# Ticket: # 1359311 - Slow internet..constantly disconnects

Date: 12/19/2016 2:11:03 PM

City/State/Zip: Natural Bridge, New York 13665 Company Complaining About: Time Warner

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# **Description**

The internet at its fastest is 34 not 50 like Time Warner said is and what I am paying for. The internet while streaming a song sitting 3 feet from modem, will suddenly disconnect and say there you are not connected to Wi-Fi,when I can see at top of my screen(android galaxy 7) that I am connected. All I do is reconnect and song plays again. Have had two techs come and look at it. Neither could fix it.

# Ticket: # 1359341 - Migration of Cell Phone Number to new carrier

Date: 12/19/2016 2:22:53 PM

City/State/Zip: Strongsville, Ohio 44136-7301

**Company Complaining About: Sprint** 

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# **Description**

Trying to switch my Sprint# (b) (6) Acct#(b) (6) PIN# (b) (6) To my new Virgin Mobile Phone# (b) (6) It accounts in full in the store on Saturday but won't cancel until my number transfers and VM says Sprint has an error and will not transfer my number. I have spent HOURS on the phone with these two knucklehead migration departments. Can you please help me get my number transferred already? Thank you.

# Ticket: # 1359814 - Chronic DSL outages with Frontier Communications

Date: 12/19/2016 5:43:59 PM

City/State/Zip: North Bend, Oregon 97459-1664

**Company Complaining About:** Frontier Communications

# **Description**

For over 1 year there have been chronic service interruptions. Over 10 tickets have been filed. There have be 37 significant outages (loss of sync) since Sept 26 2016 that I have noticed. Frontier is unable or unwilling to solve this issue. I have attached a document with tracked outages, my side of an email conversation with a Social Media Account Manager, and a deeper technical description of the issue.

Frontier is my only choice for a terrestrial ISP.

### Ticket: # 1360046 - Frontier Communications

Date: 12/19/2016 7:57:32 PM

City/State/Zip: Dickinson, Texas 77539

Company Complaining About: Frontier Communications

#### **Description**

Continuous interruption with Internet service. In the past three months I know I've been without Internet at least 20 times! It happened again yesterday no Internet all day yesterday no Internet all day today received a phone call from front tier stating that my Internet was fixed and back on and it is not. Today December 19, 2016 you cannot reach front tier communications by phone they do not answer that you're put on hold for almost an hour to contact someone this company needs to be checked into. I would like to be credited for every day that I have not had service. I'm paying for Internet service with this company 365 days a year 24 hours a day and I haven't received that service.

# Ticket: # 1360685 - Closed my Case but internet still going down

Date: 12/20/2016 12:12:38 PM

City/State/Zip: Humble, Texas 77396 Company Complaining About: Comcast

# **Description**

My complaint was closed without being fixed. my complaint number is 1225190. Ive still been working with the local supervisor to fix the problems. The letter written to me specified that the internet was fixed according to me and the supervisor which we both never said that. What is going on?

Ticket: # 1361939 - (508) 345-6484 Keeps Calling Saying They are DELL

Date: 12/20/2016 8:55:10 PM

City/State/Zip: Hernando, Florida 34442 Company Complaining About: Centurylink

#### **Description**

# Ticket: # 1362093 - minimal service

Date: 12/20/2016 11:03:44 PM

City/State/Zip: West Terre Haute, Indiana 47885

**Company Complaining About:** Frontier Communications

# **Description**

I am not getting anywhere near what I am paying for and my connection rarely works.

# Ticket: # 1362115 - Intermittent service

Date: 12/20/2016 11:37:31 PM

City/State/Zip: West Terre Haute, Indiana 47885

Company Complaining About: Frontier Communications

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# **Description**

Lack of connection and stability, false advertising, unethical practices, not following FCC guidelines, minimal speeds and constant disconnects.

Ticket: # 1362628 - Internet Service Failing for at home business - I cannot do my job from home without this service

Date: 12/21/2016 12:45:02 PM

City/State/Zip: Spring Hill, Kansas 66083 Company Complaining About: Sudden Link

### **Description**

Over the past month, I have contacted my internet service provider multiple times about my internet service from home failing off and on. This has prevented me from doing my job, as I work from home. They have yet to provide the effort needed to fix this issue. Here are the steps they have taken and details on the issue:

- 1) They have had me first test re-starting every component at my home that is a part of my network (the modem, the router, and my connected computers). None of this fixed the issue.
- 2) They have had the same technician come out on 3 separate occasions to diagnose issues. He has checked every cable connection at my home to determine any failure without finding anything. He has replaced connectors on each cable connection, including putting in a brand new splitter. He has run a test line above ground to replace the currently buried line from my home to it's first connection point. None of this has fixed the issue. He has tested the next 3 connection points from my home out on the network, and adjusted my upstream channel power level to rise the level, as this level was initially seen as too low even though no change in the network had occurred prior to these issues occuring. This was done to adjust for noise they have detected on the line which I believe to the issues I am experiencing. The technician showed me a picture of the noise detected that his manager had sent him, but was unable to share any details about where the noise might be coming from on the line, as he has told me this may be a challenging thing to diagnose. During his 3rd and most recent visit, he attempted to replace the outside line from my house to see if it improved things. As soon as we went inside the house, the same issue occurred that has been occuring the whole time (the connection drops, the modern recycles, and the connection comes back anywhere from 5 seconds to 5 minutes later). After this occurred I asked him what else could be done and he had no answer other than that a maintenance man could come out and try and fix things but he did not elaborate on what additional help that would provide nor did he follow up and attempt to schedule this to happen. I shared with him again that if I can't connect to the internet in a consistent way I can't do my job, as I work from home and need access to my internet service without the consistent disruption in service that I have recently been seeing. After exhaustive troubleshooting on my own (reviewing of modem log files that show consistent connection drops and researching on my own what these drops mean), discussions with the onsite technician, replacing my modem with a brand new one to assure that my modem is not the point of failure, discussions with the modem manufacturers troubleshooting team to discuss the error messages being received and the potential cause of the errors, having the technician attempt to modify the upstream and downstream channel levels for my modem on multiple occasions, I believe the noise on the connection somewhere to be the cause of these failures. This is causing me time, and money, and also causing my company additional fees, as I've had to travel to a paid offsite office location and have my company pay 80\$ per day for my rental of that space. This also causes a disruption in my ability to perform my typical household duties as I now need to leave the house rather than take my child to daycare in the morning, and forces my wife to do this, which in turn affects her work schedule in the morning. The internet provider has not attempted to follow up with me to determine whether or not the issue has been resolved since I've called them (and I've

called them and had them come out on multiple occasions). At the time of submitting this form I checked my modem error logs and have multiple connection drops listed over the past 3 days. I have attached this html file as a reference. In the 4 years I have worked from home prior to this issue I've had very little challenges, if any - something has changed and I have no alternative option where I live to replace this service with something that will allow me to perform my job.

#### Ticket: # 1363606 - Services out and Technician denied

Date: 12/21/2016 8:39:22 PM

City/State/Zip: Burleson, Texas 76028 Company Complaining About: Charter

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#### **Description**

My TV,Phone and Internet services went out and I called Spectrum to get a tech out to my home. I was told there was an outage in my area and that they would not send a tech. After the third day that service was not restored I called back in. A tech was scheduled for the following day from 5-6PM. Services at this point were 50% restored. The day of the appointment I recieved a call stating that my appointment was cancelled and that the outage was fixed. My services continued to not work. I was forced to call back in and deal with the horrible customer service. I recieved a call this morning stating a tech would be here today between 5-6PM. This appointment was missed and I wont have a tech in my yard working in the dark. I requested that it be rescheduled for December 22 from 5-6PM and was denied. Now I have to wait for them to call me to set up another time. My service is at 70% at this time.

#### Ticket: # 1363795 - Unwanted emails

Date: 12/22/2016 12:29:17 AM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

Description

#### **Description**

I get vulgar emails sent to me and the email I do sign up for like Aerosmith and Kenny Chesney.com I do not get announcements. On other gmail accounts (b) (6) I did not recieve emails from Canes restaurant chain ,and when I went into the store the item was on my card just not in my email. I also have a third gmail. Account (b) (6) I don't get all my emails that I sign up for in there either. The main reason for this complaint is that it is impossible to unsubscribe to most of these emails in my in box because it will not show the whole entire page. Also someone may be eraseing them or changing my settings so that I never see the ones I want. I never wanted 3 gmail accounts yet I notice it is occurring on all gmail accounts. HOW DO I Unsubscribe to pages that do not fully appear.? Also when I press that I still recieve emails after I unsubscribe then the page reads that my email does not exist.

# Ticket: # 1365191 - Poor internet service

**Date:** 12/23/2016 12:16:03 AM **City/State/Zip:** Elko, Nevada 89801

Company Complaining About: Frontier Communications

# **Description**

I've been having trouble in my area with frontier communications concerning their internet service and Tech support. My internet keeps writing on me and Tech support continues to offer the same response, "it's a line issue" without actually finding the problem. I'm hoping this complaint, along with others will gather enough attention to promote frontier to address the problem with their poor service in my area.

Thank you.

### Ticket: # 1365473 - Facebook out of control

Date: 12/23/2016 11:54:13 AM

City/State/Zip: Augusta, Georgia 30906 Company Complaining About: Comcast

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# **Description**

This is the 2nd time this month Facebook has put me jail. I posted 2 political picture on my page and they were taken down. One was on my opinion on Monsanto and their GMOs and the 2nd on my opinion about radical terrorists muslims. This is going beyond the reasons of FREE SPEECH as I see it.

# Ticket: # 1365575 - Comcast Data Caps

Date: 12/23/2016 1:02:50 PM

City/State/Zip: Oakland, California 94611 Company Complaining About: Comcast

# **Description**

Without any announcement, Comcast arbitrarily started to enforce new data caps on my Internet connection. A single app from App stores can use 75GB. My monthly Comcast bill is over \$275/month, without any extras for data overage. There is not possible to stop the Internet if you reach the cap. With two kids at home, they rely on the Internet for school work as well as entertainment. It has a potential cost of another \$200/month. The 1024 GB limit is unreasonable. No data caps.

Ticket: # 1365782 - website hi-jacking

Date: 12/23/2016 2:54:00 PM

City/State/Zip: Washington, Michigan 48094 Company Complaining About: T Mobile

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# **Description**

A "contest" interrupts the page being viewed. There is NO option to close these univited pages, and NO possible way to back out of them. We are forced to close our browsers and start over from scratch, wasting valuable time.

Ticket: # 1365783 - phone hacking & harassment

Date: 12/23/2016 2:54:32 PM

City/State/Zip: Claremore, Oklahoma 74017 Company Complaining About: Metropcs

# Description

Harassing phone calls from (b) (6) from tulsa ok.

Ticket: # 1366348 - Service fee fraud

Date: 12/24/2016 2:48:23 AM

City/State/Zip: Boca Raton, Florida 33486 Company Complaining About: Comcast

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#### **Description**

I called Comcast 3 times today because my internet equipment doesn't appear to be working. The tech's advised me of "intermittent connectivity issues" on my line, recommended and scheduled a service visit for Monday 12/26. Hours later, I recieved a notice from Comcast thanking me for changes to my account which included a \$50 installation fee. I paid for installation months ago and did not authorize a charge for Comcast to come out and fix whatever is wrong with their service. I called again and spoke with a customer service rep named Ann, ID#3199226, who said the billing department was closed but confirmed the charge is for the tech visit. This is yet another unbelievable fraud by comcast....the service doesn't work, and they charge you to come out and fix it. I am filing yet another FCC complaint because Comcast Customer Service cannot seem to fix these issues and filing these complaints has become the default customer service support for Comcast - it's the only way to get issues with them resolved.

Ticket: # 1366502 - Verify Use

**Date:** 12/24/2016 1:40:39 PM

City/State/Zip: Miami, Florida 33130-1523 Company Complaining About: AT&T

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# **Description**

https://plus.google.com/up/accesssuspended/ Check If Another Person Uses It, A Friend Of My Brother In Hialiah Help me make this Email ID In 2015 I use it in these moments in Miami www.mdpls.org

Ticket: # 1366729 - Ham radio or CB interfering with computer speakers

Date: 12/25/2016 2:59:03 AM

City/State/Zip: Barberton, Ohio 44203

Company Complaining About: This Is An Individual, Most Likely Operating Out Of His Home, Not A

Company.

#### **Description**

Someone (presumably) in my neighborhood has acquired new--or augmented existing--ham radio or CB equipment, such that his broadcasts are coming in loudly over my computer speakers. He babbles away almost every evening, off and on between 6 p.m. and midnight, sometimes into the wee hours of the morning. I cannot hear anyone replying to him, just this one (very distinctive) voice-saying things like "audio, audio, 1-2-3 audio" or "is anybody out there?" and repeating ad nauseum. I just read about how to shield my cables and will certainly try that. However, judging by the volume and clarity of the broadcasts, I suspect he is operating at a power over the legal limits....and is probably being a nuisance to others besides me. I used the same speakers for almost a year without hearing any interference and have not changed anything in my own setup. Does the FCC have any interest in locating this individual? If not, do I have any other recourse? Thank you.

Ticket: # 1367056 - Spam emails

**Date:** 12/26/2016 10:06:50 AM **City/State/Zip:** Hilliard, Ohio 43026

Company Complaining About: Wide Open West

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## **Description**

I have been getting emails from what I presume the same person or two people that are just straight ads for things like military flashlights and the cure for Alzheimer's. I did not sign up for these emails and continuously unsubscribe and still get them. I've seen 3 types of unsubscribe for what they say is 6 different people. I have also gotten some porn emails but they went away. The porn didn't have unsubscribe.

## Ticket: # 1368163 - Charter Spectrum ISP Domain Name Hijacking

Date: 12/27/2016 1:42:12 PM

City/State/Zip: San Francisco, California 94019

Company Complaining About: Charter

#### **Description**

When entering an incorrect domain in the browser, rather than receiving the default browser unable to resolve domain error, charter serves a page full of ads and search results. This is incredibly confusing, specifically for those not terribly familiar with how the internet works (e.g. my grandparents). Charter needs to stop this illegal hijacking.

I called customer support to request this feature be disabled, but was told instead I need to "educate" my grandparents, and that there is no way for the feature to be disabled. When pressed further they suggested I change my default search in all my browsers. This is not an issue with default search (they are all set to google.com), this is an issue with Charter incorrectly resolving a non-existent domain and serving me unwanted ads.

In the example below, I attempted to go to "yazandyarlaw.com" which is an incorrectly spelled domain name, and was served ads regardless of the browser, and regardless of the default search settings. Screenshots attached.

I appreciate your help in helping fight this incredibly offensive business practice.

# Ticket: # 1368386 - Internet line dropped

Date: 12/27/2016 3:30:20 PM

City/State/Zip: Gallatin, Tennessee 37066 Company Complaining About: AT&T

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#### **Description**

Att Uverse was in our yard today working on uverse for my neighbor. Shortly after, our internet was not working. After calling ATT, the first person with whom I spoke told me he was going to connect me to Uverse technician as that was my best option. Keep in mind I DO NOT have uverse nor did I order. Upon transfer to uverse representative, I was told of one bundle option and could look the rest up online. Again keep in mind our internet doesn't work so the ATT representative told me to go somewhere else to find an Internet connection so I could read options for service. Well, considering I DID NOT ask for and change in my service, this is not ethical nor legal. I asked to speak to someone else so she transferred me to someone who couldn't even assist in the situation who then finally after spending 1:28:11 I was finally transferred to a DSL rep to assist. Another 45 minutes went by doing a troubleshoot, it was finally determined that a tech would need to come out. I find it rather forceful that the uverse crew was working in our yard and suddenly my DSL service is disrupted and then was told the best way to get fixed is to speak to a Uverse tech support who can schedule a technician to set up service??!! Unethical. We already have ever service under ATT and frankly spend too much as it is. The final person offered me so much money off if I sign up for uverse and bundle said service with our Directv account. Please advise if this is legal.

## Ticket: # 1368825 - Sexual harrassment

Date: 12/27/2016 8:04:22 PM

City/State/Zip: Atlanta, Georgia 30359 Company Complaining About: Comcast

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#### **Description**

I called 1-800-218-8813 to get Yahoo customer support. The person that picked up the phone called himself "Brian". I began to explain my issue to Brian, then he hung up. I called back and "Brian" answered the phone again and called himself "Ralph". I told him that I knew it was him, then he hung up again. I called back a few times to reach someone for help because I need to access my account.. Each time, this guy would answer with a different fake name... Justin, etc and kept calling me b\*\*\*h...He even picked up the phone and said "You've reached FBI"...He called me later and left a message saying "Hello. sex-worker, pick up. I'm coming to f\*\*\* you there". I have this recorded on my voicemail and I would like for legal action to be taken.

## Ticket: # 1369547 - Complaint against comcast

Date: 12/28/2016 12:20:20 PM

City/State/Zip: Lake Worth, Florida 33463 Company Complaining About: Comcast

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#### **Description**

We have had numerous issues with our Comcast service!! We have constant service interruptions and slow internet. We have had our service for one year, and for one year, we have called Comcast 8 different times to solve our problem. Every time we call, we get a total run around!! We are told it's our modem, then we are told it is the cable connections in our home and a service tech would need to come to our home and service the cable lines. On 2 separate occasions, appointments were set for a technician to come out to our home, and on both occasions, no one showed up. We are VERY dissatisfied with our service, with Comcast's customer service, and more importantly, we are frustrated with the monopoly that Comcast has in our area!!

#### Ticket: # 1369941 - Att dsl does not work

Date: 12/28/2016 2:45:49 PM

City/State/Zip: Oak Hill, Florida 32759 Company Complaining About: AT&T

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#### **Description**

Att dsl extreme 6.0 has been installed since 2013. I have had no issues until two months ago(late October 2016). Since then the service has continually become worse until this week (Christmas 2016). I have spoken with tech support several times and purchased a new modem still same issue. Att scheduled to have a service technician to come to my house. They gave me a 4 hour window and no technician ever showed up. I called tech support and the said they called dispatch and no technicians have been available to take my service ticket. Why do they schedule if no technician will be available to do the work. I took a day off from work and sat there all day for nothing. I called back to tech support again and they said they would call me when someone took my service ticket and again no call back.

I went and spoke to all of my neighbors who also have att dsl and they all have complained that it has taken them 20 to 30 phone calls and weeks to get their internet working but they all have said that their internet still does not work properly.

I am paying 59 dollars a month and I am not receiving the service that they advertise They should advertise that your service might work or it might not. We will show up when we want not when we will tell you and it might not work at all and we will not fix it but you have no other choice.

## Ticket: # 1370170 - FCI Miami Stalking Behavior

Date: 12/28/2016 4:01:45 PM

City/State/Zip: Hollywood, Florida 33022

Company Complaining About: Unknown Bop Provider

## **Description**

On 12/23/16, FCI Miami Management Officials Associate Warden Stevie Knight and Operations Lieutenant Jose Garcia used the agencies emergency radio system to "Stalk, Intimidate and Harass" Senior Officer Eric E. Speirs. Because the Federal Bureau of Prisons (BOP) is registered with the Federal Communications Commission FRN0008583809 (FCI Miami's call sign is "KOE 970") and the BOP's radio, telephone and electronic video surveillance are supposed to utilize only for Inmate monitoring (not BOP personnel), I immediately felt as though Lt. Jose Garcia's abnormal behavior was "Stalking, Intimidating and Harassing". This conduct is in violation of 18 USC 2261. It should be noted that the BOP's Vicon video surveillance system is broadcasted to all Regional and the Central offices via the internet!

## Ticket: # 1370440 - DirecTV Now Service

Date: 12/28/2016 5:45:30 PM

City/State/Zip: Peoria, Illinois 61614 Company Complaining About: Directv

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# **Description**

Issues since day one of launch, no customer service number to call and their online chat will not help. Asked for refunds multiple times and only told "working on issues". I would like a refund.

# Ticket: # 1371219 - Charter Communications Failing To Remedy Severe Web Access

**Problem** 

Date: 12/29/2016 11:47:17 AM

City/State/Zip: Harvard, Massachusetts 01451

**Company Complaining About: Charter** 

#### **Description**

Beginning Thursday December 8, 2016, my Internet service has been, and continues to be, severely degraded by redirects to a Charter Communications web site that informs me I must accept Charter's Terms and Conditions before I can proceed to view the web page I was trying to visit (examples include The New York Times, www.nytimes.com, and the National Weather Service forecast office, weather.forecast.gov). A Charter customer for well over 10 years, I have never before had an attempt to access a web site has interrupted in this fashion.

That, however, is not the worst of it: If I attempt to rid myself of this annoyance by clicking "Accept," the Charter host to which I have been redirected fails to respond, and I am left looking at an error message instead of the web page I wanted to see. I've attached copies of image files that are screenshots of what I see in my web browser window when this happens (it occurs randomly, which both I and Charter technicians with whom I have spoken find mystifying).

My first contact with Charter about this issue was December 10, 2016. Since then I have initiated a total of six (6) online chats and three (3) phone calls with with "first line" Charter service representatives. I have also received two (2) calls from Charter technicians who wanted me to try various remedies including clearing all files and cookies from my browser, resetting my computers (all of my machines, Mac OSX "Sierra," are affected and the problem is not specific to any one browser), and even resetting my cable modem and wireless router. None of these "local" fixes have worked.

Charter representatives have consistently assured me I should not be experiencing this problem (although no one has been able to tell me why it began in the first place, and for the first time ever, on Dec 8th), and they likewise assure me they are working diligently on a solution. My patience is at an end, however, so at the suggestion of a neighbor in my home town of Harvard, MA, I am contacting your office in hopes of getting a better response from Charter.

#### Ticket: # 1372238 - AT&T DSL disconnection

Date: 12/29/2016 6:16:32 PM

City/State/Zip: Pacific Grove, California 93950

**Company Complaining About:** AT&T

# Description

AT&T disconnected our business DSL service on 12/23/16. When we contacted them for repair they gave us a 1/5/17 date. We explained we were an operating restaurant and needed the DSL to process credit cards and our online reservation system. They 'escalated' our issue and 'committed' to 12/24/17. We had staff on property all day from 8 AM and no one from AT&T came. Each day we called and each day we would get a commitment for a time frame and each no one would arrive to repair the problem. Finally on 12/29 a repair person came. He found that 'someone' from AT&T had disconnected our DSL at a pole on the street and hooked us to Uverse. However, we never ordered Uverse, and there were no Uverse lines provided nor were there a Uverse modem provided. If AT&T was planning to migrate us to Uverse they didn't contact us, prepare us, or follow through. They literally disconnected us and left us nearly 6 days with no internet, costing us literally thousands of dollars of lost business in lost reservations, unhappy guests (due to the credit card situation) and the cost of staffing each day when we would not usually have staff on property (we don't open until 5 PM). When I called to speak to a supervisor to clarify this problem and make sure that this would not happen again, they could only guess that perhaps it was a 'clerical' error and since it was 'unknown' they can't know whether it will happen again. Their actions have been deceitful and malicious throughout this entire week.

## Ticket: # 1372280 - Service **Date:** 12/29/2016 6:38:35 PM

City/State/Zip: Stoneham, Massachusetts 02180

**Company Complaining About: Comcast** 

## Description

#### **Description**

I have been complaining to Comcast for 2 years about poor service and have received many credits in this time span but I am now still having service problems with sales pitches for Credit monitoring subscription service for addition cost.

This latest incident informed my that Comcast was informed of unauthorized use of my email name and when I called all they had me do was reset my password and then tried to sell me service for \$14.95 a month additional for monitoring my accounts much like lifelock would do.

I would like a review of this unauthorized access claim if possible.

# Ticket: # 1372516 - spam surveys

Date: 12/29/2016 9:27:20 PM

City/State/Zip: Blountville, Tennessee 37617-5533

**Company Complaining About: Charter** 

#### **Description**

keep getting fake surveys for "charter internet" I keep blocking them and get another one from a different IP address next day - complained to Charter, they said nothing they could do this is address I got it today

http://www.mellowsurvey.com/?sid=isp.opt.3a6x&ow=us.ao96ho9gbr467d49.nojs.c&isp=Charter%20 Communications&browser=Chrome&os=Windows&region=Tennessee&city=Kingsport&ip=66.191.25 2.56&countryname=United%20States&device=DESKTOP&brand=Desktop&model=Desktop&country=US&track=www.boltedsurvey.com&tid=0ba6f51c-279d-4a68-82c0-dc5e8b9e9e67&caid=3fc624b7-4074-4b7f-aa2a-

a68cbc6a0c97&head=ret.ss.asp.ncxw9c&did=5269&voluumdata=BASE64dmlkLi4wMDAwMDAwNS0 zYTRiLTRIMDQtODAwMC0wMDAwMDAwMDBfX3ZwaWQuLjI0OTczMDAwLWNIMTItMTFINi 04ZmZkLTgwMjk1MjZlYmQ4M19fY2FpZC4uM2ZjNjI0YjctNDA3NC00YjdmLWFhMmEtYTY4Y2JjNm EwYzk3X19ydC4uSF9fbGlkLi44NzhmZmQ4OC0zMTJjLTQ0OWUtOTIwZS1lNjZmYjM2YTZjNDdfX29 pZDEuLmYyNDJmYjA4LTk5ZjktNGI5NS1hNjliLTQ4MDhmZjgxMTY5OV9fb2lkMi4uY2Y5MjAxZGItZjJ mMS00YTFhLWFkMjgtZGViZWU1YjZkNjEwX19vaWQzLi4xOWJlOGU5My1jNmJhLTQzYWEtODNjZ S1kNjFmOGE3MTdkMGVfX29pZDQuLmQyODdjZmVlLWNkOTMtNGQ0Ny05MzJlLWJjZWIzZmViM mM1NV9fb2lkNS4uMWJjZGUxMjQtMTBhZC00YTA0LThhYTktNTE3OTQ3ZjNiM2FlX19vaWQ2Li4yN WVjNTIwYi02NzZhLTRjZDgtYTRkYy0yODczYzAzMjIyMDlfX29pZDcuLjY0MjMwZWNjLWMxNGltND AxMi05MjcyLTA3NjI1ODNmNWZkMF9fb2lkOC4uZTQ1YjE2MzltYzcwZS00ZWNiLThjMTQtYjBiYzU2 MTgzOGExX19vaWQ5Li43MDY2NjYxMi0xNzVkLTRmNWMtYWVkNC05MWIzMWU5YjdhODhfX29p ZDEwLi40YWI1OTkyNy0yZTk4LTQwMjAtOTQ4Yi1IMjc0ZmE3YTZkYzdfX29pZDExLi4xNTJIMGRiOS 01M2QzLTQ1OTAtOGUyYi0yYzQ3YmQ1Njc2MmRfX29pZDEyLi5mODJmZDBhOS1jNDNmLTRmNj ktODAzNC0yM2ZkY2QyMmVmMTlfX29pZDEzLi4zOGQxZjQzOS0wYTQ0LTQzMGUtYjQ0ZC1lNmY 1ZmlyMzk0NmVfX3ZhcjEuLjUyNjlfX3ZhcjIuLjEzMDMxX192YXIzLi40NTQxNF9fdmFyNC4uVVNfX3Z hcjUuLkVsaXphYmV0aHRvbl9fdmFyNi4uQ2hyb21lX19yZC4uZW5naW5lXC5cc3BvdHNjZW5lcmVkX C5caW5mb19fYWlkLi5fX2FiLi5fX3NpZC4u&c1=5269&c2=13031&c3=45414&c4=US&c5=Elizabethto n&c6=Chrome

thank you Happy New Year

Ticket: # 1372656 - Internet speeds

Date: 12/29/2016 11:18:01 PM

City/State/Zip: Woodridge, Illinois 60517 Company Complaining About: Comcast

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# **Description**

I pay for 75 Mbps. They provide 1-10 Mbps. Since it is not cut off they say I have no interruption and no credit for not getting 75mbps that I don't receive. So they charge me for 75 and provide 10. How is that not theft????

#### Ticket: # 1373070 - Problem with Hawaii Telecom.

**Date:** 12/30/2016 12:09:33 PM **City/State/Zip:** Aiea, Hawaii 96701

Company Complaining About: Time Warner

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#### **Description**

To whom it may concern,

My name is **(b)** (6) and I live at **(b)** (6) in Aiea HI. I currently have oceanic time warner cable internet at my apartment. Over the last year my service has been perfect, no problems what so ever. About a little over a month ago Hawaii Telecom came out to our apartment complex and added there TV/internet system to offer there services to our apartment building. This has cause severely degraded and affected our Time warner TV/internet system. It has taken down the entire system multiple times and I have personally set up 3 service calls. There is also a Hospital located close by and I am concerned that it could also affect the node which could affect the hospital.

## Ticket: # 1374099 - Fix the internet at Claymorea Crossing Apartments

Date: 12/30/2016 7:57:20 PM

City/State/Zip: Tampa, Florida 33610

**Company Complaining About:** Moonbeam Communications

### **Description**

Claymore Crossing Apartments is an income restricted low income subsidized housing community owned by Richman Properties in Tampa, FL. Richman Properties also owns Moonbeam Communications which is the exclusive provider of the internet services for our community and it is simply subpar. It frequently stops working, daily drip out, extremely snow speeds, always getting no internet connection and when it does rarely work, it is unacceptably slow. It is sluggish to the point of being unusable much of the time. The company offers no support if you have issues, and certainly no alternative such as a functional or stable connection. Overall, very very frustrating and inconsistent service. They charge \$50 for internet service only that writes sporadically and refuse to allow residents to choose a more stable internet service provider. My son was in virtual public high school and faired his first quarter due to the internet being out for three weeks. They never came out or fixed it.

Ticket: # 1374416 - Scam Date: 12/31/2016 10:16:08 AM

City/State/Zip: Ft. Worth, Texas 76116 Company Complaining About: AT&T

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## **Description**

I called HP to get a virus protection. this person hijacked the call. He put (Viewer10) in my computer, which let him get into my computer. He messed with my computer without my knowledge. Then I noticed my pointer moving when I was not controlling the mouse. He charged me 120.00 of which I would like to get back. I belive he hacked my computer, also he opened my camera, and I could see me on the screen. Can you help me get my money back? I am on low income, and I am 83 years old.

# Ticket: # 1374648 - interruption

Date: 12/31/2016 4:34:59 PM

City/State/Zip: Boynton Beach, Florida 33436 Company Complaining About: Virgin Mobile

# **Description**

Walmart keeps interrupting my computer messages with an advertisement for a chance to win one thousand dollars.

Please stop this.

# Ticket: # 1374804 - Illegal use of my download allocation

Date: 12/31/2016 9:24:03 PM

City/State/Zip: Deer Park, Washington 99006 Company Complaining About: Aol, Yahoo, Ect

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## **Description**

I pay for my download allocation. I am constantly getting videos that start automatically (AOL, Yahoo, ect). These videos use MY allocation paid for by MY money. They have NO RIGHT to use it. Please stop automatic videos.

## Ticket: # 1375075 - Consistent packet loss

Date: 1/1/2017 1:51:35 PM

City/State/Zip: Naples, Florida 34116 Company Complaining About: Comcast

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## **Description**

Frequent and steady packet loss that has not been resolved since 12/23/2016.

Several technicians have been sent to my home unnecessarily to only repeat the same troubleshooting steps when the problem is clearly at the node and not within my residence.

I had the same issue over a year ago and it took roughly 3 months to resolve due to the same lack of knowledge from Xfinity/Comcast support staff.

Ticket: # 1375699 - Service issue stemming from two years ago! This is a outrage!

Date: 1/2/2017 1:20:01 PM

City/State/Zip: Yonkers, New York 10701 Company Complaining About: Optimum

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#### **Description**

This is flat out theft! Now we need action!

For the past 2 years, I have attempted to resolve this issues with no success, due to obstruction, delay, lies, manipulation, deception and senior abuse! Companies like Optimum are habitual abusers of consumer confidence and trust! Now I need your assistance in making them do the right thing by us the consumer and citizen! The past two years monitoring this account has lead to multiple unscheduled outages for which no details has been given. Unscheduled outages which have resulted in loss of wages and income, due to we use our internet to run our business. We pay our bills and we never have our internet nor our cable to use in the manner in which we are able to use it. 92% of the time our internet is down or interrupted! If I ran my business at this rate of deceiving consumers I would locked up! Why are there double standards for this company? I along with all citizens need your assistance. Cable issues, internet issues, are a result of failed policies, regulation, follow and over site! It's now time to sue! I look forward to your response!

Sincerely,



Ticket: # 1375730 - New Customer Paying for Service that is Not Working Properly

Date: 1/2/2017 1:35:49 PM

City/State/Zip: Chicago, Illinois 60652 Company Complaining About: Comcast

#### **Description**

Have had internet service for roughly 30 days. I have contacted Comcast numerous times because service not working properly. I don't even have phone service because I an not allowed to select tech support or activation because they are saying I am past due \$103. I paid \$105 Friday and the reps say they see the payment but they won't allow me the option to connect to reps that can address my issues. The payment reps are the only ones who can transfer me and they are out for the holiday. How can I be past due when I just got the service on 11/28/16. I don't even recall receiving a bill, and why am I prohibited from contacting other departments when I have been told my the reps that they see the payment scheduled. I am not and have not gotten the service that I have paid for. I just want my service to work properly.

## Ticket: # 1377216 - distracted driving

Date: 1/3/2017 1:29:29 PM

City/State/Zip: Jim Thorpe, Pennsylvania 18229

**Company Complaining About: AT&T** 

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## **Description**

It is about time that the government mandates that the usage of electronic devices is controlled during motor vehicle operation. Lets disable all devices while the vehicle is in motion. HOW MANY MORE PEOPLE HAVE TO DIE? If this happens to any of my family you can be sure I will start the largest class action suit ever seen starting with the Gov, auto makers, and all electronic device manufacturers in the world. This feature would be easy to install on all motorized vehicles, since all vehicles have some type of computers in them now.

WHO CAN MAKE THIS HAPPEN BEFORE MORE LIVES ARE LOSY?

# Ticket: # 1377291 - Verizon DSL Internet not working

Date: 1/3/2017 1:50:49 PM

City/State/Zip: Ewell, Smith Island, Maryland 21824

**Company Complaining About: Verizon** 

Description

## **Description**

My internet service went out 12/17/16, I called repeatedly for days, and I kept being told that it would be back on within a few hours. Still making regular calls, and still getting the same response, about it being repaired soon. There seems to be no repair in sight, and I've been told I cannot get my account credited until they have it back on and working.

## Ticket: # 1378591 - Fraud&deceit broken internet

Date: 1/3/2017 11:13:39 PM

City/State/Zip: Philadelphia, Pennsylvania 19132

**Company Complaining About: Sprint** 

### Description

On 09/16/2016 I ordered a mobile hotspot device from sprint,through jumpwireless.It took 13 days for it to come,when clearly on jumpwireless.org site it said a week.Finally it showed up,things were ok for a while.Now my web pages open way slow,so it can't be no more than 24mb.Two months in I find out my account suspended.loged on my account found out my secerity code was missing,how could that be when you charged the card for the device.I went in typed the code in and saved it,problem solved so I thought.Now it's happened again,really.The device is very slow.One night I go to bed it's at 46mb,I wake up it's at 511.0mb.This is truely fraud at it's finest.The counter goes from 1 to 4 to 9,it's skipping numbers.Today it's at 533.0,and I'm scared to turn it on.The fraud is endless no doubt here.

Ticket: # 1378914 - intermittent problems with Internet and TV reception for 3 weeks!

Date: 1/4/2017 10:51:15 AM

City/State/Zip: New York, New York 10012 Company Complaining About: Time Warner

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## **Description**

Our whole building has been suffering, intermittently losing our connections. Most of us work here, so it's been a disaster. Most of us are on TimeWarner, but a few are on Verizon. We have all had problems. The companies have sent repair workers many times, but the problems persist.

## Ticket: # 1379182 - interruption of business service due to Frontier error

Date: 1/4/2017 12:40:36 PM

City/State/Zip: Morgantown, West Virginia 26505

**Company Complaining About:** Frontier Communications

## \_\_\_\_\_\_

#### **Description**

I am filing a complaint on behalf of my business.

On December 28 I spoke to a Frontier rep and we discussed streamlining our business services to save money. She recommended that i cancel the fax line since we did not use it. I said sure. She did not realize that the fax line was connected to our credit card services and disconnected that line and our service. Now we cannot take credit cards which is how our98% of our customers pay for their food.

I immediately called Frontier and they said the soonest they could come out was Friday December 30. They said they would expedite the service and we would get connected.

December 30 came and no service. On December 30 they said that we would have service on Monday January 2. When we called they said we would be taken care of on Wednesday January 4. But we would also have to pay.

I have called numerous times. i cannot speak to a supervisor and when i finally get one on the line they are not courteous and just continue to give me the run around. My business is hurting because of their mistake and they won't help.

We have lost business because of their mistake. We also do not have service and unfortunately we cannot use another carrier in that area.

I do not if you can help but anything that you can do to make them accountable for the service they provide would benefit not only me but others.

Thank you.



Ticket: # 1379254 - Re: Breach of Agreement

Date: 1/4/2017 12:55:28 PM

City/State/Zip: Brooklyn, New York 11234 Company Complaining About: Cablevision

# Description

(b) (6)

Ticket: # 1379365 - destruction of garden tree and plants in easement by AT&T and ABC Professional Tree Service

Date: 1/4/2017 1:24:08 PM

City/State/Zip: Tulsa, Oklahoma 74112-1417

**Company Complaining About: Cox** 

#### **Description**

On 1/4/17, a crew working for AT&T entered my backyard after lying to me about the nature of their work. They claimed they would trim 25 year old tree about 15 feet from the wires running thru my backyard. They proceeded to denude the tree by removing limbs that were easily more than fifteen feet from the lines but were at least fifteen yards from the lines. Additionally, the limbs were primarily located on the south side of the tree and thus posed no risk to the lines. These workers, who refused toggle their names, worked for ABC Professional Tree Services under the auspices of AT&T, making it responsible for their intentional actions of lying about which limbs were necessary to remove and then removing them after permission, not granted by me, had been revoked. Also, they littered the street in front of my house and my driveway with limbs I had to remove myself.

These actions should not be allowed to go unpunished. Lying to gain access—not from me, the owner but from a person who answered the door and whose authority they never questioned—means they trespassed, damaged a tree my wife and I had maintained the proper distance from the lines, and ruined a garden using plants requiring dense shade. These plants, whose shoots they trampled and in essence ruined their usefulness as well as the life span of three to ten years each, cannot be replaced by "starter" plants in two-inch containers.

Surely the actual trampling of our rights to have a shade-based garden, to have a Bradford Pear Tree that was more than ten years old and provided the shade without interfering with the lines, and to lie to someone not authorized to give access to my backyard must be remedied by reimbursement of the loss of monetary value to the garden and tree both. Our rights to not have our land trespassed upon by untrained minimum-wage employees who knew how to run a chain saw but not trim a tree properly, and who exceeded the limits of what they claimed they would do—trimming ten or more yards of limbs from the lines rather than fifteen feet—must be monetarily redressed. I have pictures of the butchered tree and the limbs they unnecessarily removed. My phone number is and my address is (b) (6) Tulsa, OK 74112. This occurred this morning, January 4, 2017. I expect to be promptly contacted about the penalties to be exacted for the criminal trepass and destruction of my land.

Ticket: # 1379474 - phoney computer virus repair company keeps stopping me in my computer work.

Date: 1/4/2017 2:00:07 PM

City/State/Zip: Redlands, California 92373-6600

**Company Complaining About:** Frontier Communications

## **Description**

a company with a ph number of 305 9856352 appears on my screen as "your computer has been infected with spyware. When calling the number i ask them where am I calling to? Los Vegas is the answer. They have another number of 8883096869 they call me back with. All these people have a very strong accent of something like Pakistan or,,,,? I want this company to stop sending me these warnings!! I just installed a anti spyware and anti virus software and not sure what I should be doing now. STOP THIS COMPANY!!!

### Ticket: # 1379598 - hacking computer

Date: 1/4/2017 2:35:40 PM

City/State/Zip: Bassett, Virginia 24055-5134 Company Complaining About: Centurylink

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#### **Description**

Every couple of months we will get a telephone call telling us that they are a Microsoft agent and that our computer will be compromised if we don't pay them a fee to fix it. We decline and tell them to take us off their calling list. The number they called from is 1-343-765-5123 which is now disconnected. Then the next day they hack into the computer on our home page and freeze access to that web page and then states to call the number to get them to fix the virus. We have McAfee security. We let it sit there and by the next day the warning is gone. The phone number to call to fix it is 1-866-415-4360.

We call them to release the computer and tell them we are going to complain to you the FCC. I am getting tired of this nonsense, we believe it comes from outside the country because they always have a foreign accent.

The message: RDN/TROJANworm!055BCCAC9FED Infection

Ticket: # 1380421 - Yahoo breaches of security and purposeful account blockage

Date: 1/4/2017 7:40:49 PM

City/State/Zip: Northfield, Ohio 44067 Company Complaining About: Yahoo

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#### **Description**

Hi. I am asking for your assistance, as I am experiencing numerous piracy, hacking, pillaging and purposeful blocking by Yahoo.com. I changed my password on 1/2 and notified Yahoo that their continued hacking and security breaches would not be tolerated, or the consequences would include a class action suit. Since that time, I am unable to access my own email account of 8 years, of which contains a plethora of tax and business information that I need to access immediately, or sooner. This is a direct and manipulative effort by Yahoo, blocking access to my own information

Ticket: # 1380453 - Internet: Time Warner Cable

Date: 1/4/2017 7:55:16 PM

City/State/Zip: Madison, Ohio 44057

**Company Complaining About:** Time Warner

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## **Description**

I've had issues with time warner cable for a month now. The Internet connection is extremely slow. Half the time websites won't load or they take 10 minutes or more to load. I had called them once to fix the problem and they weren't helpful. It was temporarily fixed but I'm now having issues again. It's extremely frustrating to pay almost \$50 for crappy service.

# Ticket: # 1380889 - Website Blockage

Date: 1/5/2017 4:11:30 AM

City/State/Zip: Fpo Ap, California 96349

Company Complaining About: Disa And One Net

Description

## **Description**

A group called iCANN prevented access to www.vfwpost1054.org recently claiming we had to register with their site (www.icann.org) in order to regain access to our website. My complaint resulted in a boilerplate response about how IPs are handed out and that I must of had an ISP problem. Is this group for real? Are they empowered to do what they are doing? Our site provides Veterans support overseas and we can't afford this kind of internet piracy! Please advise.

# Ticket: # 1381368 - Horrible Services | Refuse to Pay

Date: 1/5/2017 12:47:01 PM

City/State/Zip: Fredericksburg, Virginia 22406

**Company Complaining About: Cox** 

Description

### **Description**

I refuse to make any payment to Cox. I have continued to contact them about my services. I have to reboot the modem several times a day. When I contact them about the services, they always tell me it's a good signal on their end they'll have to send someone out. I just found out that they sent a contractor out the last time instead of an actual Cox tech. When they sent the Contractor tech out, the guy just added a new piece between the internet connection and the modem as well as adding an additional \$6.99 protection fee to my monthly bill. Who does that? I've paid my bills in full prior to this happening. I am on the verge of disconnecting my services all together and finding another carrier.

# Ticket: # 1381476 - Complaint re: unexpected operation

Date: 1/5/2017 1:21:00 PM

City/State/Zip: Franksville, Wisconsin 53126 Company Complaining About: Time Warner

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# **Description**

The webpage I requested was not supplied. My browser was redirected to a 3rd party survey site. Having no way to authenticate it, I closed the window without taking the survey.

## Ticket: # 1381477 - Phones

Date: 1/5/2017 1:22:18 PM

City/State/Zip: Hernando, Mississippi 38632 Company Complaining About: Comcast

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# **Description**

My company is switching service providers and remaining in the same geographic area. We're currently with Comcast and switching service to AT&T but Comcast is stalling on porting my numbers.

### Ticket: # 1382320 - tremendous problems getting voltage leak fixed

**Date:** 1/5/2017 5:38:48 PM

City/State/Zip: Sacramento, California 95833 Company Complaining About: Comcast

### Description.

### **Description**

In early October of 2016 a Comcast tech determined that the SNR of the coaxial cable in my apartment was far out of spec. He scheduled a USA team to run new line. After 2 months of silence, I called Comcast to find out what was going on. It was determined that no team was ever sent, so a second tech visit was scheduled. Unsurprisingly, he could do nothing to help me because no USA team had come to run a new drop. He did, however, discover a significant voltage leak, so I was disconnected from the cable infrastructure and told that it would take 1-2 weeks for the USA team to run the new drop. Apparently the USA team eventually came (I was unaware of this because Comcast never contacted me to tell me when they were coming). They ran the new drop up to the outside of the apartment and then apparently left with the job about half complete. As far as I can tell they never informed anyone that the repair was not completed. After a few more weeks of wondering what was going on, I called Comcast again. The customer service rep wasn't able to tell me anything about the status of the repair, so a third tech visit was scheduled. When he arrived, he was flabbergasted at the state that the USA team had left the repair in; however, he wasn't able to complete the repair either because Comcast had apparently never bothered to obtain written authorization to drill through the wall from the apartment manager. Tech number 3 got the manager's business card (manager was not in) and told the assistant manager that someone from Comcast would be contacting them because the voltage leak put them out of FCC compliance. After a couple more weeks of silence, I called Comcast again, and again the CSR had no idea what was going on with the repair. Tech #4 was sent out and was also not able to do anything because once again, no one had obtained permission to drill. I called Comcast once again, and again the CSR was totally clueless as to the details of the case. At this point, tech #5 was scheduled, at which point I interjected that if no approval had be obtained then it was pointless to send another tech. The CSR assured me up and down that this time the problem would be resolved, and at the end of tech #5's visit "I would be smiling." Tech #5 shows up, and unsurprisingly has been told nothing about the details of the repair, and within 2 minutes is able to tell me that he won't be able to do anything that day.

At this point, approximately 4 months had passed since I first contacted Comcast, and approximately 5 weeks had elapsed since I was disconnected from the cable infrastructure. Prior to the disconnection, the noise on my cable line had gotten so bad that it was basically unusable. I was disconnected prior to Thanksgiving so I spent the entirety of the holiday season with no internet. My cell phone was basically unusable because my microcell doesn't work without an internet connection. And Comcast customer service has been singularly unhelpful in getting this problem fixed, despite the fact that a known voltage leak is serious problem. They have refused to provide me any compensation for their inability to effectively address this months-long problem. My account has been credited for the downtime, but this doesn't really qualify as compensation as they are prohibited by law from charging me for service while I am disconnected from the system. They have refused several requests by me to grant me access to their hotspot network (included with a comcast subscription, but not available to me since they suspended my account). I have been told each time that it is impossible to do so, despite the fact that Comcast is perfectly willing to sell hotspot access to non-subscribers. All of my interactions with customer service were useless and enormously

frustrating, as is clearly evident in the attached transcripts of my chat sessions with comcast customer support (apologies in advance for the increasing level of profanity over the course of the entire interaction). As things stand now I still don't have a clear idea of when this problem will ultimately be resolved (if ever).

Ticket: # 1382606 - Please Address! 2005 Bush Administration Investigation

/Survelliance

Date: 1/5/2017 7:48:56 PM

City/State/Zip: Frederick, Maryland 21702 Company Complaining About: Comcast

# **Description**

Please address members of media, talking around my food and drink, just cooked food, food within my refrigerator, food and drink within cabinets, and tolietrees.

Could the federal government close the 2010 survelliance.

Ticket: # 1382854 - cyber attack through facebook at UAA

Date: 1/5/2017 10:58:49 PM

City/State/Zip: Anchorage, Alaska 99503

Company Complaining About: University Of Alaska Anchorage

# **Description**

cyber attack through my facebook pages using my Mat-Su Library Card

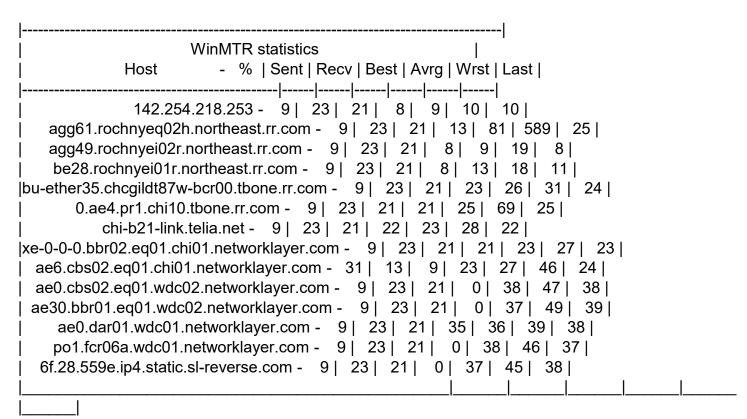
Ticket: # 1383079 - Time warner cable Rochester latency issues

Date: 1/6/2017 9:36:45 AM

City/State/Zip: Rochester, New York 14616 Company Complaining About: Time Warner

### **Description**

I did a WinMTR (ping trace) after only sending 23 packet and not being connected to anything besides this website I got a latency off 589 within 23 packets. That is completely unacceptable. I should be around 70 MAX.



WinMTR v0.92 GPL V2 by Appnor MSP - Fully Managed Hosting & Cloud Provider

Ticket: # 1383136 - Internet Congestion, Too many Customers on one Grid / Node

Date: 1/6/2017 10:26:18 AM

City/State/Zip: Whiteville, North Carolina 28472 Company Complaining About: Centurylink

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### **Description**

I've been having repeated issues with Century Link and their poor customer service and poor tech support regarding the internet service and interruptions due to them having too many customers on one node. I have complained to them over and over and all they do is make excuses about it. They keep giving me false dates on when the issues are going to be resolved. I spoke with a tech by the name of Blake in this area a few months ago. He stated to me that information about the over crowding and the poor tech service they provide. Blake also stated to me that it will continue until Century Link fix the problems in this area. Century Link need to be investigated regarding the poor service in this area in Columbus County (Whiteville, Chadbourn, Tabor City) areas. Century Link have poor condition repair tools, they have representatives that are not trained professionally enough to handle the problems that myself or other customers have. They sit there with a book and copy and paste answers that they think is reference to the issue you call about, even the tech stated that to me. There ae several fiber optic green poles in the area where people have had accidents and hit them and they are not repaired. Also, their hold time to speak with someone is long and once you get someone you getting transferred from one to another. They have no regards for people time, nor their hard earned money they use to pay for service. They think the solution is to keep adjusting people accounts for down time, but that is not the solution. The solution is, to fix the problems. Century Link is all about high prices and low speeds and POOR SERVICE. I've had many issues and this month was the worse.

# Ticket: # 1383704 - Fair point phone/internet

Date: 1/6/2017 2:09:41 PM

City/State/Zip: Salisbury, Vermont 05769 Company Complaining About: Fairpoint

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## **Description**

Phone/internet have been out multiple times since December 1st. Internet has been down steady since 12/21. Multiple calls made to the repair service. Asked to speak to a supervisor and I'm told they will just tell me the same thing.

## Ticket: # 1383744 - Dish Betwirk Complain

Date: 1/6/2017 2:28:21 PM

City/State/Zip: Tuskegee, Alabama 36083 Company Complaining About: Dish Network

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### **Description**

Dish network is falsely advertising the convince of ordering movies on DVD, but they are short changing we, as the customer by charging for movies selected, but I am not getting what I paid for. Ex. I ordered kindergarten cop, got the movie, starts great, toward half into the movie, NO SOUND! I tried to re-order, mind you being charged 3 or \$ 6.99, same thing. The most recent was on 1/7/2016. @ 1:30 am I ordered "pretty women" beginning, sound, movie, before the beginning is over, the sound leaves, I contact dish last night at 1:30 am n again @ 3 am the recording states office tenical dept. closed, please call back between 7:00 am- 5:00 pm, the problem still remains, they are charging monies for poor deliverance. N making excuses. I want to be made whole, please contact me as soon as possible.

Ticket: # 1384538 - Invasive attack on computer

Date: 1/6/2017 7:08:50 PM

City/State/Zip: Los Angeles, California 90026

**Company Complaining About:** AT&T

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# **Description**

I was browsing and suddenly I get this fake message that takes over your browser and tells you that you have a virus and then you must call a number and give credit card details

## Ticket: # 1384752 - Comcast Internet and Cable Service

Date: 1/6/2017 10:09:23 PM

City/State/Zip: East Lansing, Michigan 48823 Company Complaining About: Comcast

### **Description**

Each time I had problem with my Cable Service and my Internet Service I had to have a technician from Comcast come and fix their equipment. Each time their Technician stated that the problem was on our end and you will not be charged a Service Fee. Each time a \$50 Service Fee showed up on my Monthly bill. They do not stand by their equipment working properly and if it has to be fixed, even when the Customer has not done anything to the Equipment, they insist on a Service Charge. Yet they expect you to pay their Monthly Bill and the Service Charge.

Ticket: # 1384844 - Where did all data go

Date: 1/7/2017 12:04:13 AM

City/State/Zip: Philadelphia, Pennsylvania 19132

**Company Complaining About: Sprint** 

**Description** 

The data just keeps on rolling. How can you use data if your browser ain't even open. The fraud continues. Sprint saying the device is broken, I no better than to believe them crooks.

## Ticket: # 1385217 - AT&T's refusal to provide information

Date: 1/7/2017 2:19:50 PM

City/State/Zip: Gainesville, Florida 32653 Company Complaining About: AT&T

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### **Description**

We had a question about an internet charge on our November, 2016 bill. I called AT&T on 11/21/16 and spoke to Denise. She said the questionable charge did not make sense to her either and so she would remove the charge of \$9.19 from our bill and that we would then pay the lower balance. We did as she said and sent in our check the following day.

When our December bill arrived, the questionable \$9.19 amount was back on our bill PLUS a late fee of \$6.50. I once again called AT&T and spoke to Mack. I explained what had happened with our November bill. She really didn't care. All she kept saying was that it was a rule that a late fee would be charged, even if the payment was not late, if the total amount of the bill wasn't paid. She looked up our account record and told me that there was NO notation in our record about my Nov 21st call to Denise. I asked to speak to a supervisor. Mack said it wouldn't do me any good because the rule was the rule about paying the entire bill. I then asked to speak to a customer service rep and Mack repeated that it wouldn't do me any good. Finally, she left the phone for a while and came back and said she would take the \$6.50 fee off and told me the new amount to pay. We paid it the next day. A long-time customer such as us who pays the whole bill every month, should NOT have to suffer through an experience like this. When an AT&T employee tells us she is going to do something, we expect her to do it! We never did get an answer to the questionable amount and the other internet charges in our November bill.

This is not the first time something like this has happened. My husband was told that a new modem was going to be free. It was sent to us and the next bill we received had a charge of \$100. plus another \$20. for shipping and handling.

## Ticket: # 1385262 - Unlimted data I think not

Date: 1/7/2017 2:46:43 PM

City/State/Zip: Philadelphia, Pennsylvania 19132

Company Complaining About: Sprint

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# **Description**

Day 5 sprint still fudging the numbers, internet has become unusable. They say they wanna break the digital devide, to help all get affordable internet. Really sounds like there just lining up new victims to be riped off...

## Ticket: # 1385331 - Spectrum TV is getting disconnected/jammed

Date: 1/7/2017 4:13:21 PM

City/State/Zip: Williamston, South Carolina 29697

**Company Complaining About: Charter** 

## Description

# Description

I use the Spectrum App on Roku 3, and have been seeing this issue where the video and audio go out randomly, and it can be fixed by closing and relaunching the app. Sometimes, it will NOT even finish loading and it stops on "Preparing Spectrum experience" and gives an error code: "M121". Hulu and Netflix work fine. I have tried on mobile and it does happen around midnight on mobile, but on Roku it happens close to every 2-3 hours. This is very annoying!

Ticket: # 1385352 - wifi disruption due to out of country router coded wifi router

Date: 1/7/2017 4:29:06 PM

City/State/Zip: Los Angeles, California 90025 Company Complaining About: Time Warner

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### **Description**

I have been experiencing wifi disruption in certain areas of my residence and have been trying to troubleshoot for about 6 months now. Ive had multiple Time Warner techs come out only to have them test and retest my connection rather than try to help me find out who has the conflicting router from Taiwan.

It is getting to be an issue as I am working and studying from home, and if my wireless connection is spotty it is a great inconvenience to connect to my internet wired.

Ticket: # 1385896 - false advertising

Date: 1/8/2017 2:30:01 PM

City/State/Zip: Stone Mountain, Georgia 30087

Company Complaining About: Amazon

# Description

(b) (6)

# Ticket: # 1386323 - Charter cable internet not repaired

Date: 1/9/2017 10:02:56 AM

City/State/Zip: Fort Worth, Texas 76108 Company Complaining About: Charter

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## **Description**

I have tried to get Charter Internet/ Spectrum to repair my service that goes out every night for the past 2 weeks. They keep telling me they know there is an issue and are working on it. As soon as the sun comes up the problem clears. And they never actually fix anything.

Ticket: # 1386492 - Prepaid Internet

Date: 1/9/2017 11:16:17 AM

City/State/Zip: York, Pennsylvania 17403 Company Complaining About: Comcast

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### **Description**

It has been about a week that I have been dealing with Xfinity to get my service working. First they sent out a tech to help with getting a line established for my service while the technician was there he switched out my prepaid box for one that is not compatible with my service when he left the service was working but shortly after not even an hour it stopped working so I called back than they proceeded to tell me that I would have to wait another 3-5 business days to get another box which I was not willing to wait because it was not my fault that he took my prepaid box and switched it with one that was not compatible. So than they proceed to tell me that they would send out another tech to wait for their call and here nobody came to my house and never received a call. The next morning which was Friday 1/6/2017 I finally was transferred to a supervisor after being told that the ticket for the tech was cancelled and that I would have to wait 3-5 business days again. The Supervisor gets on the phone and she proceeds to tell me that there is nothing that she can do and I asked her if there was any way that they could overnight me a box because I'm missing school classes because of this. She said ok let me see what I can do after about 15 mins on hold she comes back on the phone and tells me that she put my order in for overnight and that everything should be taken care of. I waited and waited and waited for this package and it never showed up to my house. So now its Monday and I still have no service or a new box to hook up to get my service working. I have spoken to 2 different people today and the first guy let me know that the Supervisor lied to me about getting me a package overnighted she never put in the order. Than ask to speak to the supervisors supervisor and some lady comes on the phone and she supposedly has no idea what that number could be which is a lie once again. I have been on the phone for more than an hour and still on the phone as we speak and nothing is being done to resolve my issue. Something needs to be done with these people lying about helping and not actually doing anything to get the job done.

### Ticket: # 1387543 - No internet Service for 2 months

Date: 1/9/2017 4:56:58 PM

City/State/Zip: Cameron, North Carolina 28326 Company Complaining About: Centurylink

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### **Description**

I filed an initial complaint with the FCC because CenturyLink back in November of 2015 said that I could not receive internet due to old copper lines. My neighbors to the left, right, back and front of me all receive service. After filing the complaint, I was setup with service. Not high speed internet but internet none the less. Fast forward to November of 2016 and my internet goes out completely. I still have telephone service but no internet. I made over 6 telephone calls to CenturyLink to resolve my issues. Finally in January of 2017 they agreed to send me a new modem to try. The modem did not solve the issue. Here it is almost 8 weeks after the interruption of my internet services and I still do not have internet.

Ticket: # 1388138 - my phone number shows up with a person that is decreased.

**Date:** 1/9/2017 10:21:43 PM

City/State/Zip: Beaumont, California 92223 Company Complaining About: Sprint

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## **Description**

My phone number appears under the name of a person that has been deceased since 11/21/13. My new number only shows up with the person's name on another victim of harassment. It appears someone is utilizing a deceased person identify, as my phone number on this person's caller ID.

Ticket: # 1388141 - my phone number shows up with a person that is decreased.

Date: 1/9/2017 10:22:07 PM

City/State/Zip: Beaumont, California 92223 Company Complaining About: Sprint

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## **Description**

My phone number appears under the name of a person that has been deceased since 11/21/13. My new number only shows up with the person's name on another victim of harassment. It appears someone is utilizing a deceased person identify, as my phone number on this person's caller ID.

## Ticket: # 1388193 - Comcast cut ATT cable

Date: 1/9/2017 11:22:45 PM

City/State/Zip: Brentwood, Tennessee 37027 Company Complaining About: Comcast

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## **Description**

Comcast tech came out today and cut our ATT Uverse cable and then told me he couldn't install Comcast. When we noticed internet and tv no longer worked I called him and he told me he didn't touch any of ATTs wires. When I got home, I looked at outside of house and saw that he had cut ATT wire to make room for his Comcast box. Comcast promised they would send out a tech to repair by 9:00pm and never sent anyone.

Ticket: # 1388984 - Cutting the cord with AT&T / Internet

Date: 1/10/2017 1:13:06 PM

City/State/Zip: Allen, Texas 75002 Company Complaining About: AT&T

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### **Description**

I have decided that since my cable never works anyway & there's nothing any longer to watch on cable to cut the cord. I did this with lots of research and it works great! So al I needed was internet right?? WRONG! I tried to cancel my Uverse 200 only to be told that if I cancel cable altogether that I would no longer have unlimited internet access (which I now pay \$40 for), that now I would have to pay \$70 per month for internet with a cap on it UNLESS I KEEP basic cable! Then I can have unlimited & basic cable (that never works) for \$59 per month. This is called stealing. This is called criminal. This should be regulated & this should be illegal. Just so they can brag on how many subscribers they have I have to pay more for my internet & keep their crappy basic cable that never works. Does the FCC care? Apparently not. It's on every single website & social media on the planet yet for some suspicious reason they continue on with their highway robbery tactics & holding people hostage! I might as well have a gun to my head each month I pay for this substandard service from these crooks! They have been out to my house numerous times & nothing ever changes. I have called them a million times & nothing ever changes. There are 3 huge holes at my fence line in my alley with damage to my property & fence & has been this way now for 2 months. No one will take responsibility for it & now the city I live in says its on me if they don't return to complete what they started. That's fair!? My cable freezes & loses it's signal at least 10 - 20 times per day. They do not care.

## Ticket: # 1389257 - Degraded service

Date: 1/10/2017 2:49:34 PM

City/State/Zip: Rochester, New York 14616 Company Complaining About: Time Warner

### **Description**

I'm receiving packet loss after sending only 20 packets and getting ping spikes of up to 1500 at times mostly around 600 ms spikes. I've had the lead tech admit there's and issue and they keep telling me it's RGNE that's causing the issue but I had my friend who lives ten minutes away whos also a customer do the same tests I've done and it seems to be an issue with one of there servers. Here's a Ping trace that leads to time warner cables server showing the ping spikes.

```
WinMTR statistics
                         - % | Sent | Recv | Best | Avrg | Wrst | Last |
             Host
                      .----|----|-----|
                192.168.0.1 - 0 | 6 | 6 | 0 | 0 | 1 | 0 |
              142.254.218.253 - 0 | 6 | 6 | 7 | 8 | 9 | 9 |
   agg61.rochnyeq01h.northeast.rr.com - 0 | 6 | 6 | 18 | 105 | 508 | 31 |
   agg49.hnrtnyaf02r.northeast.rr.com - 0 | 6 | 6 | 12 | 13 | 16 | 13 |
    be28.albynyyf01r.northeast.rr.com - 0 | 6 | 6 | 20 | 22 | 26 | 20 |
|bu-ether36.nycmny837aw-bcr00.tbone.rr.com - 0 | 6 | 6 | 29 | 32 | 35 | 35 |
              205.197.232.13 - 0 | 6 | 6 | 27 | 27 | 29 | 27 |
       207.88.14.150.ptr.us.xo.net - \ 0 \ | \ 6 \ | \ 6 \ | \ 28 \ | \ 29 \ | \ 29 \ |
       216.156.16.133.ptr.us.xo.net - 0 | 6 | 6 | 28 | 28 | 30 | 28 |
              205.197.230.38 - 0 | 6 | 6 | 28 | 29 | 34 | 29 |
               209.85.255.68 - 0 | 6 | 6 | 28 | 29 | 32 | 30 |
                72.14.252.27 - 0 | 6 | 6 | 29 | 30 | 33 | 31 |
        lga15s48-in-f206.1e100.net - 0 | 6 | 6 | 29 | 30 | 32 | 32 |
```

WinMTR v0.92 GPL V2 by Appnor MSP - Fully Managed Hosting & Cloud Provider

```
agg61.rochnyeq01h.northeast.rr.com - 0 | 6 | 6 | 18 | 105 | 508 | 31 |
```

```
The IP address (b) (6)
Lag spike is | 508 |
```

I used another program as well to collect data i'll show that in the attachments. I also called a friend of mine that is also is a TWC customer and he ran through the same node as me and was getting the same exact ping spikes. He lives 10 minutes away. I've had this issue for a month or so the lead tech told me someone has been losing their phone connection in my area for four months so who knows how long it actually has been going on. I'd like them to fix the issue that's all I really want is stable ping. Above 100 is unacceptable

Ticket: # 1389393 - i hat u Date: 1/10/2017 3:29:02 PM

City/State/Zip: Las Vegas, American Samoa 46433

**Company Complaining About:** AT&T

# Description

i want too play gams lik me friend, u meenbut won lit my

Ticket: # 1389639 - unsolicited and unwanted messages from a "news" website

Date: 1/10/2017 4:33:45 PM

City/State/Zip: Santa Fe, New Mexico 87501 Company Complaining About: Comcast

### **Description**

I receive almost hourly pop-up messages from mic.com, to which I never subscribed. Disguised as news reporting, they amount to political propaganda aimed at a very young demographic, which is certainly not me.

If there's a way to unsubscribe at the mic.com website, it's well hidden. I have asked its customer service and technical support email addresses to remove me from their list, and they have ignored my requests, including no response to my requests from either address. (From the technical support address I received a bounceback saying no such address exists; I took it from the mic.com website.)

Ticket: # 1390059 - Internet
Date: 1/10/2017 7:00:09 PM

City/State/Zip: Dallas, Texas 75219

**Company Complaining About:** Time Warner

## **Description**

I have had service with Time Warner Cable and now Spectrum. My internet speed is so slow and they acknowledge this. They continuously send a tech to resolve and issue and the issue never get resolved. They are charging me for service not received and a speed never had. Can you please have them do their job? When the tech comes they promise to return and do not do so. Connection does not stay either. The techs told me the line should be ran again, not sure if the issue is lazy or Spectrum not wanting the expense.

Ticket: # 1390083 - Spectrum Cable

Date: 1/10/2017 7:10:39 PM

City/State/Zip: Dallas, Texas 75219

Company Complaining About: Time Warner

Description

# **Description**

Repeated issues with my service and they will not repair. I have paid for over a year of service and no improvement. At this point I should be refunded.

## Ticket: # 1390254 - Billing, service issue

Date: 1/10/2017 8:44:54 PM

City/State/Zip: Dover, Pennsylvania 17315 Company Complaining About: Comcast

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### **Description**

I have comcast for internet, phone and cable.

I have billing issues with prices increaseing and service not working due to the lines into my area. During New Year's Eve I had no service and they would not send no one to help me and my neighbor had a Comcast service guy stop in her house to fix her internet that was working ok. I was to get a credit for the loss and instead they raised my bill. I tried to call to get this resolved and I got disconnected 4 times. I was to be set at a price for 2 years and every month it's different. I have no other options for different service in my area.

### Ticket: # 1391099 - rebuttal to 1298059

Date: 1/11/2017 1:12:23 PM

City/State/Zip: Fairview, West Virginia 26570 Company Complaining About: Zitto Media

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# **Description**

they need to send the tech extra help to get this issue resolved and taken care of. Service have not worked properly since Nov. the issues have not been resolved. I shouldn't have to keep going through the FCC to get my services working.

## Ticket: # 1391851 - internet issues

Date: 1/11/2017 5:04:42 PM

City/State/Zip: Melbourne, Florida 32935 Company Complaining About: Charter

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# **Description**

We work from home and the internet service is terrible and the prices keep going up? The customer service has blown us off. They expect payment from us on time and we expect service we can count on.

Ticket: # 1392302 - Terrible internet

Date: 1/11/2017 7:49:07 PM

City/State/Zip: luka, Mississippi 38852 Company Complaining About: AT&T

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#### **Description**

Awful internet at our home. And the company that we have it from doesn't care! It goes along with our phone too. We can't use our phone most of the time. It goes in and out to the point that we just can't use it. I was told by the company that they didn't care that we couldn't use our internet. They were going to pull it within the next two years anyway. So just deal with it. Then I called another time and they told me it's just what you have. Take it or leave it. We've tried in good faith to fix the issue, I've got s tower tracker on my phone and there's no tower near my home. I have to dial the area code to make a call so it's using one that's out of state. It's pitiful where I live. People have to do without what the rest of the world has to offer because the internet and phone company's know they have us anyway they want. We pay over 300.00 a month for less than half time service! Literally! It's just not fair! It's the only way that I have to keep in touch with my mom in Arkansas and I can't even do that unless I come to work and call her! It's pitiful when I can't call my loved ones from the privacy of my own home! I really do hope that y'all can fix this issue. I called a couple of weeks ago to see how to fix this. I spoke to a lady in the office by the name of Pam. She can honestly vouch for me. The phone went silent while we were talking. It's awful!

# Ticket: # 1392669 - The facebook is using tactics to separate me

Date: 1/12/2017 3:17:44 AM

City/State/Zip: Fresno, California 93704 Company Complaining About: Facebook

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# **Description**

My connections are not going through, it scrambles our communications. They are seperating us. My friends can not conect with me over the internet. It seems like facebook is are Filtering me from everyone. They are separating from fri

Ticket: # 1392927 - Internet service

Date: 1/12/2017 11:11:36 AM

City/State/Zip: Milton Freewater, Oregon 97862-1862

**Company Complaining About:** Hughes Net

#### **Description**

Tried to move and switch contract into different name. Was left as co-signor. Things went bad so I am responsible. But that is 500 miles away and they are now interfering with my current service, different provider, and I am responsible for the back bill for service at previous address as well as contract buy-out....and potentially equipment too. Tried to do this right thru their customer service at the time when I moved...but....? I had an issue with my new service/smart tv that I didn't reboot for 5 days...and my Straightalk phone shut me down over a 10 gig use in 5 days (?) Then previous address called and said they had been shut down over a "10 gig use in 5 days"....? 500 miles away? Thru 3 different providers? And now I am obligated for all of bills AND the other ones too, including the contract/equipement.

Ticket: # 1393634 - Internet down AGAIN

Date: 1/12/2017 3:11:12 PM

City/State/Zip: Glendale, Oregon 97442

**Company Complaining About:** Frontier Communications

Description

Just reporting yet another down time with our internet....Frontier is constantly down and their customer service is a joke.

Ticket: # 1393674 - Reddit uses algorithms that promote censorship of free speech

Date: 1/12/2017 3:21:38 PM

City/State/Zip: Nashua, New Hampshire 03062

Company Complaining About: Reddit

#### **Description**

Reddit describes itself as "The Front Page of the Internet". I would agree with this due in fact that many news outlets get their information or stories from Reddit. With that said, Censorship is a very real thing that makes its way from that website to our news.

To start off what causes the censorship you have to know their "Karma" system. This system allows users of the website to upvote a post they like or downvote a post they don't like. The posts that get upvoted a lot will make it to the "Front Page" where everyone will see it while those who get downvoted either get deleted by a mod for being "Negatively viewed by the Community" or thrown to the bottom of the list so no one see it. The posts that make it to "the Front Page" are the ones that make it into the news.

Now for how that plays into censorship. The people with the resources are able to make thousands of "bot" accounts that they can use to upvote or downvote posts that they believe in. That means if that person doesn't like what you say, they can use their thousands of accounts to downvote your post until it is removed by a mod for "Negatively received by the community". The same goes for what is seen on the "Front Page". They can upvote the posts they agree with all of their bots even if it is scientifically proven to be wrong and it will be seen by millions and believed. It may even be chosen to be on news outlets across the country.

That is only the tip of the iceberg. Since those posts that are on the front page tend to be the ones that make it into the news they have created an algorithm to stop certain posts from certain people from reaching the front page. In the instances of Child pornography or acts of violence I can see the reasoning but when it comes to a political post, that constitutes a breach of free speech. To top all of this off, the CEO of Reddit has even been caught editing a users comment to say something else which could be abused without many people knowing. This website, which is where much of the news comes from, is a haven for other governments to play a role in the US government. This website is not on for Americans but for people all over the world. What is stopping another government from creating those bot accounts and controlling what is seen on the front page in order to cause chaos in that country? Nothing will stop it without help from the FCC and US government.

# Ticket: # 1394504 - Comcast overcharge

Date: 1/12/2017 8:23:28 PM

City/State/Zip: Lake Park, Florida 33403 Company Complaining About: Comcast

# Deceription

#### **Description**

Called in to upgrade my services and after they did on the phone my services went unstable. I haven't had reliable internet or tv since they upgraded my services for over two months. I finally got someone to come to the house and they claimed my signal to noise ratio was to blame on the download speed. He then ran new lines and claimed that my issues were resolved but they same problems occurred which had my internet dropping, packet loss, and jitter. I then called the supervisors number he wrote on my bill and he said he was going to personally come and take care of this the next day and he never showed up or called me to tell me he wasn't coming. I have also referred my neighbor to Xfinity and was suppose to get a \$200 credit applied for the referral and I never got that after several months. I also referred two other customers in the past and got zero. I am done with the treatment Comcast has given me and I have referred close to 10 people and I fear that one day they will hate me for doing so.

Ticket: # 1394591 - Complaint about a hacker

**Date:** 1/12/2017 10:00:03 PM

City/State/Zip: lowa, Louisiana 70647 Company Complaining About: AT&T

# **Description**

My number has been hacked. I just received a text message from someone informing me of this information.

# Ticket: # 1394840 - Cut off from there tech support and techs

Date: 1/13/2017 9:47:04 AM

City/State/Zip: Bradenton, Florida 34209

**Company Complaining About:** Frontier Communications

#### **Description**

I was just told from mangers from frontier that I am not to call the tech that's been helping and working with me to fix my problems. This company is making it harder for me to get all the problems I have fixed and it needs to stop. My speed is slower then what I am getting paid for it 150/2 not 150/150. I am still getting billed 75.00 for tech to come out and find that the problems are on there end. I am still not able to rent movie from video on demand as it says there no credit. I am get very annoyed with them as they just oilers push me around in circles

## Ticket: # 1395030 - Bad phone and internet connection

Date: 1/13/2017 11:30:14 AM

City/State/Zip: Greene, New York 13778

**Company Complaining About:** Frontier Communications

#### **Description**

My phone line was run 3/10th of a mile up the middle of a steep dirt driveway. I do not even have a right of way to this route (I am working on getting it) The line gets it by the snow plow and when trying to bring dirt back in the road so it can be used after the rain washes it out. The line has so many splices in it that my phone service and internet service cuts out often especially in wet weather. I have contacted Frontier numerous times over this issue. Even their own workers say a new line is needed. The area supervisor does not want to put in a new line. As far as I know Frontier is the only internet phone service in y area. I keep asking them to run the line over the electric poles I purchased years ago to have electric they keep saying no. I have been ignored, hung up on, etc. The wifi drops all the time. I am on social security disability and I am alone. This is getting to be a real problem as cell phones do not work here either so I need a reliable phone. DOn't know where else to turn

#### Ticket: # 1395493 - Horrible Service

Date: 1/13/2017 1:46:54 PM

City/State/Zip: Gainesville, Florida 32608

Company Complaining About: Broadstar Inc (access Programming)

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#### **Description**

I have terrible service. I have complained many times and offered no real assistance as after my call my service was still the same. My service cuts in and out 2 to 3 times a day. Sometimes from 2 minutes to 3 hours. Their answer is "You should have called in". When I do, I get the same service and the problems continue. Why keep calling anymore if nothing is going to be done. I want these issues resolved. It has been persistent since they brought service into the complex.

Ticket: # 1395949 - Service failure resulting in cancellation not reflected in billing

Date: 1/13/2017 4:02:00 PM

City/State/Zip: Morrisville, North Carolina 27560 Company Complaining About: Acc Business

# Description

Our business, Helix3 Inc. purchased internet service from ACC Business through our telecommunications broker and VoIP service provider, Skytel in May 2016. Immediately after installation, we began experiencing latencies in our internet service that caused packet losses with poor and or intermittent phone/internet service availability. Skytel did substantial work with us and troubleshooting with ACC Business and AT&T over the next several months to eventually determine that the issues were caused by a problem on the AT&T backbone serviced and provided by ACC Business. In October and only after an FCC complaint against AT&T, ACC Business finally acknowledged that the problem we had been having since the internet service was installed in May existed on the AT&T backbone and that they were unable to resolve the problem. So they said they would allow Helix3 to cancel our account without penalty. Based on this information, we immediately issued a request to disconnect our service and issued a billing dispute letter requesting a full refund for all of the service invoices received since May since our internet and phone service had been unusable by our business so much so that we were required to install a separate internet service from Time Warner Cable so that our ability to conduct business was not irreparably damaged. We also requested a refund for the extensive troubleshooting services that were provided by Skytel to diagnose the problem and work with ACC Business/AT&T to resolve the problem (and at the request of ACC business and AT&T technial staff). After ACC Business finally acknowledged that the problem with our service and accepted our disconnect request, they continued to issue invoices dated after the disconnect request acceptance. When I called ACC Business regarding the new invoices, I was told by their representative not to pay the invoices as they were currently in dispute. However, ACC Business has continued to issue late payment notices and new invoices for services they already acknowledged was faulty and unusable. Now, they say they will issue to our now closed account a credit for some of the previous invoices, but not all. Since our account has been closed, I have told them that the credit is useless and I would like a refund check for funds already paid for over 6 months of unusable service. But they are insisting I still need to pay recent invoices and that if I still want a refund for our credited amounts, I need to issue yet another request. ACC Business has failed to provide usable services for over 6 months while accepting payments in excess of \$3500.00 and excluding the amount of time and effort spent troubleshooting on our end while they ignored our calls and refused to admit there was any problem at all. Now they are taking their time refunding our costs while threatening us with non-payment for services they never provided in the first place.

Ticket: # 1396168 - Hacking internet, tv

Date: 1/13/2017 5:01:55 PM

City/State/Zip: Hopewell, Virginia 23860 Company Complaining About: Comcast

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#### **Description**

Internet & tv have been hacked with people from I-tunes, amazon, comcast, and others. They have interferred with game playing and information on our systems. As far as we can tell there are about 50 or more people going in and out on our system. This has been going on for more than 4 months. We have gone off of the internet for months because we don't know who is on our system. We also have two Ipads and one Ipod that also show signs of hacking. We need this cleared up and find out who is causing this hacking.

Ticket: # 1396224 - Mediacom - Cedar Rapids Iowa - 8 service calls in 6 months - no

results

Date: 1/13/2017 5:20:22 PM

City/State/Zip: Cedar Rapids, Iowa 52411 Company Complaining About: Mediacom

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## **Description**

Intermittent internet outage consistent. Have been working with Mediacom to resolve for 6 months. 8 service calls, replaced modems, replaced house wiring. Still exact problem. No responsible management of service call results creates a "start all over from scratch" situation with every service tech. No followup. Latest service tech states they have a lot of problem and this is just lower priority. \$180 per month and the service fails intermittently almost everyday. Other residents of the development are experiencing similar issues. 6 months is a little long to solve a problem like this.

#### Ticket: # 1396505 - Scam Artists

Date: 1/13/2017 7:34:06 PM

City/State/Zip: Staten Island, New York 10303 Company Complaining About: Time Warner

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## **Description**

Scamers who call them selves Microsoft Tech Support" drop down a notice on my Internet while I'm using it. I cannot proceed, and must close down the Internet and re-start. They indicate that I have a virus and they must fix it before the entire system breaks down. This is very annoying, especially while I am working on a very important subject, and have to shut down my computer and start all over again. I would like them to stop interfering with my computer. Their number is 888-537-6977.

Ticket: # 1396538 - my internet, phone and cable have interrupted service every day

Date: 1/13/2017 8:01:28 PM

City/State/Zip: Mcmurray, Pennsylvania 15317

**Company Complaining About: Comcast** 

# **Description**

Every single day my internet cable and phone are interrupted over and over and over...every day!!

Ticket: # 1396705 - Hackers Date: 1/13/2017 11:11:25 PM

City/State/Zip: Milwaukee, Wisconsin 53218 Company Complaining About: Verizon Wireless

# **Description**

Hacking in my Facebook account 505 east capital drive Ashley Becker group hacked in to my music label to still my profile pic an make bogus YouTube link that's an virus and pass it around Facebook after hackers got on people page

# Ticket: # 1396935 - posted my phone number

Date: 1/14/2017 12:23:25 PM

City/State/Zip: Covington, Louisiana 70433 Company Complaining About: Charter

## **Description**

I'm not sure if you can help me with this but I hope so.

A real-estate group called Hot-Pads has a web-site called hotpads.com and on several of their adds they have posted my business phone number (b) (6) and (b) (6) so I receive lots of calls every day 7-10 daily. This is very disruptive to my business. Also they are owned by a company called ZIllow and after contacting Zillow they don't know how to reach anybody with HotPads . Is there any way you can get in touch with them and have them un-post my phone numbers numbers

Ticket: # 1397105 - Repeat Email Server / Internet Issue FCC Serve Ticket 1323950

Date: 1/14/2017 2:52:16 PM

City/State/Zip: Palm Coast, Florida 32137 Company Complaining About: Bright House

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#### **Description**

No sooner did I receive a letter from CHARTER, dated January 4, advising me the technical issue with email service (Serve Ticket 1323950) had been resolved, shortly after 4:50 PM on Tuesday, January 10, same issue reappeared, but worse: no access to emails anywhere (OUTLOOK, Webmail, iPhone). Initially, Webmail allowed me to log in but showed loss of all folders. Since then, after several attempts to login and site not recognizing my username and/or password which I knew to be correct, my account was "suspended. The issue was brought to Bright House Network's (Charter's) attention the morning of Wednesday, January 11. Despite regular follow-ups with requests for service, the issue remains unresolved and I am meanwhile being billed for this service.

# Ticket: # 1397470 - Comcast cable

Date: 1/14/2017 9:37:43 PM

City/State/Zip: Arlington Heights, Illinois 60005

**Company Complaining About: Comcast** 

# **Description**

We have contacted this company on many occasions regarding the cable we get constant disconnections. Changed equipment no change. No credits issued. We want our cable to work uninterrupted daily being that we pay for it.

Ticket: # 1397597 - Comcast poor customer service and Months of WIFI trouble

Date: 1/15/2017 1:47:59 AM

City/State/Zip: New Castle, Delaware 19720 Company Complaining About: Comcast

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#### **Description**

To give a brief description.

I have been having the same issues with my Internet and phone for at least 6 months with the last 3 months being continually. I have had a number of service techs, supervisors and maintenance at my home. I have been told that If I pay my bill this won't be happening. I have been lied to. And I have stop paying my bill. I have been asking to speak with supervisors and to no avail. Please help me.

# Ticket: # 1397720 - Century Link DSL Service Disruptions

Date: 1/15/2017 12:05:58 PM

City/State/Zip: Sedalia, Colorado 80135 Company Complaining About: Centurylink

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#### **Description**

I've been filing complaints for the past 3 years regarding unstable DSL service from CenturyLink in this area. The outages continue. On yesterday, 14 Jan, my entire area suffered an outage for approximately 10 hours (1:19 PM MST to 11:18 PM MST).

I attempted to contact both CenturyLink Billing to request a service credit for the outage. After lengthy Q&A, Billing proceeded to transfer me to Tech Support. Tech Supported restarted the Q&A and wanted to then transfer me to Customer Care. This company does not understand how perform customer service, in addition to their significant technical issues.

I request, again, that the FCC begin formal monitoring of the CL service in this area and apply financial penalties to CL for non-compliance.

#### Ticket: # 1398195 - Mediacom and issues with Phone, Internet, Cable

Date: 1/15/2017 9:32:42 PM

City/State/Zip: Marshalltown, Iowa 50158 Company Complaining About: Mediacom

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#### **Description**

Let me begin with last month after Mediacom did a Maintenance work I started having issues with my phone, internet and email. More calls were made about the email kicking me out and logging in but I still had issues with the internet and phone and my TiVo which runs off the internet. I kept getting claims that the Technical Group would contact me within 3 days has not happened on that in over a month now. I was told it was expedited to level 3. No ones has contacted me. Mediacom just did another Maintenance work I believe Thursday, Jan. 12th.

Since this Maintenance I have had issued with the Cable. The picture will either freeze and then go black with the message there is no signal (V52). This has happened on all 4 televisions in the house at different times and days. Starting today with the issues the TiVo will just stop and go through the restart process. I called again and got all the same there are no outages so it is just you. My wife was on Facebook at the time and there are at least 20 that are having the same issues as we are. Most of them may not be calling because they do not want to wait 30 minutes to get someone halfway around the world who has no clue. It seems Mediacom will do nothing to fix the problems. Especially when some of my issues have been going on for over a month now. Do you have a Facebook page that everyone in the area can go to so you know how bad Mediacom is becoming in our area and the reluctance to solve the problems. Again please understand my issue in not only the internet but also the phone and cable.

Ticket: # 1398263 - Comcast Date: 1/15/2017 11:02:22 PM

City/State/Zip: Oakland, Tennessee 38060 Company Complaining About: Comcast

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# **Description**

Comcast makes unscheduled and unapproved appointments and changes appointments on me every single time I have an issue with my service. Techs are not doing their job on the dates due and this happens every other month and this is also my cable tv as well.

#### Ticket: # 1399501 - Lack of service - lack of credit for no service

Date: 1/16/2017 7:12:28 PM

City/State/Zip: Washington, District Of Columbia 20002

**Company Complaining About: Comcast** 

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#### **Description**

We have been experiencing severe internet service outages. We have called Comcast more than a dozen times since October. They have made many promises of service calls; most they have rescheduled and only once have arrived when they indicated they would. The service rep worked almost 3 hours then told us he had repaired numerous issues. The service worked for almost 2 hours after he left. Once again we have random service; although mostly no service and continued to get billed. Although we are in the nations capital Comcast is the only service available in this area.

Ticket: # 1399759 - Data cap

Date: 1/16/2017 9:46:34 PM

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

# **Description**

Comcast data cap 1Tb i beleive many family used more than 1Tb/ month. With all the streaming like netflex, youtube, and etc. i've used 90% of the data cap and in half a month

## Ticket: # 1399890 - Facebook causing significant financial loss

Date: 1/17/2017 12:43:33 AM

City/State/Zip: Damascus, Maryland 20872 Company Complaining About: Facebook

#### **Description**

I am an admin of one of the largest and reputed Nepali online media sites - DCnepal.com, which has been in business for a decade. With 2.6 Million likes, DCnepal's Facebook page is one of the largest and most interactive Nepali Facebook pages. On January 10th 2017, Facebook blocked our page from uploading photos and videos saying "repeat infringement", but no further proof or explanation was offered. Facebook is our primary source of traffic for dcnepal.com site. Since the blockade, our site's traffic has gone down by 80% and we are on the verge of complete business collapse if it continues any longer. Facebook does not provide any direct customer support. When we inquired online, Facebook only gave us a link to their help page:

https://www.facebook.com/help/116393198446749/?ref=u2u

The help page clearly states that the block is temporary and can last few hours or a few days. Its been a week already and we don't know how to interpret "Few Days". Please help us to save our business which is feeding 30 employees in Nepal, which just went through a catastrophic earthquake last year.

This is our complaint with Facebook:

- 1. We never received any explanation or warning on repeat infringement. We were blocked before given any opportunity to rectify the issue. So at this point, we don't even know what exactly caused this blockade. We don't know how to prevent the issue in the future.
- 2. We didn't receive any response to our inquiries from their help center other than the link to the help page, which only says "Block can last from Few hours to Few days". We don't know how to interpret few days because its been 7 days already.
- 3. Facebook does not provide any direct customer support. Therefore, there is no way to find out why it happened and how long it will last. We feel completely helpless because we have nobody to reach to get clarification and issue resolved. We are about to lose the business with significant investment and don't even know why.

Please help us.

#### Ticket: # 1400251 - Cablevision

Date: 1/17/2017 11:29:54 AM

City/State/Zip: Selden, New York 11784 Company Complaining About: Cable One

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## **Description**

Hello, I do not know if you are the correct agency to address my problem, but here it is. Cablevision has put forth a survey that appears on a favorite website and I cannot remove it. If I X out of the survey it takes me out of the website. I have contacted CV Corporate and they were no help at all. They basically ignored me. I checked with my Security, McAfee, it is not them. How do I get rid of this annoyance? Thank you. PS Cablevision is NOT faster then Verizon

Ticket: # 1400463 - time outs causing loss of data from Verizon FIOS

Date: 1/17/2017 12:48:08 PM

City/State/Zip: Marriottsville, Maryland 21104

**Company Complaining About: Verizon** 

## **Description**

The attached tracert (which Interactive Broker suggested I run) from my command line on my trading computer seems to indicate the source of my problem. However when I finally was able to speak with a net engineer at Verizon, he refused to allow me to even provide him with a copy via email of this trace. He suggested two solutions namely buy VPN or turn off internet for 12 hours.

# Ticket: # 1401119 - CB interfering with WIFI

Date: 1/17/2017 3:42:10 PM

City/State/Zip: Louisa, Kentucky 41230

Company Complaining About: Lycom Communications

#### **Description**

Two of my neighbors have extremely tall CB tower in their yards, and whenever they are using their CBs to communicate with other people I can hear their half of the conversation over my internet connection. This is mostly an issue when I am using WIFI but it also happens occasionally when I am hard wired into my router.

I cannot imagine that this is normal or legal and something needs to be done about it but I have no idea who to contact other than the FCC.

Regards,



# Ticket: # 1401215 - Cable Installation Not up to Code

Date: 1/17/2017 4:08:38 PM

City/State/Zip: Miami, Florida 33173 Company Complaining About: Comcast

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## **Description**

I've had Comcast / Xfinity as my home internet provider for the past 8 months. It has been brought to my attention that the cable that runs from the trunk to my home was not run properly. It was run by the Comcast technician above ground, haphazardly through my backyard.

Ticket: # 1401313 - WHO IS INTERFERING WITH THE TELECOMMUNICATIONS

HERE IN CLEVELAND, OHIO?

Date: 1/17/2017 4:40:44 PM

City/State/Zip: Mayfield Hts., Ohio 44124 Company Complaining About: AT&T

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# **Description**

WHO IS INTERFERING WITH THE TELECOMMUNICATIONS HERE IN CLEVELAND, OHIO?

#### Ticket: # 1401615 - Direct TV Now

Date: 1/17/2017 6:42:50 PM

City/State/Zip: Manalapan, New Jersey 07726

**Company Complaining About: AT&T** 

## **Description**

I purchased a 3 month package (prepaid for 3 months of service in advance with no option for refund) The service is horrible it's a direct TV streaming service and you can't watch TV for more than 10 minutes at a time 90% of the time without it freezing up or stopping altogether forcing you to shut the application down and restart it. AT&T DirecTV Now helpdesk only fix seems to be to delete the application and to reinstall it and to sign on again where it is the exact same thing. Attempting to get a credit it's basically impossible

# Ticket: # 1401698 - Comcast Service

Date: 1/17/2017 7:19:32 PM

City/State/Zip: Atlanta, Georgia 30341
Company Complaining About: Comcast

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# **Description**

The workman for Comcast cut our At&T cables while working in the back of our building. Leasing office said they were their to do upgrades.

# Ticket: # 1402232 - Misusing of product

Date: 1/18/2017 5:16:40 AM

City/State/Zip: Olivehurst, California 95961 Company Complaining About: Metropcs

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## **Description**

I have be getting unusual things going on with my phone drop calls funny sounds with I place call people not getting my text and for some reason when I search the web fcc page keep popping up so if you guys can check my number for everything (b) (6) that don't look right I don't know who you guys are be my gotta be connected to y'all somewhere why that's a good question I need to know why

Ticket: # 1402243 - AT&T used illegal bait and switch method of sales.

Date: 1/18/2017 6:03:00 AM

City/State/Zip: Bonsall, California 92003 Company Complaining About: AT&T

#### **Description**

I used to have great service with DSLextreme which I had been a customer for over 12 years. Due to a new job where I would work from home it required me to have a hard phone line in my home office. But due to my setup with DSLextreme which leases the lines from ATT.

Stand Alone DSL Service FAQ from DSL Extreme, AKA, Dry Loop or Standalone DSL? Dry Loop or Standalone DSL enables you to receive DSL service without dial tone on a phone line. At this time we are only able to offer Dry or Standalone DSL in certain areas within the Verizon, AT&T and Frontier territories. Well AT&T tech came to my home disconnect that service, put my 1 main phone line on the wrong colored wires internally with my home so the only jack that worked was the one which has the old modem as DRYLOOP requires 2 phone line wiring system. So far, I have not been able to use my stand-alone phone line except for 1 room in the house. Second, my line is full of random static which they cannot fix. In addition, verbally they had me agree to some kind of contract which they explained was a set fee just like DSL Extreme with no overages or slow down when I get to a specific level of usage. They lied my bill has been around \$90 to over \$100 for services I got around \$50 with DSL extreme which were faster and reliable. I have had weeks with no service and no refunded money. I want out of my contract. I have been on hold for hours and have had 3 repair men looking at me like I am crazy when later in that same day they found 3 problems that was fixable in remote boxes attach to my line. I am so tired of this and just want it to stop. They also stated I would not be billed any contract fee that DSL extreme had me under as they would take care of that. THEY did NOTHING. I continue to owe DSL extreme close to \$300 due to violating the early termination contract. I am far in the country and ATT just does not care to fix what ever is the problem with the line that will work for 20 minutes then just shot down the internet which happens more in the evenings when I get home from work. They offered me a credit on my bill which I have never seen. I want my old Dryloop DSL from DSL Extreme as they were reliable and bill was always the same every month. In addition ATT lied about the speed which is half of what I had before. The rep stated it would be the exact same speed cheaper for 12 months and no extra cost for overages. All of which is LIES LIES LIES. Attached is my bill

Ticket: # 1402504 - Neo Nazi Flyer sent through a report printer from an outside

source

Date: 1/18/2017 11:09:00 AM

City/State/Zip: Columbus, Ohio 43215

Company Complaining About: Time Warner

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## **Description**

On 1/17/2017 an employee contacted our corporate office to complain about a non-Nazi flyer that had printed from there report Printer. out external IT Dept. determined it was from an outside source. I have attached a copy of the Flyer. The flyer is concerning because it indicates member of a death squad and kill kits

Ticket: # 1403365 - Comcast is targeting me and they shut off my internet today

Date: 1/18/2017 3:46:13 PM

City/State/Zip: Arlington, Virginia 22202 Company Complaining About: Comcast

#### **Description**

I've been emailing Monica\_Calkins@comcast.com about a billing issue and we're gone back and forth for several rounds she has been exceptionally unhelpful. Today after lunch I went back to my computer to find that there's no signal from Comcast. I pay my bills on time and none of my neighbors have lost internet with Comcast. They are targeting me and being an absolute bully! This is of course not alerting my of a price increase, giving me less than 20% of the speed I pay for and falsely charging me a modem rental fee for four months!!

#### Ticket: # 1404186 - Poor Comcast maintenance on internet!

Date: 1/18/2017 9:00:48 PM

City/State/Zip: Snellville, Georgia 30078 Company Complaining About: Comcast

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#### **Description**

We have Comcast internet as our ISP. For the past week or so I've been reporting packet losses across their network which have disrupted connections between us and the online game, World of Warcraft. After having a tech visit our home recently it was found that there was a disparity between frequencies at our pole, and not in our equipment.

The tech reported it and submitted a maintenance ticket to get it fixed. But that is not the only problem. Because I have run several pingpath and WinMTR reports that show several spots along Comcast network that are causing issues with packet losses, I submitted these reports to the ComcastCares twitter group for help.

I've been back and forth with ComcastCares twitter but they keep say its Blizzard's game connections. So in all fairness I provided the exact same reports to the Blizzard technicians, who actually pointed out that packet losses appear on those reports several points along Comcast's own network before the connection even gets to the game.

To put it plainly, these packet losses affect the game by disrupting movement because of faulty connection issues, which manifests in game freezes and jerky movement within the game environment, not to mention occasionally causing the game to dump the player out of the game to the login screen or to their desktop.

These past several days I have done a few repeat runs of pathping and WinMTR reports which show this same problem happening over again. I submitted Blizzard's response along with my reports back to the ComcastCares twitter folks ....but all I get is silence.

I am getting tired of not getting very far with this. I don't even know if anyone is actually looking at the reports. I want them to get their maintenance crews, in all the affected areas, to look at why their networks are causing packet losses which affects our internet connectivity.

Its not rocket science, but for some reason, when I think I am finally getting through to someone who can help, the line of communication stops. Its as though, they decided I am a nuisance they don't want to deal with.

We are customers of Comcast and pay for their service. We are entitled to good quality maintenance and customer service, especially when I have shown proof of problems.

Ticket: # 1405060 - internet speeds

Date: 1/19/2017 12:43:23 PM

City/State/Zip: Dawsonville, Georgia 30534

Company Complaining About: Tds

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## **Description**

We are not getting speeds that were advertised. We pay for 15 Mbps down and have only been receiving speeds of sub 1 Mbps on speedtest.net. I have contacted TDS about the issue, they send someone out and say every thing is fine, it will work correctly for about a week with speeds around 10 Mbps and then it goes back to being in the sub 1 Mbps speeds.

#### Ticket: # 1405495 - change in account name

Date: 1/19/2017 2:40:29 PM

City/State/Zip: York, Pennsylvania 17406 Company Complaining About: Comcast

Description.

#### **Description**

I have had an account with Comcast since 2000, I lived with a roommate and the account was always in her name. She died very suddenly and unexpectedly in January of 2016. I sold our house and moved into an apartment in July of 2016. At that time I ended service the was in her name and transferred to the new apartment address. The bills continued to come to the new address in her name. I had many conversations with Comcast representatives and supervisors to have this changed, to no avail. I was told I needed to bring a death certificate into the store and fill out paperwork to change the account to my name. I did this in early December 2016. I was told it would take at least 4 weeks to see the change. This did not happen. I then noticed that my Email account that had always been in my name, suddenly changed to that of my deceased roommate. So when I E-mail someone it shows up with her name, of course this is rather alarming for family members to receive an E-mail from a loved one that has passed. Comcast claims they have no idea how this happened but they are unable to change it. Again I spoke with a supervisor, as well as spent hours on the phone in efforts to resolve this issue. In the meantime I purchased a new home and moved in January 2017. At this time I was starting with a new account and a new address. I received my first bill and it continues to be in her name! The e-mail still has her name linked as well. This whole process has been emotionally draining to the point where it feels like I am being deliberately harassed. I have submitted every document as requested, provided all of the needed proof, paid off the old account. I do know what else I can do next. Can someone please assist me? The account name of my deceased roommate is (b) (6) the state of the account information will have her name attached to it.

Ticket: # 1406024 - Internet latency, down load speeds fluctuate over incredible range causing issues

Date: 1/19/2017 4:56:35 PM

City/State/Zip: Port St Joe, Florida 32456 Company Complaining About: Mediacom

## **Description**

the Latency varies between 35 up to over 80Mbps. The download speeds (I pay for 100Mb) vary from 38Mb to no more the 70MB. This changes minute by minute. Upload is fine indicating Tx is fine but Rx is being interferred with by noise or stray RF. There is a Campground within one eight of a mile. Mediacom has come multiple times but will not disconnect the Campground feed and see if the noise clears up. I'm disgusted with their level of expertise in trouble shooting an obvious noise issue

## Ticket: # 1406506 - CNN Inciting Violence

Date: 1/19/2017 7:48:52 PM

City/State/Zip: Reedsport, Oregon 97467 Company Complaining About: Directv

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#### **Description**

CNN ran a knowingly false report that if President-Elect Trump were assassinated prior to taking office then a Obama cabinet member named by Obama would become President. CNN knew this was false. There was no reason to air such a false story except to incite violence against the President Elect perhaps to cause his death. This is NOT what a licensed news organization should be putting on the air. There broadcasting license for CNN as a news network should be pulled immediately. If they wish to reapply for a license as an "entertainment" network that could be considered as then people would understand what they hear is not news and is not necessarily true. For the FCC to condone this dangerous, irresponsible behavior on air would be outrageous!

P.S. Why the frack does this issue require me to select a bunch of nonapplicable choices of internet problems?????? Sorry but my problem is with a network you license and what you intend to do about their outrageous behavior. My internet provider has nothing to do with this issue! This inability to fill out a complaint form for other than provider issues makes your agency look pathetically inept.

Ticket: # 1406804 - Time Warner cable (Spectrum) -Horrible latency issues that have yet to be fixed in months.

Date: 1/19/2017 11:18:50 PM

City/State/Zip: San Antonio, Texas 78224 Company Complaining About: Time Warner

#### **Description**

I have for 4 months now have been dealing with horrendous latency issues. I've tried everything on my end from replacing wires to looking things online on how to reduce latency. Then I called Time warner Cable (spectrum) to have a look at my problem but all they do is change the modem and leave and the issues remain. My ping can be at 60 ping then suddenly it spikes to 300+. I have also spoken to many other friends and acquaintances who are having the same issue, one even lives in Austin. I don't really have another option on an ISP so it is imperative that spectrum does their job and offers high-quality service as I am paying for the 200 Mbps version of their internet which is their highest.

## Ticket: # 1407648 - Directv Now (AT&T) Doesn't Work As Promised

Date: 1/20/2017 2:35:05 PM

City/State/Zip: Sarasota, Florida 34236 Company Complaining About: Directv

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#### **Description**

On 12/9/16, I entered into an agreement with Directv now. I paid for 3 months in advance totaling 136.03. In return, I received a free Apple Tv and the promise to be able to stream/watch 100 channels as well as on-demand content. On 12/16/16, I received my Apple tv which I needed in order to utilize the service. I do not have a "smart tv" that allows me to do so. From the very beginning, I had problems with the service. I could NEVER watch more than 2 minutes at a time without having some kind of program loading issue, error message, buffering issue, dropped programming etc. This was not limited to the tv, it occurred as I was streaming from my computer as well. It made no difference what channel I was on or what on-demand show I was watching, it happened across the board day or night. I had a strong internet connect. It worked just fine. I called to try and resolve this issue and was told to delete the app and reload it. I did as instructed. I was also told that my issue would be escalated and someone from that team would get back with me. Not only did I not hear from their internal team but their suggestion did not resolve the problem. After 2 weeks of trying and failing to use the service, I called back (on 12/30/16) and said I would send back the Apple tv and asked for a refund. I was told that I signed a contract and that I could not receive one. They offered me nothing except to say I could cancel online and "enjoy" 3 months of service. It was only after reading about so many other customers with the exact same experience that I decided to make another attempt at getting my money back. (Incidentally they do not make it easy for consumers to contact them with complaints/concerns.) Please see attached chat conversation. Interestingly, after getting so many consumer complaints, they are now offering a \$35 credit. A credit that was NEVER offered a mere 3 weeks prior when I called to cancel. I will GLADLY return the Apple Tv if I could get a full refund, considering they broke the contract by not providing the streaming service they promised. I do not want a CREDIT to my account as I'm not confident that the service will ever work as advertised.

#### Ticket: # 1407688 - web search

Date: 1/20/2017 2:45:34 PM

City/State/Zip: Arlington, Texas 76014 Company Complaining About: AT&T

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## **Description**

I am a Dr with a small practice. I receive 5 calls weekly from "google associate" asking me if I want to optimize my business on google search. When I ask what company they are from they hang up. When I go through the half hour of their "assistance" I find my business listed severely incorrectly. One stated "permanently closed". I then go through all their steps to "own" my business on google and correct things. However this is constantly repeated. Despite my having "corrected" this with many of them, my business goes right back to a new problem, ie: my phone is that of my competitor. Please help me. Please. I am small and my practice has nearly died from this. Thankyou.

## Ticket: # 1407880 - Unjust Service and Untrained Technicians

Date: 1/20/2017 3:42:02 PM

City/State/Zip: Stone Mountain, Georgia 30083

**Company Complaining About: Comcast** 

#### **Description**

I purchased a self install kit on December 1, 2016 to have service in my home for my kids and grandchildren. A technician came out on December 7, 2016 and could not find a signal in the home, went to the attic using a stool that you sit on the stand to gain access to the attic to check the wires for signal. Well the technician did not use the beam to pull himself up which left a whole in my ceiling. I told the technician that day I did not want the service. But instead of taking the equipment back, the technician then took it upon himself to install a cable across my driveway across my yard exposing the box on the side of the home and from the street. It took a couple of days almost a week and a half for someone to come and get the cable up. But before they did people were coming out with workorders from comcast for an installation of a cable in the ground. In speaking with Allison on the 9th of December I was told the service would be disconnected. But then when I call in I was told the service was disconnected on the 27 of December and not the 9th which I was told 4-6 weeks before getting a refund. Now I have lost a job, my kids and grandchildren did not have a christmas, I have no phone, no lights, no gas, and no where to stay because of this. Now they are saying that I will not get a full refund for service that I did not receive.

## Ticket: # 1407992 - very poor reception

Date: 1/20/2017 4:17:34 PM

City/State/Zip: Bryant, Indiana 47326 Company Complaining About: Verizon

## **Description**

for the past 2 months the television reception has been very poor. stations cut in and out or loose all reception / signal strenth. I have a areal antenna which functioned very well until now and is in good working order. I am told {media} that the local stations have decreased signal strength. due to competition. What can be done about this situation.

### Ticket: # 1408359 - Intermittent Internet

Date: 1/20/2017 5:53:56 PM

City/State/Zip: Louisville, Kentucky 40220 Company Complaining About: AT&T

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## **Description**

For the last 8 months, the business class internet service provided by AT&T has been extremely unreliable. On an almost daily basis, the connection is disrupted for 15-60 minutes at a time (based on my aggregate data, they've been in violation of our SLA on more than one occasion). Power cycling AT&T equipment does not solve the issue. AT&T has been informed of the issue multiple times, and has sent technicians out on a number of occasions to troubleshoot the problem. After each visit, we are assured that the issue has been resolved: then, the next day, it persists.

## Ticket: # 1408426 - Re: Deceptive and Unethical Business practices

Date: 1/20/2017 6:19:31 PM

City/State/Zip: Boardman, Ohio 44512-2012 Company Complaining About: Armstrong

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#### **Description**

This is a follow-up to your previous request #1320244 "Deceptive and Unethical Business practices"

I was never sent the carrier's response or notification of the agents follow up. The carriers response is not adequate and does not address the complaint. I dispute the information the carrier provided in it's entirety.

I was the one who demanded disconnect after Armstrong refused to fix the problems and have proof Armstrong not only refused disconnect but continued to try to bill me - which is absolutely illegal. They still claim I owe them for this period!

My belligerence was not only the result of disability being aggravated by Armstrong's refusal to provide customer service but direct abusive conduct from Armstrong's employees and representatives at the time.

Armstrong is the only high speed internet provider in Boardman Ohio, as such is a monopoly, and is engaged in discriminatory conduct as well as unethical business tactics in direct violation of the sherman anti-trust act.

Armstrong Cable had no adequate dispute resolution process in 2010 and still does not - if they had my conduct would not have escalated - and the fact said escalation is the direct result of a medical condition for which I AM LEGALLY DISABLED makes Armstrong's refusal of service for such a direct violation of the American's with Disabilities Act!

It was Armstrong Cable who violated their own terms of Service by failure to provide said service adequately or repair issues with said service and by failing to abide by state and federal law in regards to accommodation for disability when asked.

I am attaching numerous emails from the year of disconnect that clearly show the following:

- 1) Armstrong was made aware of problems and only repeatedly wanted to send people to my house despite the fact that it not only never resolved the issues but I found it unacceptable due to the continual intrusion of people into my house (and Armstrong was told this was a trigger for my disability and unacceptable).
- 2) Armstrong refused to disconnect the Phone service that never worked for over a month after being told then made every effort to refuse to disconnect the Internet service after the same problems they had been to my home for time and again continued.
- 3) This problem persisted for months at the very lest (years in reality and I do have emails from the previous years).
- 4) I made every effort to communicate in a reasonable fashion with Armstrong agents, only becoming belligerent and hostile after months of being given the runaround and refusal to address problems or disconnect service.

So how many months of service do I have to pay for when it does not work and has been made clear is no longer wanted do I need to be fraudulently billed for before my vulgarity (also caused by mental illness for which I am disabled and Armstrong's agents intentionally aggravated) is justified?

How can Armstrong claim I violated their tOS and was terminated by them when clearly they breached the service agreement and federal law and I demanded termination of services that they then refused to honor?

In fact Despite me being clear about disputing the October bill as service was unusable, Armstrong continued to bill me for November and maintained the service until November 30. Armstrong still has those billing records and has reported them to collection agencies, which is fraud and a direct violation of FCC guidelines as service was demanded terminated in written electronic form.

## Ticket: # 1408781 - The blaze website

Date: 1/21/2017 1:08:33 AM

City/State/Zip: Cranesville, Pennsylvania 16410-2110

**Company Complaining About:** Straight Talk

Description

## **Description**

The blaze has put something on my phone and it reappears every time I use the internet. I have cleared everything and it appears reappears in my search history..I have contacted them several times and no reply. No matter what I type in the bar the blaze always appears. I want them out of my phone

## Ticket: # 1409617 - Sprint device still losing data fast

Date: 1/21/2017 8:21:49 PM

City/State/Zip: Philadelphia, Pennsylvania 19132

**Company Complaining About: Sprint** 

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## **Description**

Why is my device still, losing data without my browser open. How is that possible, what's really going on... So we're still playing games are we... I haven't been able to use my service since 01/02/2017, the fraud continues...

### Ticket: # 1410274 - Mediacom Internet

Date: 1/22/2017 7:06:50 PM

City/State/Zip: Marshalltown, Iowa 50158
Company Complaining About: Mediacom

### Description

I have filed one complaint against Mediacom about all of their services even though I am still having cable issues there are technicians working to solve that part but the Internet and email issue which has been going on longer still has let to be addressed and looked into at all. I just got off the phone with a Customer Service Rep. about the internet and email issue and he told me he does not see any type of work order or anything to show that Mediacom Internet/Email Techs are looking into the issue. If possible could my complaint be split into 2 separate complaints 1 for the Cable and the Second for the Phone, Internet and email. Since it seems it will be 2 different groups working to solve the issue. And Again the local Cable Techs have shown up trying to get the Cable Resolved. And the Internet issue which has yet to be investigated is done by Techs somewhere else.

Finally my Cable issue is not completey fixed but is being worked on.

Ticket: # 1410280 - Frontier Communications internet outage, lack of service, lack of

communication

Date: 1/22/2017 7:11:25 PM

City/State/Zip: Long Beach, California 90803

**Company Complaining About:** Frontier Communications

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## **Description**

I just off a long call with frontier after multiple hang ups by them. Apparently there is a problem with the main Gateway Router for the So. Cal area. There is currently no ETA for when it will be resolved. This has been 10 days of phone calls and consistent stonewalling and/or 'blaming the victim' ("It's your router, try turning it on and off" or "it's probably your computer" or "it's not us, for sure").

Ticket: # 1411533 - Internet Fraud

Date: 1/23/2017 2:53:29 PM

City/State/Zip: Birmingham, Alabama 35209

Description

#### **Description**

**Company Complaining About: Charter** 

I am currently unemployed and have been searching for job opportunities through such as sites as Craigslist and Indeed. This morning I received this message:

On Jan 23, 2017, at 5:45 AM, (b) (6) wrote:

Dear Applicant,

zip code:

I am replying you in respect of the Driver position I posted. Sorry about the different offer, We have choose those we need in our company for the post you saw on indeed . This is the offer i have for you , But i personal need a driver.

My beloved wife with our lovely kids will be relocating to your city and she really needs a driver that would be driving her around within the city for the next 3 months and more months afterwards if you are a careful and hardworking,I believe you could be fit for this position in as much as you will prove yourself a reliable and responsible person.I am willing to provide an 2009 bmw 335i if you do not have a personal car to use. I am offering \$600 weekly and you will make yourself available 3 times a week to her schedule for 3 hours each day. My wife would be arriving within a few number of days, a good reason why I would love to complete all necessary arrangements from now and get available a careful driver for them.

Concerning your payments/salary,I want you to know that adequate arrangements will be in place for your regular weekly payments. Your pay check will be delivered to your home address before or after each working week.

The first payment you will receive will be in amount of your payment for the first week and also extra funds that would be forwarded by you to the Agency that would deliver your work vehicle over to you. You might also be given the responsibility to pick them up immediately they arrive and might handle their travel expenses and accommodation fees. This will also serve as a test of Trust/diligence as you will be given the responsibility to handle other funds apart from your job pay. If you can do this honestly kindly get back to me with the following information to begin work asap.

	,	, 0	3	5	•
Full na	me:				
Addres	ss:				
City:					
State :					

#### Cell phone number:

As soon as I get the required information, I will have your first week payment in process and issued out to you, you hear from me within a few days afterwards with specific details of when you'll receive your payment, and afterwards you'll be set to start work.

Best Regards,

(b) (6)

Excited at such a generous request I answered:

On Mon, Jan 23, 2017 at 2:15 PM, (b) (6) wrote:

My full information that you requested is: Full name: (b) (6)

Address: (b) (6)

City: Birmingham

State: AL

zip code: 35209

Cell phone number: (b) (6)

Also I would like to add that as a former teacher in the Alabama School system, It to have a full background check by the FBI. If needed, I would be happy to provide my Social Security Number, should you require it.

I look forward very much to hear from you.

Sincerely,

(b) (6)

Having sent it, I began to regret such an action with our further information, So checked my "Sent box and saw the at my e-mail had gone out 10 times. I immediately rechecked my Inbox to copy the

original letter, and found that all traces of the e-mails had vanished from both boxes. So I immediately changed the passwords on my Google account, considering it hacked...so, I entered the word "SCAM" and the entire letter from (b) (6) and was taken to this page

"400. That's an error. Your client has issued a malformed or illegal request. That's all we know."

Therefore, I called all my credit card companies, which thankfully had reported no illegal activity so far. i changed all card numbers and closed accounts to open new ones with different numbers. My bank assured me my account was safe..

Your client has issued a malformed or illegal request. That's all we know.

So, later this morning I received the following e-mail

Hello (b) (6) , I will like to congratulate you that my WIFE has finally considered you to be her DRIVER doing her stay in your city. I will update you Wednesday morning about your first week payment. Also i will text you on your cell phone, i need your respond as soon you got my message . Hope to read from you soon... Respond back to my text to give you more text , We need a better communication here , My family are coming to Birmingham , Alabama next week .

#### **Best Regard**



I also simultaneously at 11:13 AM CST, a text on my phone, from telephone number (b) (6) which read "Hello (b) (6) . Am (b) (6) . That wanted to employed you as a driver to drive my family. I will like to congratulate you that my WIFE has finally considered you to be her DRIVER doing her stay in your city. I will update you Tomorrow Wednesday Morning about your first week payment. You will receive will be in amount of your payment for the first week and also extra funds that would be forwarded by you to the Agency that would deliver your work vehicle over to you." All misspellings and grammar mistakes are (Sic)s.

So I checked the phone number and found it was located in Saskatoon Saskatchewan, canada...although the last two digits would only be given to me for a fee.

Than I called the FBI and was referred to this website.

### Ticket: # 1411549 - Frontier Internet Service

Date: 1/23/2017 2:58:43 PM

City/State/Zip: Cassopolis, Michigan 49031

Company Complaining About: Frontier Communications

## **Description**

Constantly having to have frontier out to fix the internet. Have to have them come out every two weeks or so. To have them say they fixed it just to have the same issues hours later. Issue really is the band in full in the area. All avaiable ports are full or none functioning..

## Ticket: # 1411827 - Computer hijack for ransom

Date: 1/23/2017 4:23:14 PM

City/State/Zip: Pine Mountain Club, California 93222 Company Complaining About: Fraz Mtn Internet

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## **Description**

Someone (sounds like from India possibly) blocked my computer for ransom saying they will unblock it for \$225. The website is sys2help.usa.cc and their phone number is 888-569-3867. I refused to pay them so now they hang up when I call them.

## Ticket: # 1412724 - weak internet do to bad phone lines

Date: 1/24/2017 3:48:51 AM

City/State/Zip: Cottonwood, California 96022

**Company Complaining About:** AT&T

Description

I have had issues with my phone line fax line and internet because of corroded phone lines half a mile from my home the come out about 3 times a year and tell me the problem and say the are going to repair it but years later we are no closer to fixing the problem there techs tell me they are trying to get ATT to make a work order but they will not the field supervisor promises me they are going to fix it but they never do it has affected my business and brought on great stress to my life I hope you can help me on this

Ticket: # 1413702 - Disconnected by Services/Fraudulently by Misrepresentations Claims that my services was not working.

Date: 1/24/2017 1:55:54 PM

City/State/Zip: West Palm Beach, Florida 33417

**Company Complaining About:** AT&T

### **Description**

To whom it may concern:

I am writing you with the hopes that you will investigate my internet provider for errounsely turning off my internet services upon my refusal to prove them access to home. In turning of my services, they did so after having received payment.

Between December 9th 2016 thru January 16, 2017, I received multiply calls from representatives at ANC Services. Theses call never solicited by me or requested by me for services. Each call claimed that I was having problems with my internet and they need to gain access to my home for purposes of solving the problems. I always responded by staying my internet was working well and that I was not having any problems. Becoming suspicious and concern of this, I contact the ACN's customer service and spoke with a representative and each time they confirmed that my services were working fine and that noting appeared to be wrong. The last call I received from the ACN requesting access to my home, I questioned more and was told that they needed access to my home to remote my router and to examine my internet wiring, which I refused to allow. On January 16, 2017, my internet services were cut off and I have not had services since. I contacted a representative and was informed that my services would not be restored until I "cooperated" with them.

I am asking that the FCC to investigate ACN for their conduct and take whatever action is necessary. Thank you.

My Name : (b) (6)

West Palm Beach, Fl. 34417

Company: ACN a d/b/a of Son Communication 15280 NW 79th Court, Suite 109 Miami Lakes. Fl. 33016

Ticket: # 1414694 - Yahoo HACKTIVISTS BLOCKING USER COMMENTS

Date: 1/24/2017 5:56:51 PM

City/State/Zip: Kapaau, Hawaii 96755 Company Complaining About: Yahoo

## **Description**

Again left wing hacktivists are blocking user comments on Yahoo and attacking users w DDOS attacks!!!!

This is an absolute travesty to right of free speech!

## Ticket: # 1414778 - Failure to provide internet I'm paying for

Date: 1/24/2017 6:26:35 PM

City/State/Zip: Clatskanie, Oregon 97016

**Company Complaining About:** Cascade Network

#### **Description**

I am trying to figure out how to go about getting my internet to provide me with the internet they are selling me. I have been a long standing customer of theirs for several years and for the last few years the quality of our internet has been cut into thirds. They keep blowing me off and telling me it must be something on my end. So I recently had the techs come out and troubleshoot the internet lines and the entire system only to find the trouble is between the radio and the tower. I am and have been paying them 40. A month for the level 3 mb and getting less the 1 or no internet at all. For some reason this is exceptable service and when I call them they just dismiss my calls about the quality of or dropped service. We have contacted the provider and the person on the other end continues to just put me on hold and ignore that there is a problem.

# Ticket: # 1414941 - Addendum to My Complaint Against AT&T

Date: 1/24/2017 7:50:10 PM

City/State/Zip: Ocean Shores, Washington 98569-1473

**Company Complaining About: AT&T** 

#### **Description**

Since I filed my previous complaint, over the weekend my data slowed down yet again, even though I've not reached my 16GB limit yet. I ended up calling AT&T Tech Support several times. Two of those times, I was hung up on, and between the 2nd and 3rd phone calls, my Internet access was completely lost. All the techs did is refuse to issue me credit, and give me some lame excuse that the speed slows down sometimes because of "Internet traffic." This is complete BS because this didn't happen when I had the other plan that allowed them to charge me \$15 per GB over the 15. They're calling these new plans "Unlimited," yet all they're doing is taking customers money and throttling their speed down before they're supposed to. And to make it worse, this nasty woman, Andrea, who claims she's going to be the one responding to the FCC complaint, is very nasty to me. She flat out refuses to issue me credit, and made it clear that those tech support people I spoke with the other night trashed me to her, so now she's adamantly refusing to issue me credit. AT&T has no right to refuse to issue credit when there's an outage, and she wrote me a nasty e-mail today informing me that under no circumstances is she issuing me any further credit, and she refuses to escalate this matter to anyone else. Therefore, it is appropriate for the FCC to take further action against AT&T. I am a disabled senior and rely heavily on the Internet to communicate with my healthcare providers, and those techs deliberately disrupted my service the other night, but they're certainly not going to admit that to the FCC. I would like the FCC to insist that this matter be escalated to someone other than Andrea, as clearly, she's been biased against me by the tech support people, two of whom hung up on me, then claimed it wasn't their fault.

## Ticket: # 1415050 - service and billing dispute

Date: 1/24/2017 8:49:30 PM

City/State/Zip: Lansing, Illinois 60438 Company Complaining About: Comcast

Deceription

#### **Description**

I have been a long time customer of Comcast and always pay my bill on time. Rarely do I make any complaints however, with my recent service issues, poor customer service which includes, excessive hold times, being hung up on, being mislead and lied to, and lack of a sense of urgency to assist me I have been left with no choice but to further escalate. My phone number was changed without my knowledge and without my permission. I am a customer with medical issues and my home phone is extremely important to me. I called in about this issue and was transferred to multiple departments and no one could explain to me why my number was not working. Multiple agents promised to fixed the issue to no avail. After several calls my number was finally restored.... A MONTH later. I had no use of my phone, missed several important calls from my doctors and family members. The agents were unwilling to credit me for the full month I was without service. I was not asking for more than what I was without. In addition to that I am now having a billing issue and my latest bill is 50.00 more than promised and once again, no one at the company is willing to listen, show any sense of urgency or concern to resolve this dispute. I am not asking for a hand out or any unreasonable request. I am only asking to be treated fairly and respectfully. Please help me get this resolved.

## Ticket: # 1415292 - Comcast service outage since Oct

Date: 1/24/2017 11:30:11 PM

City/State/Zip: Washington, District Of Columbia 20002

**Company Complaining About: Comcast** 

Description

## **Description**

Comcast Internet service has been intermittent at best since Oct. Once again Comcast agreed to a service appointment this evening between 5 and 7 pm. I took off from work at 4pm to be onsite. No one showed; there were 2 other people present that can verify the no show. However upon calling Comcast they indicated that someone attempted to do a service call without catching anyone home. This seems to be a pattern of technicians; This has occurred multiple times; the next available service call is another 7 days out. In the last 2 weeks we had no more than 17 hours of service. Someone needs to hold this monopoly accountable.

## Ticket: # 1415366 - Slow peak time speeds, packet loss frequently

Date: 1/25/2017 12:40:50 AM

City/State/Zip: Flanders, New Jersey 07836 Company Complaining About: Optimum Online

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#### **Description**

Internet slows to a crawl during peak hours, especially over the weekend. Pay for 200/35, get 140-160 during weekdays and 60 during weekends.

Ontop of that, I suffer frequent packet loss. This is an issue I've had for many years which I've spent a very long time trying to get Cablevision/Optimum to resolve. With the DOCSIS 3.0 upgrade they did the infrastructure had terrible problems rendering my internet unusable for the majority of the day. This went on for 3 months before it was finally fixed and I was credited for 3 months of internet service.

I've had lingering issues from that ever since. It lasted for a few years then finally seemed like it was fixed 100%, but over time it just degrades back to the same thing, seemingly because they keep overselling the node and not having proper maintenance done on the infrastructure.

It is mostly all upstream ingress from the channels my modem is connected to. I have asked for a node split repeatedly but the techs refuse every time and want to blame it on other people.

If you get them to check my account history for you, you'll see the absurd numbers of phone calls and truck rolls attempting to provide support to my inquiries.

The only reason I still have Optimum is because they are the only provider in my area. Verizon FiOS is around, but they are not down my street (and my request to get them to run a new line was denied).

I've currently been in contact with Optimum support trying to get these current issues resolved since early December. It's been well over a month with zero progress towards any improvements or fixes.

If you wish to see details on my history outside of OOL's files, I have an account on DSLReports.com where you can see my post history here:

https://www.dslreports.com/postlist/1406700?cat=within&p=1

I've been quite vocal.

The OOL Direct forum is where I have been contacting support. I have not received a reply for 3 weeks.

I am now resorting to an FCC complaint.

This is unacceptable.

Ticket: # 1415403 - mtjobs.com

Date: 1/25/2017 2:52:54 AM

City/State/Zip: Mayfield Hts., Ohio 44124 Company Complaining About: AT&T

# Description

down

## Ticket: # 1415492 - No Internet service for 15 days

Date: 1/25/2017 9:53:37 AM

City/State/Zip: Huntington, New York 11743 Company Complaining About: Verizon

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#### **Description**

PLEASE HAVE SOMEONE IN CORPORATE CALL ME ASAP. Verizon suggested change from DSL service to FIOS. Price was right so I said ok. Tech came said he couldn't complete because of construction on my home. They turned off DSL prior to connection being completed as SOP. Was out Internet for 2 days. Called and was told couldn't help except to reschedule FIOS install. Did on Jan 10. Again Tech said couldn't do and assured me I would not lose service. DSL turned off again and hasn't been back since. But I got a bill okay! Have called innumerable time and spoken with about 10 people. I suggested a bucket truck to complete FIOS. But nothing has happened. If I try to switch, could be same issue. I am happy ju add the to have my DSL back, but they tell me that it's being phased out.

Ticket: # 1416544 - Constant Calls from Venders trying to get my Company listed at top of googles search engine

Date: 1/25/2017 2:58:21 PM

City/State/Zip: Raytown, Missouri 64138 Company Complaining About: Google

## **Description**

I am currently on the no call list. (b) (6) and I am averaging 10 calls a day from different companies trying to sell my company on listing my website at the top of Googles Search page. I tried to contact google, and they dont even have contacts in the United States to help resolve this issue. As it stands now Google would owe me 1,825,000.00 for an average of 10 calls a day for one year, and 500 dollars penalties per call. I have had it. I cant even use my phone to make calls due to all the calls pertaining to Google listings.

#### Ticket: # 1416774 - comcast customer service

Date: 1/25/2017 3:58:37 PM

City/State/Zip: Wilmington, Delaware 19802 Company Complaining About: Comcast

Decarinties

#### **Description**

A service call was scheduled for 1/25/17 at my residence. I work from home and need my internet service to fulfill my work obligations daily. First I received an automated confirmation call and I confirmed the appointment and my availability. The window I was given was. 11-1pm. 1:15pm I called Comcast for a status update. They stated they reached out to the technician, hr should be calling me and they will give me a \$20 credit. 2pm no call no show. I now call Comcast back because I had a doctors appt scheduled for my mother this afternoon and had to reschedule this appt. I spoke with "Amber" who would not provide her last name. She kept addressing me as (b) (6) and I asked her to address me by my last name. She told me this is how they are trained to address The customers and if I want to be addressed differently to call Comcast and let them know. I believe I just let her know in the call. I then went on to explain to her that each representative I speak to has given me the same explanation and asked at what point can I get a guaranteed appointment so that a solution to the problem can be worked on. She then addressed me by my first name again and I stated to her that we are not friends and I asked her to address me professionally and by my last name. I stated that I have never received training that states I can ignore a customer request and Amber asked me "Do you work for Comcast?" I asked her to repeat herself because I could not believe she was attempting to engage me in an arguement. I stated to her this issue was not personal. Not about her. I am a frustrated customer who is trying to get a satisfactory resolution to a sisituation with Comcast that is holding me hostage and not allowing me to honor my own appointments and obligations. I believe this young lady needs a bit more sensitivity training and to read a book on emotional intelligence. My transaction with her was only due to our mutually exclusive relationships with Comcast. Nothing more nothing less. (b) (6)

## Ticket: # 1417383 - Comcast won't provide service

Date: 1/25/2017 6:38:30 PM

City/State/Zip: Atlanta, Georgia 30316 Company Complaining About: Comcast

#### **Description**

We are a public charter school.

We had our cable modem upgraded on December 20 and when the students returned on January 4 we have not been able to use the Network (internal or Internet) when our hundreds of students connect. The old modem would allow them to connect, but speeds were a bit slow. I have had 5 technicians visit and will not replace the modem. I finally had another modem installed and the same problems persist. I have put in for 3 Tier2 support calls and I have received none. They say they have sent emails to our account to myself and my property manager but there are no emails in our inboxes or spam folders other than "thanks for speaking with us about ticket #".

This is untenable and I have no recourse except to start looking for another ISP. This is also impossible since we have mandatory testing required by the DOE.

Any help in this matter is appreciated since Comcast has no escalation department or Tier2/3 support for its customers.

Ticket: # 1417760 - Bad internet(wifi) and HD television service for 5 yrs with no help

Date: 1/25/2017 10:46:09 PM

City/State/Zip: Levittown, Pennsylvania 19056 Company Complaining About: Comcast

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#### **Description**

My issue with Comcast has been ongoing for over 5 years now. Within this 5 year period, I have made numerous phone calls, have had multiple technicians out to my home and have spoken with many "Supervisors", all which have not done a thing to help. I have been told by Customer Service that this issue is my problem and to basically just pay my bill and deal with it. I am at the point where I will no longer "just deal with it". My Comcast bill is over \$200 a month and I am not quite sure what I am paying for. My TV constantly freezes and/or loses volume, and my Internet I will say does not have a connection 90% of the time. The WiFi does not work on my computer or my cell phone while home. One of the customer service reps told me I had to keep a ethernet cable plugged into the router to my laptop at all times for the WiFi to work. Me personally not being a computer expert thought this was ok but after speaking to people I have found out this is total B.S.! The cover to the junction box outside of my apartment has been hanging off for a few years now and when I brought this issue to their attention and after being told it was fixed by their maintenance department, it still isn't on properly which exposes the entire apartments cables to the weather. I have had multiple technicians assigned to come out to fix the many problems with Comcast. I have had technicians show up to my door while I was not home on multiple occasions when I had no idea they were coming, best part about this is they were all after speaking with supervisors or so called managers! Techs that just never showed when I had a scheduled appointment, technicians that have came and said the technician before them did it wrong and didn't know what they were doing, and I can't forget the recent technician who came out and said my ticket was just for a follow up and he couldn't help me with what I needed fixed. After staying home all day for my appointment window, this is what happens and it's wasted my time far to many times. We have never even received one phone call prior to the tech coming, which they are supposed to do. Most of these technicians were sent out per supervisors I spoke to and many of these tech's aren't even Comcast employees, they are subcontractors of comcast come to find out. After one of these talks with a manager a tech disconnected the cable lines to the router and HD cable box and connected a new wire that he left on top of our carpet. He was scheduled to replace the cable lines that run through our attic per the tech prior to him but he came off as extremely lazy and said horrible things about the previous tech. He gave us his comcast business card and told us to see if anything changes, to call or text him after a few days or when we realize it fixed the issues. We called and text him multiple times without a response. Called and spoke to another manager and they had no record of him even coming to our home let alone that there was 2 cables laying across our living room! It still lays there for almost 3 months now, which everyone of our visitors noticed during Christmas! The original installer ran the wire under our carpet across our living room which has now ruined the carpet, which we will be responsible when we decide to move out! I have recently been in touch with one of the "top Supervisors" Davita, who is barely in the office when I frequently call and who takes over a week to get back to me with a "solution". I have been told there is a limit on the credits they can do to my account and I must pay the bill accordingly. Right now, my bill is almost \$300 and I currently do not have Internet and the TV still continues to have the same issues. \$300 is not a small amount of money for someone to just pay for service they are not receiving. I am looking for answers and solutions to my 5 year and counting problems with Comcast. My next step is to get a lawyer to

defend my rights as a paying customer who is not getting the service promised through this company for a very long time period.

Ticket: # 1417833 - spam Date: 1/26/2017 12:11:08 AM

City/State/Zip: Glendale, Arizona 85312 Company Complaining About: Oakley

## **Description**

Hello--

I ordered one pair of sunglasses from Oakley in March 2016. I did not sign up for emails from them, but have been getting one from this company every other week for 9 months now from Oakley <news@e.oakley.com>

I have "unsubscribed" numerous times, I have asked them to stop, I have emailed and called. I have marked their emails as spam. Nothing works. I even told them I would contact the Feds if they did not stop. HELP!!

Thank you.

### Ticket: # 1417993 - Lack of Internet

Date: 1/26/2017 8:40:38 AM

City/State/Zip: Wapwallopen, Pennsylvania 18707

**Company Complaining About:** Frontier Communications

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## **Description**

We lose service several times a week and even when we do have service it is almost not existent service. Pages take forever to load and we aren't able to stream anything or use web browser because pages take forever to load. Many times we must resort to turning off wifi on our phones and using our data. We have contacted them company multiple times before and they fail to resolve the issue and will almost always try to blame it on "your in house wiring". Lack of options prevents us from leaving frontier!

Ticket: # 1418169 - Poor Internet.

Date: 1/26/2017 10:59:46 AM

City/State/Zip: Benton, Pennsylvania 17814

**Company Complaining About:** Frontier Communications

# Description

Internet is extremely slow and disconnects often

# Ticket: # 1418567 - suddenlink internet, Alexandria, La

Date: 1/26/2017 1:12:00 PM

City/State/Zip: Alexandria, Louisiana 71302 Company Complaining About: Sudden Link

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## **Description**

Since moving in to my house on Anna Lane, zip 71302; we have had ongoing issues with the internet going off daily 4 to 10 times, unable to use. Multiple calls, we're told nothing wrong in house but is an "upstream" issue; nothing done. Requests for call backs form supervisors never returned.

## Ticket: # 1418572 - Comcast providing unreliable access

Date: 1/26/2017 1:14:01 PM

City/State/Zip: Cordova, Tennessee 38016 Company Complaining About: Comcast

#### **Description**

I have been working with comcast for nearly 7 weeks to resolve an issue in my neighborhood that has been ongoing for not only me, but my entire node. They have been unwilling to transfer me to the proper departments to get status updates and only willing to continually send techs to my house, when the problem is not there. This has been reported by 2 different techs.

They have promised 3 times that they would have someone fix my connection (as well as others) within 48 hours, but they have failed each time. They also have not called me back, nor have they provided any compensation for me not receiving the services I've paid for.

## Ticket: # 1419165 - Home is completely hacked

Date: 1/26/2017 4:02:36 PM

City/State/Zip: Portland, Tennessee 37148 Company Complaining About: AT&T

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#### **Description**

AT&T is the carrier. One landline. Internet is DLS/uverse. Entire home system is completely hacked including cell phones. Nothing can be done with devices because there is too much static. System is on a static line and no permission was given for this to be done. Calls to AT&T have done nothing to alleviate the problem. Devices are logging actions that no one is performing. Devices can't even be turned off. AT&T insists that no one is on static line. The IP is not what it is supposed to be which is (b) (6) .XXX . xxx being dependent on which household user is referenced. Instead IP is (b) (6) .The router has been reset to no avail. We need to be removed from the static. we want regular IP addresses not a static connection, we want a landline for our phones and not uverse which has been hacked from the minute we began to use it.

## Ticket: # 1419182 - Bad cable Service

Date: 1/26/2017 4:06:29 PM

City/State/Zip: Pearl, Mississippi 39208 Company Complaining About: Comcast

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## **Description**

4in. black line top and botton of screen. This has been a problem for several months. have had several tech. and they can't figure out the problem. I've tried different cable boxes it doesn't work. FCC needs to make Comcast fix problem.

## Ticket: # 1419201 - Internet/phone/TV issues with Frontier

Date: 1/26/2017 4:10:09 PM

City/State/Zip: Colleyville, Texas 76034

Company Complaining About: Frontier Communications

#### **Description**

We have been on the phone with many different Frontier representatives over the last three months with problems with service. Our phone was out of service for weeks, the TV was stuttering, where the picture is delayed and you only get partial pictures, and the internet service was changed without our consent. We thought we had resolved the issues until we received our most recent bill. They are charging us more than double for service that we should be receiving that actually should have cost less. Per our conversation with the latest rep, we should be paying a bundle price of around \$164 monthly and the latest bill is over \$400. They told us they may issue a credit but it will take at least 90 days, but in the meantime, we have to pay that amount. They have all the notes in their system of all of our conversations and any rep can access that information. We have asked them to send a confirmation email or letter stating the agreed upon service and costs, but they say they cannot do that. Frontier is not ethical and have many complaints against them. It is time someone stands up for the consumer.

## Ticket: # 1419204 - Unwanted Email Spam

Date: 1/26/2017 4:11:10 PM

City/State/Zip: Livingston, New Jersey 07039

Company Complaining About: Ooma

## **Description**

I initially spoke to someone and I did initially agree that he can send me some information. However, he now sends me an email every 2-3 days, even though I've repeatedly requested him to stop. (Violation #1) In his email, there also is no option to UNSUBSCRIBE. (Violation #2) This is really getting out of hand, the number of emails I receive from his and his company is voluminous.

Ticket: # 1419316 - Inappropriate ads on UTube prior to viewing music videos

Date: 1/26/2017 4:35:03 PM

City/State/Zip: Sheridan, Wyoming 82801

Company Complaining About: Utube Advertisement

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## **Description**

Movie ads for the "Ring", shows / suggests a young girl in the process getting killed. Have the moral standards of America dipped so low as to think this is normal?

Ticket: # 1419664 - DIRECTV Now

Date: 1/26/2017 6:24:41 PM

City/State/Zip: St. Petersburg, Florida 33702 Company Complaining About: Directv

Description

# **Description**

Service is awful! Crashes every 5 minutes and their customer service will not do anything!

### Ticket: # 1420286 - Comcast harassment

Date: 1/27/2017 8:19:40 AM

City/State/Zip: Woodinville, Washington 98072-1102

**Company Complaining About: Comcast** 

Description

#### **Description**

12/27/2017 we moved from our home of 20 years due to the content harassment of Comcast ,I have closed my account with Comcast and shouldn't have had any more problems with Comcast being that we moved out of the area I m no longer a customer of Comcast but I'm still being harassed by Comcast my new resident is not apart of Comcast but Comcast still hanging out in front of my home hacking into the Wi-Fi harassing hang up calls and stalking .photos of stalking while in Seattle video of employees along with call log and vehicles license. who do I need to contact to get some help thank you.

#### Ticket: # 1420526 - Consumer complan

Date: 1/27/2017 11:26:44 AM

City/State/Zip: Jacksonville, Florida 32217 Company Complaining About: Comcast

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#### **Description**

I have been receiving telemarketing phone calls for the past several months. The calls are coming from the westside of Jacksonville from an office park named Sweerwater Park. It is located near the intersection of I-295 and State Road 208, here in Jacksonville. The calls come in mostly on my cellphone but some come to my landline. I've kept a record of the numbers and I can provide them to you if you wish. The calls are mostly for donations to the fire rescue and local police officers here in town. Just yesterday I received a call regarding a new roof for my home. I told the solicitor that my roof was less than 5 years old and there was no need to make an appointment to inspect my roof. I then told him not to call again and to advise advise the other phone solicitors not to ever call again. He said he would. Several hours later I received another call from the Sweetwater Park location. I know that there are 6 numbers and probably many more phone operators at that location. Please assist me in stopping these annoying calls. Thank you.

## Ticket: # 1420932 - Lightstream AC unauthorized phone access

Date: 1/27/2017 1:19:16 PM

City/State/Zip: Charlotte, North Carolina 28214 Company Complaining About: Virgin Mobile

## **Description**

At the abortion clinic in Charlotte, NC (b) (6) Charlotte, NC 28211) protesters are using a Lightstream AC unit to dowload files onto patient and employee phones via Wifi/bluetooth. Since jamming is not legal, there appears to be no recourse for unauthorized file loading??

## Ticket: # 1421034 - Repeated Issues with frontier communicationswifi

Date: 1/27/2017 1:50:40 PM

City/State/Zip: Apollo Beach, Florida 33572

**Company Complaining About:** Frontier Communications

#### **Description**

My name is (b) (6)

We are a former fios customer and were switched to frontier upon the merger of the two companies. Since that time, we have had repeated slow signals and signal losses. I have talked to Frontier on the phone over 6 times and spent countless hours going through the same processes. I have repeatedly complained about either slow speeds or, the most recent issue, the wifi repeatedly drops after about 10-15 minutes of use requiring me to unplug it, plug it back in, only to get me another 10-15 minutes of use prior to the wifi signal dropping again. My desktop, that is directly connected to their modem operates fine and does not lose signal.

I again called frontier three more times today and they sent me in a circle trying the same manuevers each time, the technician at the end telling me she does not know what the issue is. I am frustrated and am on the verge of leaving Frontier all together.

## Ticket: # 1421123 - TWC converted to Spectrum

Date: 1/27/2017 2:07:08 PM

City/State/Zip: Harrison, Ohio 45030-1621 Company Complaining About: Time Warner

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## **Description**

You allowed a monopoly and the price of cable just went up with less stations, repeated shows, missing stations, sound up & down, won't answer telephone, leaves consumer with no help because you allowed it. I hope Trump removes or shrinks the FCC because in my opinion someone got rich by this deal.

## Ticket: # 1422106 - Continuous Disruption In My Cable Internet Service

Date: 1/27/2017 6:48:26 PM

City/State/Zip: California City, California 93505

**Company Complaining About: Charter** 

## **Description**

I started having interruption issues with my cable internet service back in December of 2016. I have made dozens of phone calls to Charter's customer service department, supervisor's, and now corporate office. Countless times, they have sent field techs to my house, and thus far, my inferior service has not been fixed. I am running a "Net Uptime Monitor" in my pc, logging and documenting every last interruption. However, no-one at Charter seems to care.

Ticket: # 1422401 - AT&T's DirecTV Now service is not functional and customer

service nonexistant

Date: 1/27/2017 11:10:21 PM

City/State/Zip: Los Angeles, California 90010

**Company Complaining About: Directv** 

## **Description**

DirecTV Now simply does not work - it freezes, stutters and buffers regularly. It is impossible to depend on the service over the last two months since launching. When trying to reach customer service, it is obviously a collection of "bots" and there is no way to escalate or troubleshoot beyond basic articles.

#### Ticket: # 1422577 - AT&T Bait and Switch

Date: 1/28/2017 10:56:13 AM

City/State/Zip: Barnhart, Missouri 63012 Company Complaining About: AT&T

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#### **Description**

My Uverse/Internet bundle was getting ready to expire. I called AT&T and spoke to 4 different people and an online chat person on 1/18/17. 2 Reps from India,1 Rep from Texas and Nayeli from California. I saw an online special where I could get 45 mg of internet & Uverse 300 for \$127 per month, they were going to honor what I saw online. Since I was told my bill was jumping from \$127 per month to \$165 per month, Nayeli said best she could do was to set me up for Uverse and Internet (same as I have now) but adding in a home phone (to which she gave me a **b**) (6) that would be my new land line number. And my bill would be \$134.99 plus taxes each month. She was going to give me a \$25 bill credit immediately & the only way she could override the system is to have her Supervisor give me \$100 bill credit within the next 24 hours, and therefore leaving my bill this month \$2.78. I would get a confirmation email that would be incorrect until the Supv went into the system & that I would get a 2nd correct email. That was 1 1/2 weeks ago, still nothing. I called a week later and spoke to Sharon F in North Carolina & she said there are no notes on my acct since Dec 2016 and doesnt know what I'm talking about. I talked to 4 people Wed 1/28/17 and recvd a \$25 credit & nothing noted on my acct!!! I want what I was promised!!!!She was going to refer this to a Supervisor to which he NEVER called!!!! I went home and my new bill generated today and is \$324.94. So they lied to me and my bill went up to \$223 not \$165!!!!..BAIT AND SWITCH!!!! Promise me 1 thing and sneak in another!!!!! I'm being charged for a home phone I don't even have set up yet and my Internet MG has gone down!!!!!!! I want the calls pulled from my phone# from 1/18/17 approx 11am and lasting 45 min long. Deceiptful, Unlawful and Shady!!!!! I want the service I requested at the price I was offered!!!! and I want my bill credited properly!!! I spoke to Tina in Illinois at AT&T today and she told me there is nothing that can be done. I told her I wanted the call pulled and I want what I was offered. I wanted someone higher than Nayeli in Californias Supervisor to research this.....Bait and Switch!!!...This is a mess and I'm crying.......\*\*\*If you must have my passcode on the AT&T account it is: (b) (6)

## Ticket: # 1422715 - Comcast wire blocking property

Date: 1/28/2017 1:22:23 PM

City/State/Zip: Draper, Utah 84020

**Company Complaining About: Comcast** 

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## **Description**

Wire is sagging and blocking my property. Contacted Comcast 10 plus times since June 2016 and they continue to ignore my requests to fix the wire. New house construction will be starting soon and the wire is too low for any equipment to enter my property.

## Ticket: # 1422809 - Unauthorized disconnect of internet line

Date: 1/28/2017 2:24:22 PM

City/State/Zip: Murphy, North Carolina 28906

**Company Complaining About:** Frontier Communications

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## **Description**

My neighbor took it upon his self to disconnect my temp line put in by the internet service provider. Is that not tampering with federal telecommunications lines? What can be done?

# Ticket: # 1422906 - Losing Business

Date: 1/28/2017 3:58:54 PM

**City/State/Zip:** Pomona, California 91766 **Company Complaining About:** Google/yelp

## **Description**

Somehow my business (Lots of Love Pet Care) was listed as closed on YELP. I found this out after a few months of a downward spiral in sales. I contacted YELP and they removed CLOSED from their listing but the old listing continues to appear as CLOSED on an internet search.

Ticket: # 1423108 - Violating TOS and FCC disclosure on how service is provided.

Date: 1/28/2017 8:05:01 PM

City/State/Zip: Atchison, Kansas 66002

Company Complaining About: Vyve Broadband

#### **Description**

## Ticket: # 1423223 - Cox Email - Outgoing Server

Date: 1/28/2017 11:25:08 PM

City/State/Zip: Derby, Kansas 67037 Company Complaining About: Cox

Description

#### **Description**

I've been with Cox for 20 years. We receive use of Cox e-mail by agreeing to pay a monthly fee. Since early 2015, we have not been able to use our outgoing mail server. I've contacted the company. At first it was told that it was our iMac.iPad.iPhone and then was later told their email had a nationwide issue. I've contacted them yet again and they just send me a link to try. To my knowledge no updated interface has happened. I've been forced to use other e-mail providers and am still paying for the use of a cox e-mail account. If you contact me, you should send me an email to (b) (6)

Ticket: # 1423228 - HOV - Product Madness/Aristocrat Gambling internet gaming

Date: 1/28/2017 11:30:44 PM

City/State/Zip: Brooklyn, New York 11203 Company Complaining About: Time Warner

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#### **Description**

This internet game app is deceitful and deceptive and it preys on the people who like to play their app. Also I cannot comment on its fan page probably because I spoke out on this. I believe there's something know as FREE SPEECH. It needs to be changed or removed and there are other game apps that are just as deceptive but this one stands out because it has games that are in the casinos. Can you get back to me and let me know if anything is going to be done. Thank You

## Ticket: # 1423337 - Faulty signals and not giving proper service

Date: 1/29/2017 9:40:40 AM

City/State/Zip: Concord, New Hampshire 03303

**Company Complaining About: Comcast** 

### **Description**

They are charging me for 200 Mbps down but they are giving me a portion of that rest is going to my neighbors. Faults ads. They should tell the truth to their customers or I will. I want what I signed up for not a portion of it. They say the problem is my net gear nighthawk 10 that came out on 11\26\16. Or the room 4 k prem, or the xbox one s is to be blamed for all issues. This has been debunked by best buy and other teches . the experts all say my electronics all running in perfect order. Comcast should be fined for faulty ads and lying to the customers. There is more then just me that has the same issue with Comcast. There is 297827 customers having the same slow internet, not getting paid for speeds and signal goes in and out. They say sorry there is nothing are teches can do just pay for a portion of what you pay for . they rob you blind by lying to about the speeds they truly give. Make them get a solid signal. Washington state, and two other state are suing for this maybe we as a state might want to join the case. I will contact this group for advice and any other advice they can give for our group to deal with this dishonorable company. Please revoc their FCC rights of broadcasting till they fix the issue.

## Ticket: # 1423876 - Facebook

Date: 1/30/2017 12:26:58 AM

City/State/Zip: Fort Worth, Texas 76119 Company Complaining About: Metropcs

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## **Description**

When I look at certain individuals Facebook pages, it pulls me into some type of indxg situation they they created and linked with telecommunications equipment, resulting in the presence of disgusting odors. This activity had the potential to cause problems for people all over the United States, that are unaware of unable to identify the cause of the problem. Is terroristic to say the least, as well as sadistic. Communications are being used to put purple through the characteristics of these sadistic, sick individuals health problems.

## Ticket: # 1423877 - Facebook

Date: 1/30/2017 12:32:19 AM

City/State/Zip: Fort Worth, Texas 76119 Company Complaining About: Metropcs

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## **Description**

When I look at certain individuals Facebook pages, it pulls me into some type of indxg situation they they created and linked with telecommunications equipment, resulting in the presence of disgusting odors. This activity had the potential to cause problems for people all over the United States, that are unaware of unable to identify the cause of the problem. Is terroristic to say the least, as well as sadistic. Communications are being used to put purple through the characteristics of these sadistic, sick individuals health problems.

Ticket: # 1425489 - AT&T and Comcast buried lines under the property

Date: 1/30/2017 5:02:18 PM

City/State/Zip: Houston, Texas 77095

Company Complaining About: At&t And Comcast

#### **Description**

AT&T & Comcast has been allowed to bury cables under people's property. Because of the ongoing electrical noise I have lost the hearing in my left ear. Now with the electrical current coming through my walls I'm getting electrocuted. It's an off and on tingling feeling that is electricity. Both AT&T and Comcast is manipulating the electricity for their service and they are not supposed to be doing that. I need this addressed now. This needs to stop. The lines where not buried properly.

#### Ticket: # 1425827 - Comcast internet

Date: 1/30/2017 6:48:28 PM

City/State/Zip: Fall Branch, Tennessee 37656-2214

**Company Complaining About: Comcast** 

# Description

Poor service and Comcast lies to their customers. Internet doesn't work when temps hit 30 degrees and if it snows or rains. I called about a month ago and the internet went out told them it was working fine until it got cold. They put in a work order and said they would be there on Sunday due to weather they didn't show and didn't call just made an apt on the fly. I had to call and argue with them go set a time I'd be home. They are always wanting to come in the house so they can charge us 60.00 I wouldn't let them. Told them the problem was on the pole with their lines. The guy came said that it wasn't on their end and the internet came back on. It was snowing before that when the internet went out. This week I call they said we will have someone out there they never showed I called the next day and the person I talked to lied there was no ticket for anyone to come. I called last night talked with a lady told us our modem was obsolete and I told her we just got that modem a month ago because they told us our other modem was obsolete and they told us which one to buy. She said she was just telling us that it is no longer good and that is why my internet was slow. I informed her our internet was slow that it goes completely out when it gets below 30 and it rains or snows. She said that we would be charge regardless if they come inside or not if someone came out there. I told her they would not charge me or I'll got to the main office in person. I told her I would drop their internet period. I went ahead and made the apt then this morning and canceled because we most likely will drop them due to poor internet service. Now it is above 30 no snow and our internet is working. We ask this lady what modem they want us to use and she said she couldn't tell us and after my husband lit into her she said I use Arris TG862G. Comcast basically harnesses its customers and tries to scare them. They have the monopoly on fast internet and we need a competitor so we don't have to go through this every time we call them. I'm not the only one they are doing it to. They are horrible!!!!

Ticket: # 1425912 - Unsolicited emails from "offers@yextemails.com"

Date: 1/30/2017 7:32:19 PM

City/State/Zip: Riverside, California 92508 Company Complaining About: Yext.com

#### **Description**

I have continually requested that they quite sending me their email messages. I've used the "unsubscribe" button at the bottom of their email. I getting sick and tired of people sending me unsolicited email!!!!

I have even called their offices in New York and left a VERY NASTY message including threatening to report them to you... The F.C.C., apparently it doesn't have any effect and they could careless about my privacy? It seems the more you tell them NOT to send you their correspondences, the more they send them! And these guys are only a portion of the junk email I get all the time!

## Ticket: # 1426133 - No internet for over 20 days

Date: 1/30/2017 9:48:19 PM

City/State/Zip: Westwood, California 96137

Company Complaining About: Frontier Communications

## **Description**

A storm came through our area creating an electric power outage and with it the internet and phone was affected. Since that day the powe was restored after 40 hours and the phone after 24 hours. However the internet is still affected and there is no communication or ETA. ALSO FRONTIER charges me for a service they know I can't get but made no effort to educate me.

## Ticket: # 1426134 - Service always unavailable

Date: 1/30/2017 9:48:42 PM

City/State/Zip: Seguin, Texas 78155 Company Complaining About: AT&T

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#### **Description**

Hello,

My home internet is always going out. More than 5-6 times a day. My service is provided by ATT. Over the last 4-5 months service is constantly going out sometimes for hours at a time. I rely on internet for college assignments and work. The constant interuptions in service is severely impacting my student and professional life. An att reperesentative came onto my property unannounced when I was not home and damaged my front gate in the process. I know it was damaged by att because of the note the rep left on my door. The issues with service being slow and constantly interrupted have not been resolved and att claims department still has not contacted me in regards to the damage done to my gate. A report is on file with the Guadalupe Sheriffs Office.

## Ticket: # 1426315 - program block

Date: 1/31/2017 2:49:46 AM

City/State/Zip: Green Bay54301, Wisconsin 54301

**Company Complaining About:** AT&T

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## **Description**

all my intrnet news is 1 or 3 days okld I cant seem to get a live stream news broadcast it s as though something or someone is blocking stream there also seems to be to many glitches in my internet reception

# Ticket: # 1426802 - Constant pinging of my router by 51yes.com

Date: 1/31/2017 12:15:37 PM

City/State/Zip: Erie, Pennsylvania 16508 Company Complaining About: 51yes.com

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## **Description**

The Internet (world) light on my router/modem is blinking constantly. I've figured out that it seems be pinged repeatedly by various randomly generated user names @ 51yes.com

Their IP address is (b) (6)

They seem to be located in Jiangnan south of Guangzhou, China.

Can anything be done about this?

# Ticket: # 1427588 - Unsolicited Spam from the White House

Date: 1/31/2017 3:24:45 PM

City/State/Zip: Glen Ridge, New Jersey 07028

Company Complaining About: N/a

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## **Description**

On 1/31/2017, I received an unsolicited advertisement from the White House. To my knowledge, I have never signed up for any mailing list with the current Presidential administration. I find this is a highly offensive and intrusive abuse of power by the administration.

Ticket: # 1428500 - Cannot submit form on my iPad.

Date: 1/31/2017 7:58:02 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

# **Description**

I opened my email and I wanted to enter a contest and I am being Blocked. See photos

Ticket: # 1428515 - Cannot fill out form and send it.

Date: 1/31/2017 8:09:53 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

# **Description**

Who is blocking me from living I cannot apply for jobs enter firms or anything. See photos.

Ticket: # 1428703 - Comcast **Date:** 1/31/2017 10:57:21 PM

City/State/Zip: Elkton, Virginia 22827 Company Complaining About: Comcast

## **Description**

For the past two years, I have had spotty computer service when the gentleman upstairs powers-up his super computer for gaming. (His is the only other desktop computer for a minimum of three apartments on both floors.) Nice neighbor - but we're up against a mountain and what we need is more power sent! So I finally decided to get in touch with my cable provider. The analyst had me running all sorts of scans and tests I had trouble understanding, not listening to what I was asking for: more power. period.

#### Ticket: # 1428820 - Comcast Internet

Date: 2/1/2017 3:18:55 AM

City/State/Zip: Tacoma, Washington 98444 Company Complaining About: Comcast

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#### **Description**

I just found out today that Comcast now gives their customers a Certain amount of Internet data that they can use. for example I'm only given 1 TB of Internet Data. and have to pay an extra \$10 for any additional 50 GBs that I use or pay an extra \$50 for Unlimited Data. according to my account history this started back in October.

- 1) I didn't get any form of notification before they switched to this informing me that I now only have 1 TB of Data.
- 2) to me this just seems wrong. this seems like its in some way an FCC Violation. At this point it seems that Comcast is becoming a Monopoly. they aren't a Cell Phone provider I shouldn't have to pay for Data.

#### Ticket: # 1429055 - Comcast Business Unable to Connect

Date: 2/1/2017 11:14:59 AM

City/State/Zip: Memphis, Tennessee 38107-4508

**Company Complaining About: Comcast** 

#### **Description**

For the past few months, my household experienced frequent connection drops. Comcast would change out a section of cable, swap the modem, or both. The issue would never be permanently resolved, or even resolved for a decent length of time. I keep hearing that there's some interference on the utility pole, but nothing ever gets done to resolve it. According to our last tech visit, we experience over 100 unique drops per day. Currently and for the past few days, we've been without a connection lasting for more than 10 minutes. We keep hearing that they're working on it, but aren't given an ETA. When I inquire, they send another tech out to replace cable, swap modems, etc.

## Ticket: # 1429166 - Dropped Packets on Comcast signal

Date: 2/1/2017 11:49:30 AM

City/State/Zip: Lantana, Florida 33462 Company Complaining About: Comcast

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#### **Description**

I have been talking with numerous agents the last 2 days.

- 1. No agent is approaching "dropped packets"
- 2. 1st agent indicated "24 hours" for a Tier 2 rep to call.
- 3. 2nd agent indicated it can take up to 72 hours for Tier 2 to call
- 4. asked for a Tech to do a service call to my home, 2nd agent says
  - a. have to contact Xfinity modem vendor Arris first
  - b. asked to speak to a supv, they said one would call back immediately
  - c. no supervisor has called
- 5. I work from home, my engineers see the dropped packets which means when I do "Skype For Business" cx will hear my fading out voice to return in 5 seconds and/or disconnect call and have to call cx back
- 6. Comcast (Xfinity) agents are lying to their customers
- 7. I went to a friend's home with ATT signal, call my management and a customer and the signal was wonderful
- 8. Comcast agents do not know about "dropped packets" issue

#### Ticket: # 1429301 - slow internet

Date: 2/1/2017 12:19:36 PM

City/State/Zip: Mer Rouge, Louisiana 71261 Company Complaining About: Norheast Tel

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#### **Description**

When I got internet with Northeast Tel I understood that I could do what I needed to do. Until recently I could. I could Watch online vedios, download audio tapes and surf the web.Now I can't lisen to an online audio tape without being interrupted every minute or so. I called the provider and was told the problem was I need to upgrade my service. Why? I'm not trying to do more. It seems to me that they are doing something to slow my service. What else can I do. I don't have options here they are the only provider where I live. The reason I went to Northeast was the new fiber optic line that stopped the static I was getting with ATT. Now no one out here is using them that I know of. Can you help.

## Ticket: # 1429574 - Computer hacked

Date: 2/1/2017 1:34:33 PM

City/State/Zip: Marion, North Carolina 28752 Company Complaining About: Fake Microsoft

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#### **Description**

My computer was hacked while I was commenting on Facebook against Trump. The message on the screen, claiming to be from Microsoft and looking like it was from Microsoft, said I had been hacked and should contact (fake) Microsoft at 888-609-8597, which I did. The woman on the line seemed very professional and told me to press the Microsoft emblem & "r" on my computer to give her access, which I did. Then I saw that she obviously had total access into my computer. I became suspicious when she told me that I had only one IP address even if I bought a new computer and would need to pay \$249/yr or \$349 for 2 years of service to protect me. I realized it was a scam and told her to go to Hell. Then I got 3-4 obscene responses typed on my computer and was locked out. I had to go buy a new computer, change passwords, transfer \$\$ out of my bank account, end my EBay selling, PayPal, etc.

# Ticket: # 1430305 - Chronic internet outage

Date: 2/1/2017 4:38:13 PM

City/State/Zip: Scotch Plains, New Jersey 07076

**Company Complaining About: Verizon** 

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## **Description**

For the past year my internet goes in and out on a daily basis. The month of January I have been without it for 5 days. Verizon sends a technician, they tell me it is fixed and then it happens again. I have had 4 service calls in Jan. They are putting a band-aid on something that requires major surgery.

## Ticket: # 1430697 - Wasilla Public Library Cyber Terrorism and Interferance

Date: 2/1/2017 6:41:01 PM

City/State/Zip: Anchorage, Alaska 99503

Company Complaining About: Https://www.mtasolutions.com/contact

#### **Description**

While on Facebook on my [https://www.facebook.com/The-Alaskan-Star-60-version-309471986111134/] page where I try and provide my updates for the CIA and the FCC, I have screen captured a possible "code" or "entry point on the redlined page. I hope it helps to catch the cyber terrorist.

I was in Station 13 at the Wasilla Public Library. using cards first (b) (6) and second

I continue to find that my mobile devices are being mirrored and unauthorized access of a Government Officials Mobile devices.

Thank you,

(b) (6) , BBA Government Official

Ticket: # 1431058 - BIOWARE, Star Wars the Old Republic game, ingame

communication violations

Date: 2/1/2017 11:31:01 PM

City/State/Zip: Newhall, California 91321 Company Complaining About: Bioware

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#### **Description**

February 1st, 2017, 6:45pm to 11:50pm PST

Player Midnight marauder: is exploiting the imperial fleet general chat causing huge empty gaps in the general chat channel because he doesn't like or want other players accusing him of running exploit programs in PVP instances and arena matches, and continued to do so to just cause grief amongst other players.

This type of retaliation in imperial fleet general chat channel using an exploit to disrupt the chat channel is a bannable offence, it is a violation of BIOWARE's policies and a F.C.C. violation and will be reported to the F.C.C. accordingly.

This is causing a MASIVE DISRUPTION in paid player communications and BIOWARE customer service must take action.

#### Ticket: # 1431264 - Frontier Communications

Date: 2/2/2017 10:04:29 AM

City/State/Zip: Atlanta, Michigan 49709

**Company Complaining About:** Frontier Communications

#### **Description**

Frontier Communications is our internet and landline phone provider. However since about a year ago Frontier is advertising a protection plan by attaching to various internet sites and interfering with internet searches and to my aol account. I have contacted Frontier about this 3 times and they pretend to help and then say to get rid of this I should subscribe to their virus protection for \$15 more a month. Also when the tech at Frontier has worked with me on this following their directions I was directed to a Spanish site which I was told was ok and to disregard this.

#### Ticket: # 1431280 - Comcast unresolved issue.

Date: 2/2/2017 10:17:58 AM

City/State/Zip: Peabody, Massachusetts 01960

**Company Complaining About: Comcast** 

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#### **Description**

To whom it may concern:

Back in November 2016 I started to have a problem with my internet service. It would disconnect and reconnect periodically every 3 to 6 days. I inquired to my ISP, which is Comcast and they stated they would send out a tech to resolve the issue. The tech came by and said I had a few loose connections, tightened a few screws and was on his way. Three days later I had another time out. This time I pulled my event log and analyzed the issue and printed it out. I called Comcast again and explained that the issue was still occurring. They sent out another tech to my home, when he showed up I handed him my event log which shows the errors I am receiving and where they are coming from. I was shocked when he refused to take it and told me "I don't need to look at that" He proceeded to check my home for what is called an "Ingress". He stated that he found it, and fixed it, and showed me the scanner report showing that my house was free and clear of "noise". We are now in December. The issue has continued to happen, Comcast has had a total of 5 techs in my house and all stated my house is fine. I have placed at least 20 calls to the Customer Service line, and was finally told 2 things in the beginning of January.

- 1. The reason this issue was not resolved was because Comcast has be sending "In House" techs and not "Outside" techs.
- 2. The issue is not on my end but on Comcast side, they had updated something and need a tech on the pole to fix it. Was the exact wording.

Since then I have had numerous phone calls, probably another 30, promised 6 techs to work on the pole (they had to run a program called path track) no one showed up ever. Promised a supervisor would call me back 4 times and no phone call. Asked for this issue to escalated 5 times to no avail. Had to repeat my story 3 to 4 times each call. Told every time that the issue was a Comcast issue and not mine. Problem still persists.

I finally gave up and decided to use twitter, I sent out a tweet with #badservice stating my displeasure with this whole situation. I was then contacted by a rep from "ComcastCares" he or she wanted to know what the exact issue was. I gave him the 4 ticket numbers I had and he/she refused to look them up so I had to type the issue out one again. I explained my service was timing out. The term that is used is a T3 or T4 timeout. This rep told me that he can see into my modem and that I have not had a error since December. I proceeded to email him a list of T3 and T4 errors just from January alone. At this point contact with that individual stopped.

Another rep emailed me and wanted to know what the problem was, so once again I went through the explanation, and also asked why that rep said he could not see my errors when he/she was in my modem. I was then told he could not and they would "train" that person better. After my lengthy email describing my history with this issue, the rep wanted to send another "In House" tech to me. I stated that the problem is not in my house, and it needs to be an "Outside" tech. I explained they have already had 5 techs here and there is no issue with my home per them and that per Comcast the issue is on their side. A day later I get another email with incorrect grammar stating that there is "Noise" in my house and that they need to come in and fix it. Problem is from either bad wiring, loose connection etc. (Ingress) I write back and explain to them they have already been here and house

has a clean bill of health, refuse to allow another tech into my household and that Comcast needs to fix this issue on their end.

I received several email and phone calls stating that my service is going to be disrupted if I do not comply and allow them access to my house. To the point that I complained to them, and that I am now feeling harassed by them. At this point I am so extremely frustrated. I once again asked them to escalate my issue to a senior management official, my request went unanswered again. I work in technology, and have been for the better part of 10 years. I know how to read an event log and figure out what an issue is. This entire situation could have been resolved if they reviewed my event log from my modem, and put someone on the pole to find the issue (which they even stated). It makes zero sense that this company can send 5 techs to my house, tell me the problem is on their end, then all of a sudden when I start to complain they magically find "Noise" in my home that these 5 other techs "Missed"? I'm sorry but that just does not add up. The amount of time I have wasted going back and forth with this company has been unbelievable. The amount of disrespect and lack of understanding is appareled in this industry. In Peabody we have no other alternative to go with Comcast, they are the only game in town and the customer service seems to be aware of that. Thank you so much for taking your time to read this. I have nowhere else to turn and felt I needed to bring this to someone's attention. thank you.

Ticket: # 1432095 - Comcast Internet Complaint For A Business Account-Consistent

Issue

Date: 2/2/2017 2:28:06 PM

City/State/Zip: Chicago, Illinois 60637 Company Complaining About: Comcast

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#### **Description**

I Filed a complaint with you all September 2016, November 2016 and now again 02/2017. I have a business account with Comcast and I am consistently having trouble with their service. I had a VOIP line and was using the internet service to take call center calls but do to the inconsistency with the internet, it negatively impacted my ability to work and I lost the contract with that company as a result. The dates that I called Comcast to report these outages are: 01/09/17, 01/12/17, 01/17/2017, 01/18/2017, 01/26/17, 01/30/2017, 01/31/207, 02/02/2017. There might be a few more that I didn't make note of but this is unacceptable. Each time I call to report, I'm advised that there is a service interruption in the area that has been reported. As a business owner, I'm not sure what I'm supposed to do about these ongoing issues.

#### Ticket: # 1432144 - Spectrum Services

Date: 2/2/2017 2:39:53 PM

City/State/Zip: Orlando, Florida 32837

**Company Complaining About: Bright House** 

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#### **Description**

I called Spectrum last week to disconnect my services on Feb 18th, because we are moving out of state. Yesterday, Feb 1st, a technician disconnected my serices both TV and internet. Even so I was able to speak to him a few minutes later, he refused to reconnect me or even to check with his supervisor, how he can help me. Since then I have spend over 5 hours on the phone to get my service reinstalled. Even so I alerted their service office at about 6pm about the error (and they acknowledged that the order was for the 18th, not the 1st), they still did not send a technician out to reconnect me until this morning. It is next to impossible to reach them in the first place as they are using a voice system and I have a strong German accent, and could never get to the right person. Once my service was connected this morning, my modem for the internet was no longer working, as they had upgraded their service. Nobody alerted me to that possibility. On top of that I got another phone call today, thta request my equipment back and pay my bill??

I have been trying to find a corporate number, I even called Charter Corp and I had no luck to get past a supervisor into corporate, they don't have a physical address or even email. How they are allowed to operate like this in the USA without the possibility to find the corporate office is a miracle. I would like you to look into that, as no corporation should be able to hide behind an 800 number, without corporate disclosure

#### Ticket: # 1432432 - Hacked wifi/modem

Date: 2/2/2017 3:58:05 PM

City/State/Zip: Tustin, California 92782 Company Complaining About: Cox

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#### **Description**

Cox has been sending me emails about illegal activity originating from my wifi for almost a year now. My service has been turned off twice now because of it. This is not me or anybody I live with. I know this for certain because half of the attacks involve a PlayStation and we don't even own a TV let alone a gaming system of any kind. I have changed my network name and password multiple times. I have hidden the network and enabled MAC filtering...and none of this has stopped these attacks.

I have tried calling Cox, Sony, Cisco (the company that makes the modem), and the local police. None of them have been willing to help find the person responsible and stop these attacks. They all refer me to each other.

## Ticket: # 1434156 - Device losing data to fast

Date: 2/3/2017 12:51:29 PM

City/State/Zip: Philadelphia, Pennsylvania 19132

**Company Complaining About: Sprint** 

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## **Description**

I really think jump wireless.org is behind this, cause they changed the welcome date when I signed with them...I am so done with them, effective today they either fix this or I want a refund. Ain't nobody worried about yall 30 day window, this is broken plain and simple.. This is far from over, they just told you what you wanted to here.

## Ticket: # 1434343 - Mediacom problem

Date: 2/3/2017 1:37:28 PM

City/State/Zip: Leesburg, Georgia 31763 Company Complaining About: Mediacom

## **Description**

Over the past year and a half I have been having problems wherey TV and Internet would cut off. Numerous techs have been here and never has it been fixed. They would always do the same stuff and tell me they don't see a issue. It has been so bad that i just stopped calling because i was not getting help. I'm tired of having this issue and tired of paying for things that don't work right.

Ticket: # 1435846 - Continued internet service problems - even after site visit

Date: 2/4/2017 3:20:06 AM

City/State/Zip: Washington, District Of Columbia 20002

**Company Complaining About: Comcast** 

## **Description**

The ongoing Internet service issues continue just days after service staff made a site visit and pronounced the service restored. Packet losses began within 24 hours and by the 4th day made the service unusable. Now if attempting to stream a Netflix video the selection never completely loads after waiting almost 5 minutes; If a selection can actually made it will take another 5-10 minutes to load the first 30 seconds before starting the process again. After the 3rd attempt the video closes. Once again I have to rely on a high priced 3rd party 4g phone service to use Internet service. The "escalation" department followed up a phone call at which I explained the problem was continuing; no further followup 5 days later!!! Promised account credits for lack of service have never been applied to the account.

#### Ticket: # 1436208 - Comcast playing games

Date: 2/4/2017 3:28:31 PM

City/State/Zip: Madbury, New Hampshire 03823

**Company Complaining About: Comcast** 

# Description

Comcast recently shut off our internet, again, due to our neighbor moving. Everytime a neighbor moves out of the apartment next door, our internet gets shut off. After arguing and begging, we learn that their records say nobody has lived in our apartment. They then try to get us to resign up for a new account subject to new rates due to their mistakes. Today we find out they had our account registered under the same apartment as our neighbors. For years they have accepted two bills out of the same apartment and never let us know, and each time they gave us crap when they shut it off and we RECONFIRMED our address. after a week of internetless, they tell us if we don't like their service, we are free to explore other options. I am enraged, they are using their monopoly of the area to bully us into updating a "new" account time after time and subjugating us to new rates. This is ridiculous service and not what we pay for for this necessity and we cannot just "look somewhere else" for this need.

## Ticket: # 1436215 - Comcast Playing Games

Date: 2/4/2017 3:34:07 PM

City/State/Zip: Madbury, New Hampshire 03823

**Company Complaining About: Comcast** 

#### **Description**

Everytime our neighbors moves out, Comcast shuts down our internet as well. They finally did it when we found out they had our address lsited as our neighbors, and they called me a liar when I said we've lived there for years. They have been accepting payments from two people on the same internet for years. They are sick and when we asked to speak to a manager they told us they were in a meeting and we could go elsewhere for our internet. They are abusing their monopoly on the area. We are sick of it and we were advised to complain to you to appeal to their better side and fix this issue swiftly as in our first world society, internet is needed for paying bills (like the internet bill we've paid for years) and for work.

## Ticket: # 1436388 - Existing complain ticket 1410158

Date: 2/4/2017 6:23:43 PM

City/State/Zip: Los Angeles, California 90016 Company Complaining About: Time Warner

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#### **Description**

I m very disappointed about Spectrum because it does have problem of truce issue continuing, what I m saying is that the are not calling any more on home phone but on my wife Cellular phone number. Right after my complain to you, spectrum cut off the service right away without reinstated the exist plan. I have sent backed the new spectrum equipment to them and keep the old one. Now like they cut off the service after 10 years they don't know what to do but continuing lying. We have at this moment also send back the old equipment to them and even sent us a bill which we have paid on top of all this wrong thing they are doing because spectrum would send you to collection. This company is fraud and corrupted because they thought that they can run over the little guys. Most importantly, people who does not have an american name, they think that they don't know anything but they are wrong. Not only that but there is also an harassement phone call early in morning. Calling a person at 5 am is wrong and violating consumers rights. Everything, even we paid every penny to them but they don't want to reconnize their wrong they have done. Now is my fault because we gave order to cut off the service. I tell you something it is that American threat immigrants like crap they don't know that we been to top schools in America. We will not be silence but we will speak out always because It is the purpose of our democracy. This treat is wrong and we need to tell the way it is. I cannot believe it that this fraud company which is ripping off Americans by fraud charges or illegal charges is not taking responsibility. Spectrum blames us now for everything. I'm just waiting to see how they are going to talk to their employees who are promoting their product. What they are saying to consumers as lie and fraud charges on phone. \$63 become \$83.27. It is to add this things to what they are doing. Thank you

Ticket: # 1436572 - Unwanted annoying automatic popup windows in a paid service / game

Date: 2/4/2017 10:45:01 PM

City/State/Zip: Newhall, California 91321 Company Complaining About: Bioware

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## **Description**

There needs to be a method of disabling Dark vs. Light side meter popup box, this damnable popup is distracting and interfering with group / raid op performance, AND IS DOWN RIGHT ANNOYING! Worst feature EVER Bioware if I want to know the server alliance then I can go look in the Galactic command window, I do NOT want an automatic popup FORCED in my face!

This feature should have Never been posted to the live server without a disable popup checkbox in the system preferences.

There is no discussion needed Bioware, your customers have spoken out against this automated feature, now deliver a disable command.

Ticket: # 1436903 - Comcast Service

Date: 2/5/2017 3:12:21 PM

City/State/Zip: Warren, Michigan 48093 Company Complaining About: Comcast

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## **Description**

Our cable provider which supplies all three services to our home (cable, internet, and phone) has failed to fix our services after 6 months of contact with them. The line between the house and the pole is bad and needs to be replaced. Our home security system has been compromised due to the constant service outages we have along with our home automation system.

# Ticket: # 1437145 - Outages

Date: 2/5/2017 10:05:36 PM

City/State/Zip: Alexandria, Virginia 22305 Company Complaining About: Comcast

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## **Description**

My complaint is with Comcast. The area that I am in is currently going through an outage. That there customer representatives can't even explain. Then to only off a minimal 24hr credit to customer accounts. This of course only if you contacted them to complain about the outage. They already charge outrages prices. To say they cannot afford to take care of customers better is ignorant and plain foolish. The fact that this even happend is ridiculous.

Ticket: # 1437363 - 2005 Bush Administration Investigation /Survelliance

Date: 2/6/2017 4:31:12 AM

City/State/Zip: Frederick, Maryland 21702 Company Complaining About: Comcast

#### **Description**

Could you address the 2010 survelliance, approaching me while I'm on the telephone, about the following subjects:

Mr. John Hughes & The Breakfast Club Cast

The Cast Of St. Elmo's Fire

Mr. JR Bourne

19 Kids & Counting

Jeremy from Jill & Jessa Counting On

Mr. Adam Levine

The Cast Of Little House On The Prairie

The Cast of What's Happening

The Cast Of Different Strokes

The Big Bang Theory

Mr. Jimmy Smitts

The Cast Of Family Ties

The Cast Of Back To The Future

The Cast Of Mr. Belvedere

Could the federal government address the 2010 survelliance.

Ticket: # 1437863 - Termination of Unlimited Data Plan breaks C-block spectrum rules

Date: 2/6/2017 12:27:47 PM

City/State/Zip: Colbert, Washington 99005

**Company Complaining About:** Verizon Wireless

#### **Description**

Request #1412755 was inappropriately closed without allowing any additional input from me, so I am opening this new complaint.

Specific issues I would like to see addressed:

- 1.) Verizon Wireless is breaking C-block spectrum rules they agreed to by taking this action, specifically "the license owner shall not deny, limit, or restrict the ability of their customers to use the devices and applications of their choice." I equate their actions with spectrum-squatting.
- 2.) There were no warnings or grace-period offered, yet they continue to offer "Unlimited" data plans to others who have not yet met their criteria for termination of services. They also offer plans for "Unlimited" voice-minutes and text-messages without any caveats.
- 3.) Suggesting that a customer who is using what they have paid for is the reason for termination of service is unacceptable. Using fake statistics indicating that other customers who are afraid to use their services for fear of incurring overage charges should be considered the norm is laughable, at best. Additionally, zero-rated services are not being taken into account when the carrier touts these low average data-usage numbers.

## Ticket: # 1438682 - Charter Communications

Date: 2/6/2017 3:40:27 PM

City/State/Zip: Arden, North Carolina 28704 Company Complaining About: Charter

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## **Description**

I've been working from home since 06/01/2016. My internet which is vital to my business, shuts down multiple times a day. They have sent numerous techs to my home over the past 8 months. It's all the same. "it's a known issue" but it never gets fixed. They've redone my wiring, modem, etc. They tell me "I'm not a priority" and if it keeps doing it "Keep calling and complaining" Great customer service.

## Ticket: # 1439274 - Service interruption/ poor costumer service

Date: 2/6/2017 6:08:50 PM

City/State/Zip: Santa Ana, California 92704 Company Complaining About: Sprint

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#### **Description**

I had 2 lines activated with Sprint cancelled one. Called about 4 times to obtain return kit the first 4 times I was told they send it out. After the 5th time I called finally I was told I had to log off my icloud from the returning device, so I did. I called again apparently phone still seamed to be associated to my icloud I was advised to contact apple store. So I did, I got it all taken care of. I called Sprint Costumer service again finally return kit was sent at this time it had been over 8 weeks I had cancelled my line so I had a pass due balance of \$200 (which basically was the device charge) bot my lines where on a phone lease where if I cancel my line all I do is return the phone and no charges should be made. While all this is going on the line for which is being paid for continuously got service interruptions (the line got deactivated). Finally I was able to returned the phone and confirmed through Sprint warehouse that they had received it. Well I continue to have service interruptions with the line that I have activated. I continuously have to call costumer service and I end up being on the phone for over 1 hour every time. Not to mention I have been hung up on several times by call center reps. Reps have declined to provide me with their names, and refuse to transfer my call to a manager. Iam extremely upset because Sprint still charges me although they deactivate my line every 2 weeks. Its ridiculous and I feel like iam waiting my time everytime I call costumer service and as if my issue does not concern any one I speak with I keep being told "we will extend the payment arrangement another week" so basically means " call in a week so we can re activate the line you are paying for" No one has that kind of time to be calling every 2 weeks because a carrier cant do their job the way they should. I will do whatever I can to get this complain to the CEO or someone who actually cares about how costumers feel. Over all I have had a horrible experience with sprint sad to say but I have been with Tmobile, Metro and at&t and never had to deal with such issue. By far worst costumer care service on top of a lot of other issues I've had. Till this day I am still dealing with this issue since 11/2016 it is now 02/06/2017. So I have decided if I get one more service interruption I will cancel completely from sprint, I have even considered lawsuit.

# Ticket: # 1439416 - Comcast XFinity 1Tb Monthly Data Cap

Date: 2/6/2017 6:59:48 PM

City/State/Zip: Mill Creek, Washington 98012 Company Complaining About: Comcast

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## **Description**

The residential data cap that Comcast has implemented clearly has nothing to do with providing better service or improving service and is nothing more than a way to unfairly charge customers for overages or force them into paying an additional monthly fee.

# Ticket: # 1439847 - Loud commercial from google when streaming video

Date: 2/7/2017 12:10:32 AM

City/State/Zip: Austin, Texas 78704 Company Complaining About: Google

# **Description**

When I stream video via the USA network app, google has a commercial for their phone come on, and the volume level is really high on it causing me fright.

## Ticket: # 1440044 - Spam mail

Date: 2/7/2017 9:56:42 AM

City/State/Zip: Greenwood, Indiana 46143 Company Complaining About: AT&T

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## **Description**

I received a mail from ATT stating, that they "Have read my Resume" and they are so very sure that I would be a great salesperson. Why, because I am Spanish, I can not be anything else?? This type of email, is highly offensive and demeaning. Not to mention that it shows a poor understanding of the American language. Nowhere in my CV says that I am or have been a sales person. A harsh example must be made of these practices.

Ticket: # 1440453 - Privacy
Date: 2/7/2017 12:14:03 PM

City/State/Zip: Springfield, Missouri 65802 Company Complaining About: AT&T

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#### **Description**

I dont know if this is a subject you deal with or not. If not can you please refer me to an agency that can help?

Facebook keeps asking me to give them my personal information, likr government issued ID, & social security number. I complied the first time they requested it, however they continue to do this, again & again. The concensus from multiple people is that im being discriminated against. They havr no cause to do this. They refuse to communicate with me, & are blocking my account, again. This has happened multiple times. Do i have any recourse in this?

### Ticket: # 1440570 - Complaint against Direct TV

Date: 2/7/2017 12:41:47 PM

City/State/Zip: Los Angeles, California 90009

**Company Complaining About: Directv** 

### Description

# **Description**On January 24

On January 24, 2017, I paid my Direct TV bill by telephone with an e- check to a Direct TV representative. On January 26, 2017 direct TV confirmed that my payment was complete via satellite on the television's Direct TV Message Board! January 30, 2017, I contacted Direct TV regarding a PREMIER CHANNEL THAT HAD BEEN REMOVED FROM my 3/Premiere Channel PKG. I mentioned that the clerk who took my payment on January 24 must have mistakenly removed the Showtime Channel from my account. The rep acknowledged the removal on that date and offered a 4th premier channel free for 3- months. This rep added the Showtime channel back to my account as well. On the morning of January 31, Direct TV sent a survey to my cell phone asking for a rating of their service, and never mentioned anything about the earlier payment or of disconnecting my services. Direct TV later, on February 1 at about 4:15pm, without any notice whatever, turned off my Cable services. My phone number is the same, but I received no calls, they sent no message on Direct TVs satellite message board, no letter, no nothing - just on February 1, at around 4:15 pm my Direct TV service was summarily disconnected!. I called the company and after very long holds and long waits a male answered and without any ceremony said to call the number ... who was this company and what connection did it have with Direct TV? The rep claimed he did not know the name of the company, I then asked for his supervisor - who eventually came on line and claimed more unawareness than his subordinate. There is and was and always were funds in the bank account. I Asked why the name of the company a secret – no ans. I asked him what happened with my payment. The Direct TV rep answered that "maybe the clerk who processed the payment entered the wrong number, or maybe your account is closed". I was shocked! I said if she entered the wrong number then Direct TV made the mistake, why was I never notified? I was finally told today 2/4/2017, by a female customer representative that this number/people is their "backroom assistance" to customer service and is called the Residential Handlers. WHAT!? I HAVE HAD THIS ACCOUNT SINCE September 2014 with no incidents at all, with all payments

I HAVE HAD THIS ACCOUNT SINCE September 2014 with no incidents at all, with all payments withdrawn directly from my Visa Card – this, the first incident in 3- years, which I was completely unaware of, I am totally discriminated against by Direct TV, and threatened with their "Backroom Handlers!?" This is surreal!

Ticket: # 1440779 - Data breech

Date: 2/7/2017 1:21:15 PM

City/State/Zip: Elba, Alabama 36323

**Company Complaining About: Verizon Wireless** 

### Description

I was involved in the data breetch in 2013 at Wells Fargo

### Ticket: # 1441473 - facebook

Date: 2/7/2017 3:47:36 PM

City/State/Zip: Anchorage, Alaska 99503

Company Complaining About: An Alaska Network Off The Anchorage Publuc Library On The 4th

Floor

#### **Description**

Classified- Confidential, Please communicate with the CIA, as I am a Government Official. All my reports to you should remain Classified. I have received calls from AT&T, Sprint and Dish Network. Three communication networks these information technology tyrants are using to harass our Nations Citizens and Residents.

I can see the difference between the pages on facebook. either there are a couple versions or a mirrored or fake profile is feeding off my page. I have been trying to update you, the Anchorage FBI Office, the CIA and DOJ with my pages since my information leaving Alaska is being layers and "jumbled." A lot of inaccurate information is being sent from Alaska to Washington regarding me and my cases and my investigations. Please review the images attached to help find a solution. Alaska is under an extreme cyber attack.

Incorrect but items are posting on this link as well: [https://www.facebook.com/The-Alaskan-Star-60-version-309471986111134/]

Correct link: (b) (6)
[https://www.facebook.com/(b) (6)

### Ticket: # 1441529 - Phone and Internet outage on Super Bowl Sunday

Date: 2/7/2017 3:57:15 PM

City/State/Zip: Arlington, Virginia 22213 Company Complaining About: Comcast

### **Description**

We have been a loyal commercial customer for Comcast Since 2014. We are a restaurant in Arlington, VA. We have had a three outages between a year. Last one was on Super Bowl Sunday 2017, right before the game we lost our internet and phone.

Damages were a lot this time. When I called Comcast, I was remind it the fine print and revenue loss was not part of the reimbursment. Our losses are around \$800-1100 for night like Super Bawl.

Ticket: # 1441852 - EXEDE SATELLITE INTERNET DATA USED TRANSPARENCY

Date: 2/7/2017 5:26:32 PM

City/State/Zip: Santa Cruz, California 95065 Company Complaining About: Exede- Wildblue

#### **Description**

On many occasions over a 4 year period I have by chance discovered the internet down that I am paying for on a daily basis. Not once has EXEDE notified me of their satellite being down or on their own or credited my account for their non service. Also on many occasions I have asked for the ability to see my data being used by the minute and by the day, and they will not provide this. Their customer service can see my personal uses of data but not me. This only makes me suspicious of them and their business practices. Living in the country with only the ability of satellite internet allows such businesses to take advantage. Today I bought 1 GB of data at 9:30 in the morning, and in 3 hours EXEDE claimed I used it. The only uses this morning were websites and no social media or videos of any kind. My question to their customer service was how in 3 hours can 1 GB be used when in 31 days I do not exceed 15GB. I am asking for transparency of my data usage by the minute, day, and month. Like with any other company the ability to search your information is available, such as banks. I feel I am being ripped off and want this information. My next step is the State Attorney General's office for help.

Ticket: # 1441900 - Net Neutrality

Date: 2/7/2017 5:45:13 PM

City/State/Zip: Alta Loma, California 91737 Company Complaining About: Charter

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### **Description**

Mr. Pai:

I object fiercely to any attack on Consumer Rights, Free Speech or Democracy by the FCC. An open and free internet is extremely important to me; whereas you are not.

### Ticket: # 1442280 - breach in Taleo

Date: 2/7/2017 8:04:18 PM

City/State/Zip: Anchorage, Alaska 99503

Company Complaining About: Unknown It Is A Third Party System

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#### **Description**

Classified-Confidential:

I was reviewing my job submission at Chugach Alaska Corporation and noticed that my job submission from 1/27/2017 and noticed the system did not update my profile information or my job submission. I am at the Cook Inlet Tribal Council Office off San Jeronimo in Anchorage, Alaska.

[Address: 3600 San Jeronimo Dr, Anchorage, AK 99508

Phone: (907) 793-3600]

I believe this a one of many companies who are using Taleo who have a security breach.

[https://chugach.taleo.net/careersection/2/jobsearch.ftl?postdata=\$l9PjZauRz8mNkjWcrXPXNw==&lang=en&ftlcompclass=LoginComponent]

from this site:

[http://www.chugach.com/careers]

[3800 Centerpoint Drive, Ste. 1200

Anchorage, Alaska 99503

Phone: (907) 563-8866 Fax: (907) 563-8402]

One of NANA WorleyParsons office is in the same building an Engineering Company under NANA Development Corporation the business arm of NANA Regional Corporation., who I use to work for. I am a Taleo Administrator and did report to NANA Development Corporation when I was in their office that I still administrative rights. I reported to the CIA for a security breach.

### Ticket: # 1442402 - flooded with spam all day

Date: 2/7/2017 9:39:44 PM

City/State/Zip: Rocklin, California 95765

Company Complaining About: My Complaint Is About Spam Not Wave

#### **Description**

About three weeks ago, I started receiving thousands of ads for products I have never purchased or requested information on: solar, supplements, male sexual enhancement, roofing, plumbing, and all manner of other nonsense. I label them spam, but then they come from a different email domain. I also get fake company email, from not amazon and not walmart and not paypal; the domains are always weird or have an asterisk in front of the company name. It just will not stop. Please help. At the bottom of many emails is this: "This offer is brought to you by Voopro Minideo. To be removed from our list simply click here or write to us at 3319 Greenfield Rd, #710, Deerborn, MI 48120. However, clicking on their button just goes to another ad for another product, and no way to "unsubscribe." Another is from Outemega Megawebable, 848 N. Rainbow Rd., #8001, Las Vegas, NV 89107. Clicking to unsubscribe goes to this: bulblandmarks.com but above unsubscribe it says "submit your application now." As soon I unsubscribe form one, I get the same type of ads from another address. Please help me! I will try to copy some of them in your attachments box.

Ticket: # 1442439 - Charter Spectrum data frequency leakage at the pool since Nov 2016

Date: 2/7/2017 10:23:44 PM

City/State/Zip: Benbrook, Texas 76126 Company Complaining About: Charter

#### **Description**

I have been having problems with internet connection drop and outage with Charter internet since November 2016. I have reported the issue months ago, and several times a week since then. Many techs came to check in house line and outside lines. Line techs informed me that problem is on the poll not in the house, there is a large amount of data frequency leakage but for some reason they don't repair it. I have invested so much time, money and effort to resolve this issue. My nerves system can't handle the ignorance of the call center reps. I pay for a service but not getting the service is unacceptable. Please do help me resolving this matter because I have college students who needs internet to do their school work. This burden causes distress to all of us at home. We need internet to do our daily school work, personal financial obligation, telecommunication and work related needs. Because we live in a remote area we don't have other options to choose from other than Charter spectrum.

Best regards,

#### Ticket: # 1442932 - Internet Issues

Date: 2/8/2017 11:24:39 AM

City/State/Zip: Covington, Georgia 30016 Company Complaining About: Comcast

## Description

Good day, This letter is a follow-up complaint from the first one ID:11955708 with Comcast filed on 1/25/2017 with the BBB. After my first complaint, I was contacted by Eric Gillmer on 1/27/2017 through email concerning my complaint, and he was the contact representative assigned by Comcast to address my connection issues for my home. Technician after technician have been sent to my house to address the connection issues but no solution. Mr. Gillmer told me that he would get with the lead supervisor for the in-house technicians and also the outside supervisor who's name is Lema. Lema said that he would be the one to fix the problems that are associated with the pole outside my house. I was asked to keep a record of when my service would go out, and I have. I have even recorded the video showing my service issues and forward them through email to Mr. Gillmer. On Friday, February 3, 2017, Lema called me and asked if I could come home and let the technician in (Marcelo) to place a filter on the back of my modem to catch any noise on the line. Mr. Lema told me that he has other outages in the area and that Marcelo will be working in the area so expect possible disruption from this. From February 3-6 my service was very spotty and at some times non-existence. I placed a service call on February 6, and they recommended sending out another tech for later that day, and Mr. Lema stated that he would have Marcelo meet him at my house. As both techs showed up and began to work, my service continued to go in and out. Marcelo worked outside at the pole for over an hour outside my house and left a came back again continuing his work. On today, February 7, 2017, I received a call from Mr. Gillmer stating that the primary supervisor indicated that the problems are not Comcast related by is due to me having severe personal equipment within my house. This statement is NOT acceptable because I have one hard line gaming computer, iPads, iPhones, television, and fax machine which number was not working when the service was out. My phone is also from Comcast on the same system and to say this is an insult to my intelligence, and I am highly upset about it. This statement made by Mr. Gillmer is ONLY a way for Comcast to cover their deadline with the BBB for the completion date is February 10h based on what Mr. Gillmer said to me. I expect Comcast to be more professional and honest with their words and actions and NOT belittle their customers who are educated in how business works. This action by Comcast and Mr. Gillmer is unacceptable and will not be tolerated from me! I have all records of my calls to Customer Service as well as emails and videos sent to Mr. Gillmer with my findings and issues. (b) (6)

Ticket: # 1443134 - Charter Communications Refuses internet service.

Date: 2/8/2017 12:19:25 PM

City/State/Zip: Kenly, North Carolina 27542 Company Complaining About: Charter

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### **Description**

Charter Communications still refuses service to home after a year. The service line is 50 feet in front of home. Charter still doesn't understand the "Communication Act of 1934" and your ruling on Jan. 26, 2015 that "All internet providers are public utilities.

### Ticket: # 1443165 - Aol Tech deleted all of my past emails, unrecoverable

Date: 2/8/2017 12:28:03 PM

City/State/Zip: Los Angeles, California 90291

Company Complaining About: Aol

## Description

I'm a former Verizon customer. Through Verizon's sale to Frontier and AOL, AOL became the email provider (in a confusing capacity). When I called for help on a minor problem (explained below) an AOL tech directed me to delete my (b) (6) account and Verizon.net pop account, assuring me I'd be able to get them back. However the outcome is they're unrecoverable. I've lost it all. Do I have any recourse? Is there any chance it can actually be recovered with extra work on their part? And are there any avenues of monetary compensation? I've lost 10 years of past emails (except past 3 months & that's in inbox only; all Sent and Drafts are fully deleted), confirmed by the higher up AOL tech people. Deleting the (b) (6) acct was unrecoverable. It's a tremendous loss including email from my now deceased father, along with countless important communication with trades people, accountants, a lawyer, and of course friends. (The original problem: in the morning I wasn't able to send or receive emails. I went into preferences and reentered password per the Apple's pop-up instruction. After that my account was again active but I saw that thousands of old emails were being downloaded. I assumed they were duplicates that were inexplicably downloading (but as it turned out they weren't duplicates). I temporarily paused the downloads by closing the email app & calling tech. That's when tech directed me to delete the accounts assuring me "I've been doing this for years. Of course you'll be able to get them back."

## Ticket: # 1443743 - loss of internet access for low income people

Date: 2/8/2017 2:45:13 PM

City/State/Zip: Lincoln, Nebraska 68524

Company Complaining About: Windstream Communications

### Description

### **Description**

I am upset that you are denying 9 companies from providing internet access to low income children. What do you mean that it was "midnight regulations". It was decided last April. Also the proposal to reduce the cost of prison phone calls was also stopped. Why? Do you not understand that low income people are going to be affected by this? I am disgusted.

### Ticket: # 1444530 - Poor signal

Date: 2/8/2017 6:09:41 PM

City/State/Zip: Sarasota, Florida 34238 Company Complaining About: Comcast

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#### **Description**

Dear Sir or Mdm.,

We've been Comcast customers for decades, we subscribe to their telephone, cable television and Internet services. Five years ago we moved from a single dwelling unit in Sarasota, Florida into an apartment complex where we currently reside. The signal we receive is very poor, all four of our televisions randomly pixelate and both telephone and Internet service is randomly interrupted.

For the past four years, we've had several technicians attempt to resolve this problem. Connections have been replaced, an amplifier has been installed and numerous inspections have been made in an effort to resolve these issues. All attempts have been unsuccessful and we continue to receive substandard service from the Comcast organization.

The last technician that came to my home informed me that the underground wires coming to my apartment building are weathered and need to be replaced. The term used to describe this process was, I believe, called an "MDU Home Run".

I feel that my bill should reflect the quality of service and or signal I'm receiving. I feel it would be fair to reduce my bill by 50% until the issues have been resolved. To be honest and frank, I feel as though I've been cheated.

### Ticket: # 1444821 - Problem with local EAS Messages

Date: 2/8/2017 9:10:41 PM

City/State/Zip: Hamilton, Alabama 35570

Company Complaining About: West Alabama Tv Cable Company

#### **Description**

When a severe weather warning or watch is issued for our area our cable provider automatically switches to a local station the provides weather information and has a scrolling message at the top of the screen stating that there is a warning or watch for our area. However when this occurs it mutes the volume so you cannot hear details about the severe weather occurring, You cannot change the channel or adjust the volume during this time. It lasts usually about 4 to 5 minutes then everything goes back to normal. In addition during this 4 to 5 minute period my internet that is provided thru the same company drops and does not return until the EAS message is over and switches back to normal. Both of these issues can have devastating consequences, because 1. I use my internet during severe weather to keep my family and friends safe by monitoring the weather, and when it goes out for 5 minutes during a Tornado Warning in my area, I would have no way of knowing. Other than the Generic message at the top of my screen. assuming I'm even watching TV at the time. and 2. As a back up I watch my local ABC channel during severe weather, and even thou that is the channel that the cable provider switches to it mutes the volume so I cannot hear vital details about the weather. Not only do these things affect me, I'm sure it affects many people who use this provider. This is a very serious problem and could have deadly consequences if not corrected.

### Ticket: # 1444858 - Comcast email disaster since Dec 2016

Date: 2/8/2017 9:44:51 PM

City/State/Zip: Mckees Rocks, Pennsylvania 15136

**Company Complaining About: Comcast** 

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### **Description**

Very difficult to get even the access since Dec 2016, have to be one lucky person, just been a nightmare, no one at Comcast care, even if you see the recordings of my visit to their Service Center.

#### Ticket: # 1445150 - My services

Date: 2/9/2017 6:55:30 AM

City/State/Zip: Atlanta, Georgia 30314 Company Complaining About: Comcast

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#### **Description**

I TALK TO SOMEONE IN COMCAST CORPORATE EXCULATION TEAM ON TUESDAY I WAS UNDER THE IMPESSION THAT MY SERVICES WOULD BE HELD UNTIL THE 14TH AS OF TODAY I'VE PAID 205.00 OF THE 317.00 THAT COMCAST ALLEGED I OWE AND WE ALL KNOW THEY BILL 2 MONTHS IN ADVANCE WHICH I DON'T SEE HOW YOU ALL ALLOW THIS FCC THAT PEOPLE ARE TREATED LIKE THIS, HOWEVER AFTER SPEAKING WITH SOMEONE IN THE CORPORATE EXCULATION TEAM MY SERVICE IS YET SUSPENDED AGAIN I'M REALLY STARTING TO FEEL THIS IS SOMETHING MORE PERSONAL AS FAR AS COMCAST IS CONCERN BECAUSE EVERYTIME I SPEAK TO SOMEONE WHERE ARRANGEMENTS ARE MADE THEN MY SERVICES IS INTERRUPTED, EVEN AFTER I'VE EXPRESSED MY NEED FOR SERVICES BECAUSE I'M A FULLTIME STUDENT AND NOT TO MENTION EVERYTIME THEY TURN MY SERVICE OF THERE'S EXTRA FEES OWE FOR RESTORING THE SERVICES WHEN IT SHOULDN'T BEEN TURNED OFF TO BEGIN WITH, I WANT THIS RECTIFIED IMMEDIATELY AND ANY EXTRA FEES CHARGED REVERSED.

### Ticket: # 1445175 - My Services

Date: 2/9/2017 8:11:10 AM

City/State/Zip: Atlanta, Georgia 30314 Company Complaining About: Comcast

Description

### **Description**

I TALK TO SOMEONE IN COMCAST CORPORATE ESCALATION TEAM ON TUESDAY I WAS UNDER THE IMPESSION THAT MY SERVICES WOULD BE HELD UNTIL THE 14TH AS OF TODAY I'VE PAID 205.00 OF THE 317.00 THAT COMCAST ALLEGED I OWED AND WE ALL KNOW THEY BILL 2 MONTHS IN ADVANCE WHICH I DON'T SEE HOW YOU ALL ALLOW THIS FCC THAT PEOPLE ARE TREATED LIKE THIS, HOWEVER AFTER SPEAKING WITH SOMEONE ON THE CORPORATE ESCALATION TEAM MY SERVICE IS YET SUSPENDED AGAIN I'M REALLY STARTING TO FEEL THIS IS SOMETHING MORE PERSONAL AS FAR AS COMCAST IS CONCERNED BECAUSE EVERYTIME I SPEAK TO SOMEONE WHERE ARRANGEMENTS ARE MADE THEN MY SERVICES ARE INTERRUPTED, EVEN AFTER I'VE EXPRESSED MY NEED FOR SERVICES BECAUSE I'M A FULLTIME STUDENT AND NOT TO MENTION EVERYTIME THEY TURN MY SERVICE OF THERE'S EXTRA FEES OWED FOR RESTORING THE SERVICES WHEN IT SHOULD'NT HAVE BEEN TURNED OFF TO BEGIN WITH, I WANT THIS RECTIFIED IMMEDIATELY AND ANY EXTRA FEES CHARGED REVERSED. WHY AGREE TO ARRANGEMENTS THEN TURN MY SERVICES OFF

Ticket: # 1445757 - Signal problems

Date: 2/9/2017 1:03:18 PM

City/State/Zip: Stuart, Florida 34996 Company Complaining About: Comcast

### Description

See Attachment

Ticket: # 1446080 - Intrusion into my smart phone over the internet

Date: 2/9/2017 2:21:13 PM

City/State/Zip: Fresno, California 93705

Company Complaining About: Patriot Gold Group

### Description

### **Description**

When I try to log on or connect with a website, the Patriot Gold Group inserts an ad onto my screen instead. I can't connect to where I want to, the Patriot Gold Group butts in.

Ticket: # 1446110 - CenturyLink Equipment and Inability to Provide Their Service

**Efficiently** 

Date: 2/9/2017 2:29:46 PM

City/State/Zip: Las Vegas, Nevada 89134 Company Complaining About: Centurylink

#### **Description**

HAD TO REDO - INTERNET FROZE UP IN THE MIDDLE OF SUBMITTING THIS: CenturyLink has changed their website to multiple overwhelming videos for current events, advertisements, and other items. They DID NOT ask if I wanted that nor if I even use it, which I do not. When I inquired as to what they plan to do about THEIR EQUIPMENT in order to be able to provide all of that, make it work, and NOT AFFECT my service; their answer was for me to pay for them to improve their equipment and install fiber optics. This IS NOT acceptable. If they want to do all this on their website and provide this to maybe half of their clientele, then they need to be able to handle it with better equipment. I should not have to pay them to improve their equipment to handle the additional things they think they need to provide to SOME OF THEIR CUSTOMERS. My email and website freeze up because while I am typing in the search box on the internet or trying to respond to an email, their CONSTANT VIDEO STREAMING interrupts me and then because there is so many interrupts will quite often freeze up my computer. THIS IS TOTALLY UNACCEPTABLE and a problem THEY NEED TO ADDRESS and fix by having the equipment to handle the services they want or think they need to provide. NOT ME!!!!!!!!!!!!

### Ticket: # 1446666 - Interuption of Service

Date: 2/9/2017 4:49:42 PM

City/State/Zip: South Bend, Washington 98586 Company Complaining About: Centurylink

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### **Description**

I have called many times over the last few years complaining about interruption of my phone & internet services. Whenever we have stormy weather (often) my services go down. I have had the connections inside my home rewired, so the only thing that must be causing this is the ancient telephone box on the side of my house. It must be getting wet when we have stormy weather and shorting out the wires, leaving me with no phone or internet for a day or two or three. They refuse to replace the ancient, leaky box and continue to tell me it must be a problem with the wires inside my house.

#### Ticket: # 1447159 - Internet Service Disconnected

Date: 2/9/2017 7:42:30 PM

City/State/Zip: Goodyear, Arizona 85395 Company Complaining About: Centurylink

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### **Description**

I am writing in regards to numerous phone calls made to the following company concerning my internet service. I am writing because I have been with Century Link since 11/2013 and they have treated me so unfair with my services. I have had written in before back in 12/2016 and before that in 2015 and no resolution. I have unattached my modem because they have turned my service off back in November 2016 and I had made payment arrangement on 10/13/16 and again when I was laid off on my contract assignment on 11/15/16 and they turned it off on 11/16/16 when I had a very important conference call I was supposed to be on and I received the following treatment. I will illustrate the synopsis of how I was treated and nothing done. They have put a permanent note on my account: "Warning about this customer" a representative Amy just told me about that as of 1/31/17. I want to start the synopsis with the following: I called on 10/13/16 spoke with Jay to indicate I was moving and he did my order and took my payment arrangement which I stated I needed to push out until 11/21/2016 because of my moving I have no forecast of my bills yet and I have completely packed my office up. He stated he would take care of , my order number was T53594996 and so I called in once I had unpacked my office on 11/15/16 and spoke with the retention/loyalty office and they went over an option that I could be on of \$35.00 a month at 40 MPs and an additional \$10.00 off on auto pay. I stated yes that would be great and I made a payment of \$62.00 before this call. However the following day my service was cut off and I had a very important phone call. I called back n and spoke with the financial department of the older ladies name I think it was Melissa or Meredith. She was so rude and stated that this was my obligation and my responsibility, I began to explain the above information to her and she state that there were no notes on my account indicating this. So after she had me on the phone for over 40 minutes and interacting me concerning my billing and that I needed to pay attention to when my bills are due and I let her know that I had been laid off my assignment as of 11/2/16 and on a conference to transition me into a new one. After she treated me like a bad person she stated she would restore my services. So it never came on so I had to call back and it went into a queue of calls and I was again bounce around. So I waited and called back and received another rude representative by the name of "Sade" and she stated that she would only make the payment of \$120.68 which would include the process fee of her doing the order an I began to tell of the conversation mentioned above and she stated that she could not keep being on the phone with me going around and around it is affecting her talk time either to pay the amount or she could transfer me to a supervisor that had more time to talk. I stated go ahead and make the arrangement but I had just applied for unemployment so I do not know if this amount would be in my account. Well she did the amount and hung up and sent an email. So this payment did not go thru and my service has been off since 11/2016 but they have been still billing me \$80.00 a month and I called in and spoke with Alessia on 1/31/2017 and she looked my account information was the first time someone took the time out and was really trying to help me. She stated that they could have put my account on a freeze and that she sees that a retention person was supposed to credit my account for \$185.40 but it hadn't been done. She went to a supervisor to explain all of the above and the supervisor told her "No" they would not adjust off the "courtesy credit" that the retention persona of Amy promised and that my full balance of \$271.26 would have to be paid before they could restore my service. I was told by 2 retention representative that they could honor the courtesy credit and no one has did this to resolve

my issue. I am now working from home soon 100% remote and have no internet service. I have my modem with me and they stated to mail it back, which I really feel is poor poor customer service I wanted someone to hear my complaint before I mailed it back because I really need service and what was promised to me and no one is listening. The local stores stated that they cannot help me it would all have to be directed towards customer service billing when I spoke with Ericka at the Westgate office today. So here I am, I am a loyal customer and would simply like what was promised to me and my services reconnected and the billing rate under the \$30.00 but I have tried over 20-30 times to get this resolved and nothing, please help me resolve this issue so I can continue my career working from home. if this cannot be resolved then they can send the UPS labels to my residence for me to mail the modem back. Sincerely, (b) (6)

Ticket: # 1448044 - EXPERIENCING QUALITY ISSUES, ONCE AGAIN MAXED OUT ESCALLATION

Date: 2/10/2017 12:33:05 PM

City/State/Zip: New Port Richey, Florida 34653 Company Complaining About: Bright House

### Description

(b) (6)

### Ticket: # 1448235 - internet provider won't close service

Date: 2/10/2017 1:20:34 PM

City/State/Zip: Belton, Texas 76513 Company Complaining About: Earthlink

### **Description**

Earthlink, internet service, refuses to fully close service so I can receive discount service with other provider.

### Ticket: # 1449520 - FCC immediate attention

Date: 2/10/2017 8:02:07 PM

City/State/Zip: Springfield, Massachusetts 01108

Company Complaining About: T Mobile

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### **Description**

lur station of hope and encouragement; at this delicate time in life is being jeperdized with.. we need you to get up and stop this problem in Jesus Christ mighty name. There's still in existence those who say , here says the Lord..

This is our radio station as a supporter, I request an immediate investigation



### Ticket: # 1449767 - Extremely loud commercials

**Date:** 2/10/2017 11:23:14 PM

City/State/Zip: Johnston, Iowa 50131

Company Complaining About: Mediacom

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### **Description**

I watch all my TV on my iPad. I have to mute all Google commercials on every channel because they are extremely loud. I am partially deaf so have volume turned up for the show I am watching but the commercials are 10 times louder when it's a Google ad. I'm afraid it will cause more damage to my ears.

### Ticket: # 1449848 - Centurylinkl internet

Date: 2/11/2017 2:27:28 AM

City/State/Zip: Yacolt, Washington 98675 Company Complaining About: Centurylink

### **Description**

My town has constant struggles with our internet, going out, lagging, or going off and on. This is a wide spread issue that centurylink is aware of, but does not actively fix. Also, they know when it s out, yet do not automatically reimburse us for outages. Since they are the only option for internet, they can easily take advantage.

#### Ticket: # 1450094 - computer scam

Date: 2/11/2017 1:29:16 PM

City/State/Zip: Bothell, Washington 98011 Company Complaining About: Pc Work

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#### **Description**

I signed up with a computer support program in Dce 16 Web Tech Nuts. Early in Jan I got a call from what I thought was my computer support co. telling me that they had dectected a problem with my computer. I allowed them access to my computer. They told me that something was wrong with my firewall and that it would cost \$499.00 I told them I did not have the money but could pay them after I got my taxes back. They started harassing me on Feb 3rd. I told them I was not going to pay them. They called me everyday, multiple texts. I finally got sick of it and wrote Web Tech Nuts and e-mail. I received a call from them and they told me that they never call their customers. Customers have to call them if they are having any computer issues. The next morning this scammer company called me again and I asked them to tell me the nameof their company. They replied, your computer support co. I then requested they tell me specifically the co. nmae. Response was "oh you know" I hung up and they called me back 3 more time. I did not answer and blocked their number on phone. I have not heard from them since. They were stupid enough to send me an e-mail where I could "send" my check.

### Ticket: # 1450199 - Xfinity/Comcast

Date: 2/11/2017 3:12:42 PM

City/State/Zip: St Charles, Illinois 60134 Company Complaining About: Comcast

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### **Description**

I have Xfinity/Comcast Cable Services and I have Att.net for the Internet. When I clicked on the wifi icon I noticed that that there was an icon for Xfinity/Comcast that was not secured. When I clicked on that icon it directed me to the Xfinity/Comcase site to apply for their Internet services. I am very upset because they somehow infiltrated my computer without my permission or knowledge. I have to believe this is illegal. I had no idea they could use my cable box to access my computer. I have enclosed a picture I took showing the wifi logo and it's not a secure. I have tried to delete it but I can't.

### Ticket: # 1450965 - REQUEST #1450687

Date: 2/12/2017 4:19:10 PM

City/State/Zip: Houston, Texas 77058 Company Complaining About: Comcast

### **Description**

Please remove the above listed complaint. The issue has been resolved and I apologize for taking up your time. Again, please remove the complaint. The issue has been resolved.

### Ticket: # 1451026 - Thumbtack spamming me

Date: 2/12/2017 5:28:19 PM

City/State/Zip: Silverthorne, Colorado 80498 Company Complaining About: Thumbtack

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### **Description**

The company Thumbtack is spamming me. I have twice deleted my account with this service after finding proof it has sent me false leads for service needs.

Since attempting to delete my vendor account I have received significantly more emails from this company. Attempts to contact customer service have been unanswered.

https://www.thumbtack.com/

I will also be filing complaint with California AG's office.

### Ticket: # 1451066 - Comcast Data Cap & Connectivity Restrictions

Date: 2/12/2017 6:31:51 PM

City/State/Zip: Sacramento, California 95823 Company Complaining About: Comcast

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### **Description**

For the last three months I've needed to use more data as a result of a new job. Comcast notifies me whenever I get close to reaching 1TB, but the notification pops up as an overlay on every page that I access, with no close dialog available. It's EXTREMELY obnoxious and has also stopped my xbox from even functioning for hours on end.

I don't want to pay more money to Comcast for even worse service. Gigabit is offered in the area... for \$1000 install fee!? I would consider the option if that wasn't a variable to consider.

### Ticket: # 1451291 - Constant Cutting off the Drudge Report

**Date:** 2/12/2017 11:33:44 PM

City/State/Zip: Columbus, Georgia 31909

**Company Complaining About:** Aol

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### **Description**

For weeks now every time I try to read the Drudge Report AOL cuts me off repeatedly. I don't need them to Censor me. I've been cut off as many as ten times in a five minute period.

### Ticket: # 1451385 - help now

Date: 2/13/2017 5:58:10 AM

City/State/Zip: Pittsburgh, Pennsylvania 15213

**Company Complaining About:** Verizon

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### **Description**

I LOGGED INTO MY STUDENT ACCOUNT AT THE UNIVERSITY OF PITTSBURGH. UPON LOGGING OUT I NOTICED TECH SWITCH MY ACCOUNT TO ANOTHER MANS ACCOUNT. I TOOK SCREENSHOTS AND LOGGED BACK IN TO MY EMAIL TO SEND THE PICTURES TO THE FBI

### Ticket: # 1451455 - Time Waner

Date: 2/13/2017 9:28:57 AM

City/State/Zip: Cleveland, Ohio 44111

**Company Complaining About:** Time Warner

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### **Description**

I switched to Tim Warner last year due to poor service from AT&T. My Time Warner Service for wireless internet only. The service is not any better but my main complaint is regarding Time Warner preventing me from getting movies on my Roku services, ie., Hulu & NetFix. In order for me to utilize the movie services provided to me by theRoku I purchased to avoid paying for TV cable, I must have the 'password' from Time Warner cable TV services. Apparently there is a different password used by internet only customers from the TV/bundled customers. In effect Time Warner is preventing/blocking me from using my Roku for movies.

Ticket: # 1451919 - CableOne is a data capping menace.

Date: 2/13/2017 12:44:45 PM

City/State/Zip: Nampa, Idaho 83687

Company Complaining About: Cable One

### **Description**

My family has been with cable one for over 10 years and we have always gotten terrible service from them. They never inform of their customers of free upgrades into better internet solutions, you have to call those in yourself. They also limit the amount of data you're allowed per month before being issued a warning to be bumped into the next expensive plan. We've gone through 3 plans now because in today's world games, movies, music and other things have gotten bigger in digital size. I don't think its right to impose data caps, but especially when the data cap is ridiculously low.

### Ticket: # 1452041 - invasion of privacy

Date: 2/13/2017 1:23:15 PM

City/State/Zip: Hayward, Wisconsin 54843

Company Complaining About: Do Not Know The Company Name

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#### **Description**

they have come into my computer locking it-until I pay for a program to stop the malware-this has happened several times-had to get phone company to stop the computer. They are now phoning me to get information. I sent a copy of an email to spam @ fcc.gov but not sure if it went through. the latest phone call was today.

my caller id said Jamaica with phone # 876-306-2336. He phoned me 5 times so far today and it is only 11:25 am cst. can you please get them off my back.

#### Ticket: # 1453015 - Robo calls

Date: 2/13/2017 5:32:54 PM

City/State/Zip: Richmond, New Hampshire 03470-4909

**Company Complaining About: Gosolo** 

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### **Description**

I use a service provider for toll-free fax and voicemail: GoSolo. I received a message from an individual representing a company that has been receiving robocalls from my GoSolo number. The number that was robocalled is: 717-266-5616. I have contacted the 717 number and informed them that I did not robocall them, and Iwould be contacting my service provider and the FCC. My Help Desk contact for GoSolo is: zary.ranjandish@sipstorm.com. Zary indicated, via email, that someone is masking the robocalls with my GoSolo number.

### Ticket: # 1453333 - Slow internet connection

Date: 2/13/2017 7:58:06 PM

City/State/Zip: Tillson, New York 12486 Company Complaining About: Charter

# **Description**

I'm paying for 100 mbps but when I do a speedtest I'm only receiving between 1.8 and 81.1 mbps. Rarely do I get the 100 mbps I'm paying for. This goes on day after day and I've contacted Spectrum many times about it.

#### Ticket: # 1453450 - Comcast will not fix internet issue

Date: 2/13/2017 9:14:10 PM

City/State/Zip: Tuscumba, Alabama 35674 Company Complaining About: Comcast

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#### **Description**

Since around mid January 2017 internet will be fine for 20-25 mins, then lose connection for approx. 1-2 mins. Gateway provided by Comcast has been replaced twice and I have since purchased my own modem and router. Have had 3 technicians to my home and 1 maintenance guy. Another technician is scheduled.

1st phone call placed 1/28/17 - told to replace gateway

Replaced gateway 1/31/17

2nd phone call placed 2/4/17 due to same issue with connection, tech scheduled for 2/8/17 2/8/17 tech shows up and witnesses my connection issues, replaces all wiring and gateway, still same issue, calls supervisor, supervisor shows up and claims the problem is with the main line, supervisor puts in ticket for maintenance to work on lines, maintenance shows up and claims I should not be having any issues, maintenance works on lines in front of home, come to front door and claims my internet issues are resolved, internet worked great remainder afternoon/night 2/9/17 1st call of night (7:36 pm ct)- placed call because internet is back to same issue with connection, sent refresh signal, told to call back if same issue (21 minute call) 2/9/17 2nd call of night (7:59 pm ct) - same connection issue, sent to advanced technical support team, he provisioned gateway, said I was not having issues as if I was making this up, explained my problems and he still insisted I was not having connection issues, ask to speak to supervisor, he sent me to technical support under him, they could not help me cause they were not authorized to send my call elsewhere, hung up and called back (97 min call)

2/9/17 3rd call of night (9:36 pm ct) - called to set up technician to come back to home, scheduled for 2/13/17 (31 minute call)

2/11/17 - called in to activate my new personal modem I purchased, technical support activated new modem, could not sent signal to new modem, tried different room, same issue, reactivated gateway provided by Comcast until technician came on 2/13/17, was told technician would help set up connection to new modem

2/13/17 - technician (Josh) called and ask was anyone home ahead of schedule, I left work early and come home to meet technician, tech. witnessed internet losing connection but gateway staying online, he claimed that my connection from the main line was bad, he replaced a old spliter in upstairs room that has nothing to do with my internet he proclaimed, went outside and called his supervisor, claimed to test connection, said connection was fine and he could do nothing else to help me, I ask him to call his supervisor, tech. Josh claimed supervisor was busy but told me he would have him call me, tech. Josh claimed to have text supervisor that was also named Josh and showed me a text message that stated supervisor Josh would place ticket for maintenance to come to my home, no supervisor Josh called, no one showed from maintenance, I refused to sign off on tech Josh work tech. Josh refused to help install personal modem and claimed it was not his job 2/13/17 1st call 1:45 pm ct (18 minutes) - called to report tech. Josh for leaving without solving problem, tech. Josh left a mess upstairs in the room he replaced a spliter that was unnecessary (pictures were taken of mess), scheduled for another technician to come to my home 2/15/17 -3pm, tried to self install personal modem and activate modem but signal could not be sent to modem, claimed bad outlet where modem is

2/13/17 tech Josh called to say he was coming back to pick up his personal items he left upstairs, I told him I set up my personal modem and I had no internet connection at all, he had no response 2/13/17 2nd call to support - moved technician appointment to 2/14/17 1-3pm, while on phone tech. Josh showed up and retrieved his items from upstairs, told him my internet was not working and was on phone with Comcast, he apologized, I ask him if supervisor was contacting me or maintenance and he stated he didn't know and walked out front door

#### Ticket: # 1454389 - THREE DAYS AND STILL NO HELP

Date: 2/14/2017 1:08:52 PM

City/State/Zip: Willow Springs, Illinois 60480 Company Complaining About: Comcast

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#### **Description**

I changed my surname because someone was sending out an advertisement with my email address(b) (6) to (b) (6) I now can not get into my email using my new email address. I was promised several days ago they would replace the new surname with the old surname..did not happen. I have people who i need to communicate with on my email, like my son social services etc. it has been three days numerous calls to comcast, not returned, and I still can not get into my email. they have not called me back yesterday or even today after waiting all day, cancelling appointments. I really need what they promised my old email/surname back and for me to get into my email. please help . i have to use an alternate email because i can't get into my email

# Ticket: # 1454999 - Senior people meet & Our time sites

Date: 2/14/2017 3:38:01 PM

City/State/Zip: Stuart, Florida 34994 Company Complaining About: Comcast

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# **Description**

These sites will not let me unsubscribe. When I try to follow their directions they want me to reactivate my account rather than unsubscibing me. This scam continues so they can keep sending emails, hoping I will renew.

# Ticket: # 1455015 - YAHOO Internet Software Requirements

Date: 2/14/2017 3:41:00 PM

City/State/Zip: Dalton, Georgia 30720

Company Complaining About: Yahoo Web Site Internet Access Software

### **Description**

YAHOO Internet Service ( YAHOO Web Site ) requires you to update ADOBE'S FLASH PLAYER and Requires you Load A New CHROME Internet Web Software and Make CHROME your default INTERNET INTERFACE SOFTWARE or HOME PAGE. YAHOO IS FORCING user to change your access to the INTERNET.



### Ticket: # 1455267 - Comcast will not fix internet connection

Date: 2/14/2017 4:48:11 PM

City/State/Zip: Boca Raton, Florida 33486 Company Complaining About: Comcast

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#### **Description**

We have been without internet for a week now. We were told initially that we had a bad "tap" and someone would be out to fix it. We made appointments with Comcast, but no one showed up and the problem is still not fixed. Comcast has cancelled our appointments and has not fixed the internet connection. Comcast refuses to provide any information as to why they did not show up for the appointment. This is the second time we have had this issue in 2 years.

I spoke with a supervisor at Comcast named "Chris" whose extension is 5012 (# is 1800 943 6489).

#### Ticket: # 1455446 - Comcast Failed to Investigate Hacker

Date: 2/14/2017 5:30:24 PM

City/State/Zip: Orlando, Florida 32825 Company Complaining About: Comcast

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#### **Description**

She has a hacker on her internet and Comcast will not do anything about it. She had problems with her email and the hacker attached himself to the email. It is the IP address that he has hacked into through the network. She has had this problem since 12-7-16. She has done everything Comcast told her to do.

The minute I installed any firewalls, virus protection, and anti-spyware programs, the hacker will disable it. Comcast has seen the remote access from their end but Comcast said they can't close it. Why? Their only response is to upgrade to business account and they can secure it. But they are unable to secure a residential account. This is preventing me from working from home or any other sensitive work that people perform on their computer such as online banking, filing tax returns, scheduling doctor visits, etc.

Now Comcast said that there isn't anything they can do to prevent the hacker.

I installed an app on my phone called "Ping" and it tells you what is on your router. I saw two IP addresses on my router that shouldn't be there. The only thing they say is that I need to upgrade to business. This is an additional cost. I can't get the hacker off of my network.

#### Resolution:

I want to know exactly what Comcast did to investigate this problem. I want a thorough detail written report concerning the investigation in order to turn it over to the FBI.

### Ticket: # 1455786 - Internet service restoration after disruption

Date: 2/14/2017 8:13:53 PM

City/State/Zip: Baton Rouge, Louisiana 70802

**Company Complaining About: AT&T** 

### **Description**

February 8, internet was interrupted and I informed att. Att responds with a five day wait to be restored. Waited entire day, then telephone to be appease with promise that a technician would address on Feb 14, 2017. Att failed to meet that schedule and pushed me back to Feb 16, 2017. In the interim I used all 2 gigs of cell data and was forced to pay extra for more data by att mobile. I despise and would never recommend att to anyone, but would vehemently discourage all to avoid att.

Ticket: # 1456253 - DISRUPTIONS TO COMMUNICATIONS - OPEN AND EXPOSED

coax internet / cable boxes

Date: 2/15/2017 10:30:34 AM

City/State/Zip: Forestville, Maryland 20747 Company Complaining About: Comcast

#### **Description**

FCC:

This is my second complaint of DISRUPTIONS TO COMMUNICATIONS. I live at (b) (6)
Forestville, Maryland 20747. Comcast techs are continuously leaving the internet / cable boxes OPEN AND EXPOSED all around the building. This is a sign of NOT being professional and showing pure incompetence. The open boxes captures environmental interference and cause DISRUPTIONS TO COMMUNICATIONS. When I game Modern Warfare 3 on my computer, interference is producing an output of 3 out of 4 bars. How do you get 3 bars in the United States? I'm having internet issues due to interference. If this bad service keeps up, I'm pressing charges on Comcast.

This is not a joke. I'm a former communications soldier. As a certified disabled veteran by our government, I also rely on internet service for communication with my medical provider.

Comcast has shown how much they take the consumer for granted and have shown a reckless disregard to public safety and electronic equipment. Again, this is the second complaint. Please, address this issue to Comcast.

Cordially,

(b) (6)

#### Ticket: # 1457109 - Comcast Internet Service

Date: 2/15/2017 2:50:22 PM

City/State/Zip: Bernalillo, New Mexico 87004 Company Complaining About: Comcast

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#### **Description**

We have a community wide issue with Comcast internet Service losing service with T3 timeout errors (loss of service completely). I've been reporting this issue to Comcast for over a year and have had numerous service calls, in which they seam to take no responsibility for the Internet Service they are providing. In September 2016, a Comcast tech & supervisor identified a problem with service my Community that was affecting 9 homes. This service issue has not been resolved to date. I've attached the most recent screen showing multiple disconnection and uncorrected word errors which are causing the problems with the internet service Comcast is providing. I have been keeping track of all errors and disconnections that have occurred since September 2016, i have approximately 45 pages full of errors to support this claim that COMCAST has yet to address their Internet Service Issue being provided to our home. I've contacted the Local Franchising Authority who said they don't handle this issue and referred me to NM Public Regulatory Commission PRC, who referred me back to the FCC to file a complaint.

### Ticket: # 1457261 - Absolutely horrible service from Frontier communications

Date: 2/15/2017 3:21:12 PM

City/State/Zip: Lake Isabella, Ca, California 93240

**Company Complaining About:** Frontier Communications

#### **Description**

Plse note my email is not in service as i was horribly hacked. I have been going back and forth with Frontier since last September and I have not heard from them as to the results of my situation as promised by ever person I talked to. I have called the CT corporate office and spoken to several people, i sent a message also to you at the FCC, I have talked to customer service who are so inept (they supposedly took my information and promised to forward to their supervisor but could not tell me if i would get a result back from them as to their findings. Really!!!!!!) and have never heard anything from anyone by mail nor received a bill for the last several months. All of my contacts said they would help and take care of my situation and have never heard anything. I had to change to Frontier from Verizon when they took over in Calif ----They were kind enough to transfer the amt I was paying from Verizon which was grandfathered in. I moved roughly 10 miles away and instead of transferring my number and continue with the same monthly payment Frontier discontinued my service, gave me a new number and charged me a package THAT I DID NOT WANT. I just wanted unlimited calling PERIOD at the same rate I was paying with Verizon. I am on a limited income with SS and cannot afford a 70.00+ phone bill. Despite the fact I have not received a bill in months and the phone has been on, I called my phone from my cell phone to talk to my roommate and the recording comes on saying my service has been discontinued. I have a dial tone. When I got home I called on the home phone to someone out of the area and the same recording came on for their tel number which is working. So what is my next step. Unfortunately I dont have a printer because i wanted to write the CEO of Frontier but cant print and fax which is what i would like to do. So any suggestions would be helpful. MY PROBLEM IS NOT THE INTERNET BUT THE PHONE SYSTEM BY FRONTIER COMMUNICATIONS----DID NOT HAVE THAT CHOICE BELOW

Ticket: # 1457742 - Internet blockages

**Date:** 2/15/2017 5:20:22 PM

City/State/Zip: Kell, Illinois 62853

Company Complaining About: Rural Comm

#### **Description**

Ameren IP has been rolling out smart meters that broadcast on the 900 mghz frequency. I'm in the rural area of Kell, IL, with wireless internet on the same frequency. The smart meters broadcast at such strength that causes my internet to disconnect several times, averaging about 3-4 times in 10 minutes. This has been growing as an issue, because my internet service is the only kind offered. I'm not in a location to receive cable or DSL internet. The issue that is coming out in the problem of the disconnects, is if a person out here is on VoIP phone service. Assume someone is on VoIP, through my internet provider, and has an emergency and needs to call for help. Every time the smart meter, which broadcasts on all channels, were to emit a signal, it will disconnect an emergency call. Over 10 minutes, getting 3-4 disconnects, you can see where this becomes a serious issue. I'd like there to be a way that the power company were to be restricted to use certain channels of a frequency, instead of overpowering all channels that my internet provider is trying to use.

### Ticket: # 1458319 - Harrassing emails

Date: 2/15/2017 9:38:24 PM

City/State/Zip: Rochester, Minnesota 55904 Company Complaining About: Charter

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### **Description**

Avaaz emails that have been requested to stop. They have been notified by me to stop sending emails and they continue to do so. They have been continually sending them to a point of harrassment. I have emails I have sent them warning them to stop but they have not been compliant.

## Ticket: # 1458433 - Streaming

Date: 2/15/2017 11:15:48 PM

City/State/Zip: Absecon, New Jersey 08201 Company Complaining About: Comcast

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### **Description**

I tried to watch Hulu shows and crackle on my tV. For ten minutes I had a picture. After ten minutes no picture but sound. I uninstalled Hulu and reinstalled Hulu. Same thing. I went on my lap top. Starting watching a show on You Tube. No sound. I went to the Hulu site and signed in. NO sound. I went back to Youtube and tried another show. No sound. Comcast has the best internet. I think not. I went to see about getting basic cable. fl refuse to deal with Georgette or whatever her name is because she lied and did not listen to my voice message. I spoke with someone else at Comcast who sent me right back to Georgette.

#### Ticket: # 1459877 - INTERNET

Date: 2/16/2017 3:58:11 PM

City/State/Zip: Chicago, Illinois 60641 Company Complaining About: Comcast

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### **Description**

Internet says scanning when using any computer ,laptop,phone.xbox,tablet i have tried to resolve issue nothing is been done and no one has called me to resolve issue 1.nov 26,2016 2.jan 21,2017 3.jan 28,2017 4.feb 4,2017

ticket #1001295529782057 ticket#cr674818857 ticket #1078938 van# rude 18736 each service appointment tech says is not his job noting is solved feb 4 tech said he will return and never came back. I also requested new wires,lines that never was given to me they used old at&t old lines please help me resolve issue

### Ticket: # 1459995 - Comcast tech horrible customer service experience

Date: 2/16/2017 4:21:20 PM

City/State/Zip: Philadelphia, Pennsylvania 19103

**Company Complaining About: Comcast** 

### **Description**

On Monday, 2/12/17, our office's internet was disrupted when a Comcast tech was working on a service call for the 11th floor. Our office closet holds the main power source for the floor below us and it's like that for every other floor in the building. We called Comcast and scheduled a tech to come out the next morning on 2/13 and we were able to get the same tech that was in the previous day. He had to go into our other closet that holds the main boxes, did a reset and our internet started working again.

We did not realize at that point that we had not received a fax since the previous afternoon when our internet had gone out. It wasn't until yesterday afternoon that we started receiving calls from various business professionals advising us that their faxes were not going through. I tried trouble shooting through our copy/fax machine company Cannon, and was able to find out that there was a problem connecting to the fax machine as it was just ringing and ringing. I went through all of the troubleshooting steps with Cannon and was advised that it was best to have Comcast come back and take a look at what they had to move where our lines are.

So another service call was made to Comcast and a tech arrived this morning after calling from phone number 302-932-8902 and was in our office for less than 5 minutes before getting hyper saying it's not Comcast, it's our machine because he plugged in one tool into our fax line and saw the line should be working. He proceeded to walk out of our fax room stating rudely, "are we done here now?" I advised him that we were not done and the issue was not resolved and she believed there was more he could do as far as checking out the closet that the original tech was in. This technician. Jai Williams continued to raise his voice even more and said if we had a problem we could contact his supervisor, Thomas Sieger. When we asked for Thomas's phone number we were told that he wouldn't be providing this phone number. I asked this tech if he had an ID or badge number to report his unprofessional customer service and he said he did not. The property manager was also here and tried to discuss this matter with your tech who did not want to even take two minutes to try to calm down and rationalize how things were totally blown out of proportion for no apparent reason. He continued to raise his voice even when I asked about Comcast and customer service and continued to act very unprofessional walking away as I was trying to speak to him. Finally, after about 10 minutes of back and forth nonsense, your tech had made his way to our front door and left as I told him to go ahead and do what he needed to.

Its technicians like this and other Comcast service representatives we have encountered recently who give Comcast a bad name. I believe there should be a higher standard for all Comcast service representatives regardless of what department they are in but especially if they are going to be coming into people's homes and businesses for various reasons.

Thank you for your time regarding this matter.

### Ticket: # 1460158 - Radio interference

Date: 2/16/2017 5:04:16 PM

City/State/Zip: Spring Valley, New York 10977
Company Complaining About: Optimum

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# **Description**

I listen to 94.7FM and now it is all garbel, because a station 94.5FM bleeding all over it and making 94.7 FM unlistenable,in Spring Valley,New York 10977

#### Ticket: # 1460163 - comcast business internet service

Date: 2/16/2017 5:05:00 PM

City/State/Zip: Memphis, Tennessee 38125-4406

**Company Complaining About: Comcast** 

#### **Description**

We have been having consistent outages in our internet service since October 2016. In fact we have been given a discount every month because of the poor service since October. The speeds are 1/10 of the speed I am paying for and we lose some portion of our service everyday either email, all internet or the connection is so bad that our VOIP phones won't work. I have talked to over 10 support people who deny there is a problem in the area but I know for a fact there is a trouble ticket on my account that has been left unresolved since early November. The ticket number is JB16529952 and it is an open worst node ticket. I have had support people deny that there is a ticket open but others have acknowledged that it is still open. The crux of the problem is I am not receiving the service I contracted for and I am being lied to by Comcast personnel.

#### Ticket: # 1460595 - Overall Complain

Date: 2/16/2017 8:01:26 PM

City/State/Zip: Waterford, New York 12188 Company Complaining About: Time Warner

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#### **Description**

I called TWC/Spectrum to complain for the nth time about my cable box and request a service call. The rep that I was chatting with allegedly sent a signal that did nothing for my set top box but knocked out the internet connection. I requested a call from them and spoke to a representative who finally scheduled the technician visit but was unable to assist in troubleshooting the internet. I was transferred to the "tier II" technician, who did nothing but ask ridiculously antagonizing questions and stated that since I've reset the box, he would not be doing it from his end. He proceeded to be unhelpful and FINALLY (allegedly) transferred me to a supervisor. Said supervisor took the time to pick up the phone and then hang up on me. I called back and was transferred to Mary (2515015), who was able to send a signal (probably the same signal that knocked out my services) that finally reconnected me to the internet, a service that I pay for but was given the run around in fixing. I have also been paying for services (on demand) that I haven't received in at least a month.

Ticket: # 1460910 - someone hacking my pc from this website:

https://support.zoho.com **Date:** 2/17/2017 12:41:07 AM

City/State/Zip: New Port Richey, Florida 34653 Company Complaining About: Spectrum

### **Description**

To your company,

I found your website within the set-up on my computer, as this is the first time I have ever seen it there, did not notice before. Consequently, someone is utilizing your site to hack into my computer, this is not ethical on a business level, nor is liked by me. I am writing to you to handle this, before I have to contact the better business bureau of this situation.

You need to find out if you have anyone by the name of Fitts, Rizzuto, Ed Pettit, or Alverez, or a registration of Capt Carl Computers on your user list, if so, you need to tell them that their use is illegal and will not be tolerated and shut them down.

I will no longer tolerate anyone hacking into my system, and purposely creating havoc. I have had to reset my computer over 12 times in the last four months because of this, and now I finally found it.

This needs to stop immediately. The areas that the people are in are located : local : New Port Richey, FL, Saint Petersburg, FL and Clearwater, FL .

Please call me if you find any information out, but if you do, you need to shut down their use and black-ball them from any other site, as they will try to use others to purposely hack peoples home computers. Look up the background on these people, huge issues.

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Note, I forgot to tell them of another name: Diane Hurst. These people have been harassing me for over two years, 6 computers trashed because of them and \$3000.00 dollars in expenses later....and they are still trying, besides my phone being illegally "federal offense" hacked and traced. This ticket (#1432867) has been updated. they are purposely targeting me, and I have had it. I want legal action, and want them fined and my expenses back.

(b) (6)

Ticket: # 1460974 - Cox Communication

**Date:** 2/17/2017 2:34:12 AM

City/State/Zip: Tucson, Arizona 85710 Company Complaining About: Cox

# Description

Was paying for several months for service I didn't have

### Ticket: # 1461794 - Internet scam

Date: 2/17/2017 2:33:39 PM

City/State/Zip: St Petersburg, Florida 33715 Company Complaining About: Bright House

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### **Description**

I was contacted with a notification on my computer desk top by what I thought was Microsoft telling me of a possible virus on my computer. I was told that my computer was being hacked and about to crash but realized it was a scam when they asked for money. The number I was to call was: 1-844-462-4077

# Ticket: # 1461965 - Access to chosen internet provider

Date: 2/17/2017 3:43:15 PM

City/State/Zip: Red Bank, New Jersey 07701 Company Complaining About: Comcast

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### **Description**

I have comcast and live in an apartment building. I was just told by a comcast serviceman responding to a disruption in my service that the apartment complex is denying comcast the ability to repair their equipment at the complex. Is this permissible?

Ticket: # 1462676 - Concerns over my services with all telecommunication services being tapped by a business L Brands

Date: 2/18/2017 2:53:14 AM

City/State/Zip: Columbus, Ohio 43206 Company Complaining About: AT&T

#### **Description**

My life for the last 2 years has been under a certain vail of dedicated services I have paid to use has been found to have had a business attempt to violate every civil liberty by sharing not just my private health information including records from hospital and social security records which have information from another individual identified by the FBI and SSA Inspector General as an impersonator. The Google family of products, ATT wireless and Uverse service providers have a record of my services being altered by an unknown third party as well as having my Spectrum/Time Warner Cable services having the quality degraded is the only means to describe a tangile evidence to support my concern being placed on all my paid and free services never creating a full commitment to meeting the contract provisions and expectations agreed and advertised. Sprint wireless service account billed for services and allowed changes to the devices operating system that includes the google play store not displaying the account management or security services the provider promised to help with my transition to a new network. My T Mobile/MetroPCS service has had someone block the full communication with devices on my account and service has been hijacked to change my notifications to dissallow for example my call waiting or the website to allow me to see let alone make any changes for services i am paying to have available.

Ticket: # 1462797 - Received email requesting money - I believe is a hacker using a

friend's email

Date: 2/18/2017 11:52:07 AM

City/State/Zip: Edmond, Oklahoma 73003 Company Complaining About: AT&T

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### **Description**

I received an email which I copied and pasted to a word file attached below from the email address of an old friend and neighbor. The language suggests that this was not from an English speaker and came from the Philippines. I believe that it is from a criminal hacker. I have since deleted the original emails.

### Ticket: # 1462989 - Comcast data capping

Date: 2/18/2017 2:49:05 PM

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

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### **Description**

My current service provider, Comcast, has decided to add a cap to the amount of data I can use per month, despite such a cap not existing when I first subscribed to the service. Comcast owns an actual monopoly in the area, the only other provider being centurylink who also play the same game as comcast creating an anti-competition, and therefore as a consumer I have no other avenues or competition to go to in order to seek better service.

Ticket: # 1463076 - poor internet

Date: 2/18/2017 4:16:00 PM

City/State/Zip: Friendswood, Texas 77546 Company Complaining About: Comcast

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#### **Description**

I have had issues with my Comcast internet for years, and have had technicians come to my house at least 50 times. They cant find anything wrong with my cables, but tell me there is some ingress coming from somewhere in the area. I have severe packet loss and issues with upload speed. Cant even play Xbox live games without getting booted, or having severe lag. I want to be a professional you tuber gamer, but there's know way I could do that. We pay 250 a month for tripe play Comcast plan withe over 200 mbs. but the packet loss and jitter is so severe that its not even worth the money. I have been dealing with supervisor and technicians for years but no one seems to be able to resolve the problem. Obviously its outdated hardware, cables nodes etc. But they want do anything to fix the problem.

#### Ticket: # 1463564 - Technical Help Scam

Date: 2/19/2017 12:23:11 PM

City/State/Zip: Eagan, Minnesota 55123 Company Complaining About: Mr.

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#### **Description**

During the 4th quarter of 2016 a notice appeared on my computer screen advising me that my computer was infected with a virus and I should call the phone number at the end of the notice. I attempted to delete the notice, however, I could not get rid of it. I resorted to calling the number and after spending \$480, the message was removed. The individuals that I dealt with were located in India and my payment went to China. The company (Techtronics) claimed to be associated with Microsoft, but they also claimed to be independent. They provided me a phone number to call for service (1-855-755-1855). I learned over the course of several weeks that they were monitoring my computer, as they called one day and told me there was another problem, however, another company name was given to me (MyTechBay with a phone number of 1-888-287-1902). The next encountered involve another call about a problem on my computer. This was the big scam, I was informed that my computer was infected with malware (Poison Ivy RAT) which had damaged my drivers and was continuing to do damage, this repair totaled \$1035, and another name was given to me Smart Bytes Assist with a phone number (1-800-290-9372). Finally on Saturday February 18, 2017 after receiving another call about a problem on my computer, I attempted to get rid of these people only to find out they had changed a password and locked me out of the computer. I was able to get things cleaned up by taking the computer to a local computer repair center.

Though I continue to get calls from India, I would like to see this type of operation shut down so others do not get scammed as I have. One of the individuals that was involved in the last big scam was Amit Sharma, Senior Supervisor, his phone number is 800-250-6602, ext 239. The people with Smart Bytes Assist claimed to have offices in New York, New Delhi, ShenZhen, Ontario, and London. Please do what you can to shut down these scams. Thank you

Ticket: # 1464520 - Elderly parents receiving fake phone calls and internet alerts

Date: 2/20/2017 2:58:05 PM

City/State/Zip: Carlsbad, New Mexico 88220

Company Complaining About: Tds

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#### **Description**

My elderly parents have received warnings regarding trojans and viruses on their computer. Shortly after google chrome becomes inactive error messages pop up asking to contact Dell support. Which, unfortunately they did. The individual took control of their computer, more than likely trying to seek personal information. Once they realized this was fraudulent they immediately hung up, losing control of the computer. My parents preceded to call Dell support and Microsoft resolving the issue, until this morning. They again began to have similar issues with their computer and receiving phone calls repeatedly. I tried to call the phone number and there was a very fast busy signal, indicating to me this number was fake. The number from which they have been receiving phone calls from: 505-359-6415. A google search regarding this phone number indicates that it is a "mass caller" and has been marked as unsafe phone number. This happens at least twice per year. This individual (s) are more than likely attempting to take advantage of vulnerable peoples, such as our elder populations, in an attempt to access their personal information such as social security numbers from tax forms that have been downloaded to the desktop of computers, saved passwords for sites where financial information has been saved, and other sensitive information. This should not be taken lightly.

### Ticket: # 1464810 - Litestream Holdings--Internet service

Date: 2/20/2017 5:38:07 PM

City/State/Zip: Port St. Lucie, Florida 34983

**Company Complaining About:** Litestream Holdings

### **Description**

I am a resident of St Andrews Townhomes in Port St Lucie, FL. Our HOA seems to be locked in a 20+ year contract with Litestream. How can I say this most succinctly? Their service is TERRIBLE. The entire community suffers daily service outages, and low speed service that is more typical of the 1990's than the 2000's. Their service techs have simply laid cables above ground--rather than bury it. Despite frequent complaints to their service line, nothing improves and nothing changes. We are doubly frustrated by the fact that the HOA's contract with Litestream locks us into many more years of sub-par and non-responsive services.

# Ticket: # 1464971 - phishing and trojan

Date: 2/20/2017 7:07:07 PM

City/State/Zip: Tallahassee, Florida 32309

Company Complaining About: Unknown, Phishing Scheme

Description

# **Description**

Using Microsoft Edge browser, message popped up 2/20/2017 saying call 844-243-2457. Froze my computer, finally recovered after turning off several times. Screen shot of my computer is attached.

Ticket: # 1465236 - eletronic harrassment

**Date:** 2/20/2017 10:26:14 PM

City/State/Zip: Clarksdale, Mississippi 38614 Company Complaining About: Magic Jack

# Description

(b) (6)

# Ticket: # 1465393 - Yahoo search engine will not search

Date: 2/21/2017 4:43:42 AM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

## **Description**

I have typed my search in different ways to bring up a bible verse and Yahoo will not change it's own sentence it created that reads What the Bible says about calling someone a fool. I did not write that and whoever wrote it will not remove it so that I can search on yahoo, so I deleted the Yahoo app on my Apple iPad.

# Ticket: # 1465527 - Comcast Internet interruption

Date: 2/21/2017 10:20:00 AM

City/State/Zip: Manahawkin, New Jersey 08050

**Company Complaining About: Comcast** 

Description

#### **Description**

My internet has been down for a week. 3 calls into Comcast and going on my 3rd tech coming out to check. Modem replaced - still no hard wire service. My last ref.# CR681137206. Requested a call back survey, received the call, I answered and wa disconnected! I imagine they do not want to hear my opinion of the service. Because of the internet interruptions we have had to use our cellular data to access the internet. This has driven my cell phone bill up hundreds of dollars in data overage! All along I am paying over \$300 a month to Comcast.

Ticket: #1466115 - Google Gmail

Date: 2/21/2017 1:41:36 PM

City/State/Zip: Cary, North Carolina 27518-1903 Company Complaining About: Time Warner

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#### **Description**

I can see a gmail account that I have registered for. However, there are connections made to that gmail account that I have not registered for, nor agreed to. I believe these connections are being made ILLEGALLY through the Campbell University gmail account (as it's my understanding that up to 25 accounts can be connected to ONE account - VERY DISTURBING). I would like for my gmail account(s) to be inspected for fraudulent use, for gmail/Google to provide any and all information as to why connections have been made to my account (through Campbell University and through my creation of my personal account, that I NEVER connected a friend to that is connected to my account). I'm under the STRONG impression this account is being used to perpetuate fraud. Please WRITE me at the address below in relation to the findings.

#### Ticket: # 1467761 - Discrimination

Date: 2/22/2017 2:00:12 AM

City/State/Zip: Mcpherson, Kansas 67460

Company Complaining About: Https://www.yahoo.com

#### **Description**

The problem I have is Not with my service provider but with a public domain which is: https://www.yahoo.com/news/ I am not sure if you consider what I am about to say a violation but I

want to report them anyway:

Yahoo is acutely biased toward Republicans and they continue to kick individuals like me out of a news topic just for voicing my opinion about our political issues.

I feel that Yahoo is supporting communications that could very well be classified as instigation, or Attempted instigation of Political Unrest by those who are Democrats using derogatory, inflammatory, malicious gossip, slander, defamation of character, and all other forms of insults against other Americans. Yahoo allows such activity from such individuals but, in a sense, harasses others who make every attempt to defend our president, our country and our party.

Class C Person Misdemeanors are running rampant on Yahoo.com's news forum and needs to be brought to the attention of someone who can investigate their activities and possibly render a reprimand, at least, and put an end to the abuse.

Thank you for any consideration to my complaint.

# Ticket: # 1467789 - Amazon commercial - extremely loud

Date: 2/22/2017 5:27:10 AM

City/State/Zip: San Francisco, California 94133

**Company Complaining About: AT&T** 

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## **Description**

The amazon commercial start with an incredibly jacked up loud base sound. It way overkill and if you are wearing a headset when watching a program and these commercial come on - the volume is brought up to 100% and i would not be surprised if people are getting ear damage. I never heard a commercial that pumps up the volume at this level. The amazon commercial i am referring to is the one about their speedy delivery service that has been airing on the Internet for months.

Ticket: # 1468362 - Comcast cut my cable by accident, no internet or cable TV service won't repair or respond to my complaints

Date: 2/22/2017 12:39:27 PM

City/State/Zip: (b) (6) New Jersey 07302

Company Complaining About: Comcast

#### **Description**

On Sunday, Feb 19, Comcast was installing cable in the apartment below me and accidently cut my cable. I am without internet or cable TV service. At the time, I was unaware of what caused the service outage so I called Comcast and they sent a technician to my apartment on Monday, 8:30 am. He apparently didn't that my cable had been cut but said he couldn't get a signal and would have his supervisor call me, which he never did. I called Comcast back to escalate the call and they scheduled a follow up visit that same day between 1-4 pm. I waited all day for the technician, only to get a call at 3:42 pm from "Rosemarie from Comcast" saying they were cancelling the appointment which never should have been scheduled because they were overbooked. I insisted on escalating the call. She then put me on hold, got back on the line at which time she said she spoke to the supervisor who told her that Comcast accidently cut my cable while doing an installation in the apartment below me. She said Comcast was aware of the problem, that the supervisor "Jess" was arranging to return to the premises to fix the cable and assured me that he would call me within 3 hours. He never did. Rose Marie also said that she would call me back on Tuesday and never did. I made another call to Comcast and the agent had no idea what was happening and even had the nerve to ask if I re-set my modem when I told her I didn't have Cable TV service or Internet, that the problem was with the cut cable. The job numbers are CR680739010 and ticket number 040781449. I operate a business form my home and rely heavily on internet service. Comcast refuses to correct a problem that they caused by cutting my service cable.

# Ticket: # 1468492 - service not being provided

Date: 2/22/2017 1:23:50 PM

City/State/Zip: Fredericksburg, Pennsylvania 17026

**Company Complaining About: Comcast** 

Description

#### **Description**

Mid Jan I was told 1-2 weeks to have a cable run underground at my house. I was given 2 diff appts that never happened. When I ask why, each time I get a different reason. I was told last week by Feb 27th. today I called, was told the order was cancelled, and March 11 was the soonest. I now have intermittent cable and internet. I told them today, after being told March 11th I hung up, rec'd a message saying since my internet is functioning fine, they will put me in order for work accordingly. it is NOT working fine. I have called weekly hoping to get this resolved. Each time is a different excuse and longer time frame which never happens. The cable must be dug and with the cold weather and snow coming it will be a problem. Plus, a cable is sticking up in the middle of my driveway which is difficult to maneuver around.

Ticket: # 1469907 - Illegal FBI and illegal DHS agents are illegally hacking WIFI VPN VNC

Date: 2/22/2017 10:12:24 PM

City/State/Zip: Phoenix, Arizona 85001 Company Complaining About: Harriscorp

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#### **Description**

FBI agents are illegal monitoring, illegally surveilling wifi, lan and wan networks in mass.

The agents are involved in abusing lackluster networks within the realm on FCC certification and FCC perview.

The agents need to be stopped by ......... and FCC and permanent injunction and monies collected on the unconstitutional abuse that FBI is plaguing us and several communities.

More recently one of our meeting and note invite containing notes and several the winning numbers of the \$407 million 2/22 powerball winning number were illegally deleted.

Unfortunately the calendar holds sole memory.

The phone was on a hotel WiFi network.

Between backdoor access to Google and phone. FBI illegally breached phone.

Please help stop the nefariousnes of the feds.



# Ticket: # 1469938 - Constant internet issues

Date: 2/22/2017 10:33:09 PM

City/State/Zip: Old Westbury, New York 11568

**Company Complaining About: Optimum** 

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# **Description**

I have an ongoing issue with internet outages, high ping times, packet loss, and signal issues. Techs have visited my house multiple times I have even upgraded to business class service to get faster tech response time but still Optimum has been unable to fix the issue.

#### Ticket: # 1470709 - interference on Car Alarms and Internet

Date: 2/23/2017 12:56:55 PM

City/State/Zip: Fall River, Massachusetts 02724

**Company Complaining About: Comcast** 

# **Description**

Car alarms are being interfered with remote starter someone on my street has a high frequency Antenna that is blocking the signal to lock cars and remote start cars called Police Station they said no one ever heard of it and to call back in a week if it continues I have spoken to 8 people and they are having the same issue once we go down a block from our street the remote start works on our Cars so someone on our street has something that is blocking a signal. I have 4 cars in my house that it isn't working and Internet is slow.

Ticket: # 1470766 - Cablevision/Optimum Blocking My Emails Intermittantly, Violating My Freedom of Speec Rights

Date: 2/23/2017 1:08:07 PM

City/State/Zip: Holbrook, New York 11741

Company Complaining About: Cablevision/optimum

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#### **Description**

I'm a Cablevision/Optimum Customer. Here's the grievance letter I sent to Cablevision/Optimum on the problem:

FROM:

(b) (6)

Holbrook, NY 11741

To:

Mike (Cablevision/Optimum ID: MVM)

Cablevision Corporate Executive Customer Relations Department

Voice: (631) 846-5317

Email: CECRDESK@cablevision.com

Dear Mike (Cablevision/Optimum ID: MVM):

As we discussed by phone today, I've filed a grievance with the FCC today against Cablevision/Optimum on grounds that Cablevision/Optimum is blocking my freedom of speech.

I've asked the FCC to open an investigation into the matter.

The details: As we also discussed by phone, I advised Cablevision/Optimum at the beginning of this week that I was receiving this email error message:

"The Email Address you are using as your From Address (Account Manager, Properties) has been rejected by the mail server you using. Please make sure that you are using the correct identity details for this server."

What does not make sense about the message is that I'm only receiving the message for 60% of the emails I'm sending to Cablevision/Optimum's server.

For 40% of my messages, I'm having no problem sending emails through Cablevision/Optimum's server.

So, in plain English, the problem is that Cablevision/Optimum's mail server is sometimes accepting email from (b) (6)

And sometimes, Cablevision/Optimum's mail server IS NOT accepting email from (b) (6)

As you know, this make no sense.

And as your techs know full well, a server should either accept all emails from a specific email address, or reject all emails from a specific email address.

After waiting nearly all week for Cablevision/Optimum's Shared Services engineers to figure out what is going on, I was essentially informed today by Shared Services Tech Andrew, Cablevision/Optimum ID: WBX, that:

- 1. The Cablevision/Optimum server may be blocking your emails for some unknown reason, and the problem may be on our side.
- 2. The error may instead be a problem with your email client, and so the problem may be on your side.

3. We really don't know what's going on.
4. We've decided to arbitrarily blame the problem on your email client with no proof of that blame given that it's much more convenient for us to blame everything on you.
5. Have a nice day.
As you might imagine, I cannot accept this "we-could-care-less" explanation about what's going on from Cablevision/Optimum, which is why I've filed a grievance with the FCC on this matter.
Essentially, Cablevision/Optimum will need to explain to the FCC:
*Why are you rejecting (b) (6) emails only sometimes?
*Why haven't you definitively isolated the root of the problem?
*Why did you arbitrarily decide that the problem was with (b) (6) email client when you had absolutely no proof to back up that decision?
*How many consumer email problems have you blamed on the customers' equipment with no proof?
*Please show us all your email logs regarding customer email sending problems for which you provided no explanation and no root cause.
Sincerely,

(b) (6)

Holbrook, NY 11741

Voice: (b) (6)

Email: (b) (6)

Ticket: # 1471282 - threat of being blocked and having to contact them to get fixed

Date: 2/23/2017 3:21:20 PM

City/State/Zip: Albuquerque, New Mexico 87114 **Company Complaining About:** Centurylink

## **Description**

This has been happening lately, I'm on a page and get a pop up that says I am blocked and need to contact them immediately. I usually just close it down but I'm getting annoyed now so I wrote down the contact phone number 1-877-762-0144 it says it's error 36558af32b7591d8 and their website is listed as systemcoverfailx077.com - these people are a nuisance

# Ticket: # 1472306 - The Timing of the Radio has bad song selection

**Date:** 2/23/2017 11:52:47 PM

**City/State/Zip:** Upper Saddle River, New Jersey 08997 **Company Complaining About:** Frontier Communications

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## **Description**

It seems as though the timing of music played and the song list are too Sagetarious themed, the song playing and the times played are too repetitive and shallow in Bergen County. Change the timing of the song selection. Make it less technicality based and have more rhythem on the consistency of the music.

# Ticket: # 1472413 - Comcast data cap

Date: 2/24/2017 2:51:39 AM

City/State/Zip: Beale Afb, California 95903 Company Complaining About: Comcast

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#### **Description**

Dear FCC,

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



# Ticket: # 1472460 - Continuous Spam even after blocking

Date: 2/24/2017 8:10:05 AM

City/State/Zip: Miami, Florida 33186 Company Complaining About: Comcast

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## **Description**

I continue to get spam from "kylie@onlineshoppingbag.com", even though I continue to block them, and report as phishing.

The "From" name changes all the time, but the email it is said to come from, is always the same as above.

#### Ticket: # 1473736 - VERIZON MOBILE SERVICES

Date: 2/24/2017 4:09:28 PM

City/State/Zip: Los Angeles, California 90009 Company Complaining About: Verizon Wireless

#### **Description**

FRAUD, FRAUD, FRAUD! MY VERIZON PHONES ARE ALL COMPROMISED! THE VERIZON APPS BOUGHT ON THE PHONE ARE DELETED IMMEDIATELY AFTER VERIZON SETS UP MY PHONE, WITHOUT MY KNOWLEDGE! MY VERIZON MOBILE NETWORK IS FRAUDLENTLY SYNCHRONIZED WITH OTHER PHONES WITHOUT MY KNOWLEDGE! AND, EVEN WHEN I REQUEST THE DELETION OF THESE ANONYMOUS NETWORKS FROM MY PHONE, VERIZON REPS ONGOINGLY REFUSES! CALLS AND TEXT ARE BEING WRITTEN AND MADE BY THESE PEOPLE USING MY PHONE NUMBER, TO PEOPLE I HAVE NO KNOWLEDGE OF. I KEEP GETTING CALLS FROM FOLK AND CO'S I HAVE NEVER HEARD OF! ALL OF MY INCOMING/OUTGOING CALLS, TEXTS, EMAILS, AND VOICEMAILS ARE TRANSFERRED TO AND THROUGH UNKNOWN PERPS PHONES. 98% OF THE VOICEMAILS, CALLS, TEXTS, AND OR E-MAILS I NEVER RECEIVE. THE 2% THAT EKE THROUGH ARE COMPROMISED AND MADE DIFFICULT FOR MY DISCERNMENT AS TO WHAT IS BEING SAID. OR MAY HAVE BEEN WRITTEN. THE PHONES THAT I AM PAYING FOR ARE VERIZON CARRIER. BUT I HAVE NO/NONE CONTROL OVER THE PHONE. ONLY VERIZON STAFF AND ALLIES WHO USE MY NUMBER FOR CAUSES THAT ARE ILLEGAL! I KEEP COMPLAINING ABOUT THIS TO FCC/VERIZON AND NOTHING IS BEING DONE ABOUT IT!!! ALL BUSINESS CALLS ARE HIJACKED BY THESE PEOPLE. MEDICAL CALLS ARE HIJACKED BY THESE PEOPLE! EMERGENCY CALLS CANNOT BE EFFECTED. BILLS AND UTILITY CALLS CANNOT BE MADE OR ANSWERD. IS THERE NO OVERSIGHT OVER THESE CELL PHONE COMPANIES? DO CONSUMERS KEEP PAYING THEIR MONIES TO THESE COMPANIES, WHO TAKE OUR MONEY , TAKE OUR IDENTITY AND SELL IT TO ANYONE WILLING TO BUY IT, WITHOUT INVESTIGATION AND/OR JUSTICE?! THIS IS INTOLERABLE. PLEASE TOP THESE SITUATIONS IN THEIR TRACKS.

PLEASE STOP THESE CARRIERS FROM TAKING ADVANTAGE OF SENIOR CITIZENS AND OTHER CONSUMERS.

# Ticket: # 1473883 - ad injection causing internet issues

Date: 2/24/2017 4:50:42 PM

City/State/Zip: Oak Grove, Minnesota 55011 Company Complaining About: Comcast

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#### **Description**

Xfinity and other local ads keep getting injected into 3rd party web fetches, such as washingtonpost.com articles. These types of ads show up in various places in the fetched pages in only when connecting via xfinity wired service in my home; ads with similar placement and style do not show up when connecting via other providers.

These injected ads frequently cause pages to crash, slow to load, difficulty with navigation and reading, or cause inadvertent jumps to other (sometimes disgusting or suspicious) sites.

In addition, I have limits placed on my bandwidth and total downloads that these are presumably charged against. Others have reported similar issues in the pas and I have seen similar ads before, but the interference has been getting worse and causing regular issues recently.

# Ticket: # 1474222 - Harrasment when typing an email reply

Date: 2/24/2017 6:45:04 PM

City/State/Zip: Downey, California 90241

Company Complaining About: Frontier Communications

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# **Description**

When I type a reply from my email to muscicians institute the letters go off the page and do not form a paragraph.

#### Ticket: # 1474371 - HACKING

Date: 2/24/2017 8:16:10 PM

City/State/Zip: Gloucester, Virginia 23061

**Company Complaining About: Verizon Wireless** 

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#### **Description**

Ticket: # 1474479 - All comcast service (internet,phone,cable) down for extended

period of time

Date: 2/24/2017 9:42:09 PM

City/State/Zip: Kildeer, Illinois 60047 **Company Complaining About: Comcast** 

## **Description**

We have zero connection along with no cable connection. Talking to our neighbors who called comcast, they said the internet and cable will be back up at 10:30 pm. It is currently 7:30 pm, with the problems arising at 7 pm. This is unacceptable for a major telecommication service to fail for a long period of time.

# Ticket: # 1474655 - Ajit Pai Date: 2/25/2017 8:58:31 AM

City/State/Zip: Johns Creek, Georgia 30024 Company Complaining About: Ajit Pai

# **Description**

Ajit,

You are a disgrace to humanity. Even though you went to some reputed universities you didn't learn a damn thing about society and why basic human rights and decency should be upheld for socieities to thrive.

Net Neutrality, the right of the individual is a basic right.

Ticket: # 1474727 - Internet, cable and phone

Date: 2/25/2017 11:32:25 AM

City/State/Zip: Houston, Texas 77056 Company Complaining About: Comcast

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#### **Description**

My service has been Itermittnt since January 29 the week befor the Super Bowl in Houston. I have had 3 service appointmentw and the service works right after the service call and within 24 hours starts dropping. I believe that Comcast does not have adequate coverage to handle the customer base in my area. I live in a very densely populated are in the Galleria area of Houston. I pay Comcast \$270 a month and I am at a loss at this point. I have taken off work t Ccng I date their schedule and then they show up too late. I know it's a bigger issue than my home because the service will work perfectly.y for a day after the service call and then it drops. I am frustrated and don't know what else to do. I have had cancer and some days need stay home so need basic service t access my email. Now I tethering on my cellular service to have internet access. Please make Comcast have adequate facilities to provide the expensive services they sell.

#### Ticket: # 1475010 - Comcast Internet

Date: 2/25/2017 3:52:30 PM

City/State/Zip: Memphis, Tennessee 38128 Company Complaining About: Comcast

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#### **Description**

I have been having an on going issue with my Comcast services for the last 6-7 months. I have had numerous techs to come out on behalf of Comcast to resolve this issues. These issues stem from no connection, not being able to connect anything into the router for those items to work hardwired, to interruptions from the pole, and to my most recent situation slow connection speeds and unable to connect multiple devices at one time. I have spoken to agents and techs, but I am unable to connect with any supervisors or someone to explain to me what is going on. I recent spoke to a tech that said this is a "head" issue meaning something that Comcast has to fix themselves and nothing on my end. This guy told me that he would report this to his supervisor and I have yet to hear from them about this issue. I am not sure if they are even attempting to fix this issue at all. I would really like some answers in regards to these services. I am very very unhappy with the services and since there is no other competition with the services that I am comfortable with I still have those services. I would like some answers!

# Ticket: # 1475279 - Service Interruption with Internet On Demand

Date: 2/25/2017 9:42:07 PM

City/State/Zip: Tulare, California 93274 Company Complaining About: Comcast

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#### **Description**

I have recently become a new Xfinity/Comcast customer with cable and internet. The internet package I purchased promised speeds up to 200 Mbits/sec. The speed is not the issue, in-fact, it has been more than adequate. It is when I try to stream there ON DEMAND services on my personal devices where the problem lies. Each time I try to watch a program using their service I get an error message saying "Heartbeat Error" with the option to "retry" and diagnostics." I have been on the phone with xfinity no less than 7 times to try to find out what this error is and how to resolve the issue. In those seven calls I have been told to perform the same functions with my modem and persona devices. Two technicians went as far as to call me a liar because they believed I was making up this error message (even though it is present on their official xfinity forum. I am at my wits end. No resolution with the initial problem of trying to stream movies, being called a liar, and the constant repeating of the same troubleshooting techniques that have no effect at all. Some one in this company needs to find out what this error is and fix it.

#### Ticket: # 1475518 - My Life Account

Date: 2/26/2017 1:30:41 PM

City/State/Zip: Cary, North Carolina 27518-1903 Company Complaining About: Time Warner

Deceription

#### **Description**

I have not created a My Life account on the internet. Likewise, I can be pretty certain that my father, has not created two My Life accounts that are showing on their side. Likewise, I can be pretty certain that my mother has not created a My Life account, as well. I'm very aware that my analog and digital information has been compromised for a VERY long time. Thus, it's fair to say that my entire family's data has been compromised for a VERY long time. I was on Facebook today, deleted my account as someone on Yahoo.com has attached my Yahoo account to a sah.@yahoo.com account and, perhaps another sah@yahoo.com account. I have never agreed to such connection, as well. Thus, it appears that any email sent to the (b) (6) account is intercepted before it even reaches my account. I am very disturbed how the internet is using my private data and the private data of my family members. I would life for the FCC to investigate these My Life connections and others described above for fraudulent use and fraudulent email registrations connecting my and my family's data with other illegal accounts. This data can be viewed here https://www.mylife.com/Fname-Lname/(b) (6)

#### Ticket: # 1475842 - Comcast Email

Date: 2/26/2017 9:04:20 PM

City/State/Zip: Muskegon, Michigan 49444 Company Complaining About: Comcast

#### **Description**

I've been having issues being able to get into my email from Comcast for weeks. We had a service tech that came out and stated he'd never seen this issue before. He hooked up his laptop on our line and had the same issue. It was sent to a technical support dept. and supposedly was resolved. We still have intermittent issues with this, especially on Sunday nights it seems. I can get into any other web page without issue, including web pages from links on Comcast/Xfinity's home page. It is only the email page we cannot get into. I've called twice on this issue since the tech visit and both times they say that my social security numbers on the accounts (my wife and I) are not correct and they can't do anything and that I have to go to the nearest office and get it changed. I've called several times in the past and haven't had issues and now I have issues with this. I've offered to give them my account number and they don't want that because "their screen is asking for the last four digits of the social security number associated with this account." Something is changed on their end by them and they refuse to do anything except trouble shoot with the agent who doesn't know anything or expect me to go to the nearest office meanwhile just putting up with their performance issues in trying to get into my email. They shouldn't even require a social security number as this is just an invasion of privacy on top of it all. This is ridiculous!

# Ticket: # 1476062 - Possible internet switch

Date: 2/27/2017 9:35:15 AM

City/State/Zip: Wilson, North Carolina 27896 Company Complaining About: Centurylink

## **Description**

I am not a Verizon customer. I have Centurylink and Prism television. I am a US Cellular customer for the cell phone. Concerned that Verizon switching me from US Cellular. I noticed it when I was opting out of AOL advertising on their website. I clicked on something and it appears that I was getting a signal from Verizon.

Ticket: # 1476218 - Internet Date: 2/27/2017 10:46:50 AM

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

Description

(b) (6)

Ticket: # 1476376 - Comcast Business Class - servcies paid for but not rendered

Date: 2/27/2017 11:57:30 AM

City/State/Zip: Memphis, Tennessee 38139 Company Complaining About: Comcast

## **Description**

I have called Comcast Business Class to rectify inconsistent services to my account no less than 12 times since January 22nd and they will not fix the issue nor respond to my requests for service. I have continued to pay for the services and do not have the service for which I am paying. Comcast absolutely does not care nor seems to want to fix the issue. I am told by the technician that there are many of the same complaints coming from my area and that I am not an isolated case.

# Ticket: # 1477098 - Cable services

Date: 2/27/2017 3:30:04 PM

City/State/Zip: Pittsburgh, Pennsylvania 15205

**Company Complaining About: Comcast** 

# Description

There is a problem with our Comcast cable services (which affect our land line phone and TV). We have contacted the cable company a number of times. Although they have sent repairmen our problem has not been resolved. As numerous others in our community (Ingram, PA) are also having problems we believe that there is a larger problem that needs investigated.

Ticket: # 1478157 - Cox Communications - Misinformation / Customer Service /

**Process** 

Date: 2/27/2017 11:08:51 PM

City/State/Zip: Lavista, Nebraska 68128 Company Complaining About: Cox

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#### **Description**

I have 2 email addresses from COX that I have used for over 5 years. These email address are set up to receive/send emails from my Outlook. I received an email from COX communications recently that said these email addresses were to be disconnected in March due to inactivity. I chatted with 1 rep to find out about why I was receiving these emails telling me that COX was to deactivate these emails addresses. It was explained to me since I did not log into my COX Webmail that the system does not recognize 3rd party software (Outlook) and that my emails would be disconnected if I did not log into my COX webmail. I asked rep if it was possible to transfer the email addresses to my new COX account at my new house. He explained that I could not and that I would have to deactivate them and then re-establish them. Basically, delete them and then go back into the system and request them again. I told him I wanted to do this on a day that I had time. The next day I was home from work and decided this would be a good time to tackle this. I spoke with another rep who told me the same information (deactivate and then request them immediately). She told me that the email addresses are available immediately after disconnecting them. She asked if I wanted to do this; I said yes only if I can get them back, she said no problem. Well she disconnected them and when I went to request/re-establish them again they were not available. She tried it on her side and no luck either. I asked for a manager and she got one. The Manager came on and explained that I would not be able to get those email addresses back. I explained that I was instructed by COX employees that I could request them back right away; he said that the information was wrong. He explained that once an email is deactivated that it is not available to anyone. I told him I need those email addresses reactivated asap and he filed a ticket with Security Department. He said it would take 7-15 days. I asked how an email can be deleted in 30 seconds but it takes that long to reactivate; he said that's just the process. I spoke with another Manager the next day he told me it takes 48 hours. I spoke with a Manager the day after he said give it another 24. It is now 3 days later and no progress. COX made a mistake, and is unwilling to go the extra length to fix an error that was made on their side not mine. In this day and age I can not believe it takes this long to correct and error. Any help you could provide would be helpful.

Thank you -

(b) (6)

email addresses deactivated: (b) (6) and (b) (6)

### Ticket: # 1478303 - Possible internet switch

Date: 2/28/2017 8:36:38 AM

City/State/Zip: Wilson, North Carolina 27896 Company Complaining About: Centurylink

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## **Description**

I am not a Verizon customer. I have Centurylink and Prism television. I am a US Cellular customer for the cell phone. Concerned that Verizon switching me from US Cellular. I noticed it when I was opting out of AOL advertising on their website. I clicked on something and it appears that I was getting a signal from Verizon.

## Ticket: # 1478897 - Comcast not fixing Packet Loss

Date: 2/28/2017 1:00:25 PM

City/State/Zip: Ft Lauderdale, Florida 33315 Company Complaining About: Comcast

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### **Description**

This is now my second complaint to the FCC regarding this issue. As of 1/17/2017 I have noticed severe packet loss on my internet connection from Comcast. Over the past month, I did not receive any level of higher tier customer support until the FCC was engaged the first time. As of then, the internet was unusable for about 2 while they were "fixing the problem in the area". I received a call last week from the supervising technician saying that the problem was resolved, but it was not. I have a ping test running to multiple hosts and can physically see the packet loss in graphs on a day to day basis. I informed them that the packet loss issue was still present. The Comcast technician said that there is nothing more they can do to fix the internet in the area. This is not only affecting my internet, but every house in my living community. It has now been over a month and we still do not have quality service but are being charged top-dollar for it.

Additionally, I have been in contact with someone from comcast's corporate office, I assume to handle the first FCC complaint, but after some repeated calls and voicemails I have made to the corporate contact after the call last week that the technicians couldn't resolve the problem, I have not received a response.

Right now our only other option for internet service in out area is DSL at 3mbps speed which is unacceptable in the year 2017, so we are stuck with Comcast.

We all need working internet in my neighborhood, so we either need Comcast to fully resolve the issue, or release all of us from our contracts.

As of now this issue has been going on for about a month and a half, and there is not telling if this issue was happening prior to the date I called in on 1/17/2017. Comcast is telling me that they have fixed the issue and don't see the problem, but it is very real and is present. I am attaching a screen graph of the ping test to the first "hop" (router) going out from my house. You can see the red vertical lines indicate packet loss. You can also see on this 48 hour graph how it has become worse as of around 8am today (2/28/17). I am also attaching a scratch notepad with the details of times and days I have called in about this issue.

## Ticket: # 1479209 - Internet service

Date: 2/28/2017 2:25:26 PM

City/State/Zip: Brooklyn, New York 11212

Company Complaining About: Optimum Cable Vision

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## **Description**

I have an account with CABLEVISION (Optimum) for cable tv internet service and phone service. I have made many complaints about my internet service with optimum. They tell me they're working on the problem. The internet service still have bug issues which slows down the internet service and I can't get on. I tried all their options and this internet service sucks.

## Ticket: # 1479361 - domain name essentially stolen

Date: 2/28/2017 3:01:36 PM

City/State/Zip: Sharpsville, Pennsylvania 16150

Company Complaining About: Godaddy

## **Description**

Due to the terminal illness of our web administrater our domain name expired, we spoke to Godaddy multiple times and were told "get a death certificate" and"" "your first on the list so you will be notified when it goes to auction and it probably wont go to auction" we lost our domain of nearly 12 years and I think Godaddy did not assist us because our domain would bring in substantial profits for them

## Ticket: # 1479515 - Internet Service and TV Service

Date: 2/28/2017 3:39:49 PM

City/State/Zip: Tucker, Georgia 30084 Company Complaining About: Comcast

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## **Description**

I am not able to use the xfinity website to get my bill it is out. Customer Service sent me to Spanish and hung up on me several times. Tv continues to have sound outages and has been fixed twice but still doing the same thing for many months.

Ticket: # 1479676 - Earthlink won't release my internet service, let me quit using them.

Date: 2/28/2017 4:34:05 PM

City/State/Zip: Belton, Texas 76513 Company Complaining About: Earthlink

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## **Description**

EarthLink at POBox 7645, Atlanta, Ga. 30357, phone 888-EARTHLINK refuses to release me from using their internet service. I started trying to stop service with them in early Jan. of this year but they would not let me quit. As of today (2.28.17) my service with them is still active despite my refusal to continue paying them. This is my second request for your assistance on this matter; please help me!

Ticket: # 1480323 - the beep to cover over foul language.

**Date:** 2/28/2017 9:21:34 PM

City/State/Zip: San Antonio, Texas 78218 Company Complaining About: Time Warner

# Description

(b) (6)

Ticket: # 1480535 - Terrible Internet Problems going to get me fired from my work-

from-home job!

Date: 3/1/2017 1:19:06 AM

City/State/Zip: Fort Worth, Texas 76132 Company Complaining About: Charter

### **Description**

0:26 PM 2/28/2017

My service with Charter Internet (apparently now goes by the name of, 'Spectrum was stellar, excellent service until approximately 2 months ago now. See I work from home for a company by the name of Transcom North America. I work online from home using my 'high speed internet services from Charter. As I mentioned a few minutes ago, up until about two months ago I was pleased with the quality of internet service I recieved with Charter, even though their price is too high their service was excellent....until recently that is within the last two months I have had to call in to Charter no less than 50 + times because my internet services were not working AGAIN and I was in the middle of working a shift at work. I do Customer Service answering phone calls and helping customer's on my employer's VPN. Honestly, it is probably much more than 50 times I have had this serious issue regarding a very predictable outage usually service 'reported outages in my area,' every week. As you can well imagine my employer got extremely tired of and annoyed with my lack of being a dependable employee. They have been extremely understanding with my situation, but business is business and today I was given my Final Warning. I was informed today that I was being put of Final Warning for failure to recieve dependable internet service and told that I have 48 hours to completely 'fix' my serious internet connection issues or my employment with them would be terminated, period. I did call Charter and they say they are sending a technician tomorrow but I have very little faith in their ability or else their willingness to actually fix this issue correctly. So now I face the very real possibility that because Charter internet services are so very poor, I am doomed to be unemployed very soon. Yet every time I have to call Charter about this same issue I am being lied to, and hung up on, and just plain told that representative is sorry they can not help me. A few weeks ago now, one of the many, many times when my internet was not working, I called Charter and got a very honest young representative for Charter that gave me the following information:

This lady told me that all of the many many problems that I am having with my internet connection are all caused by the SAME PROBLE THAT CHARTER IS TOO CHEAP TO FIX CORRECLY so the issue is basically half-way mended for time-being and that is why I have an outage in my area about 3-7 times a week every week with Charter! This young lady even gave me the exact Node # that is causing this problem. It is Node # FM441A in Fort Worth, Texas. I pay a little more than \$80 a month for this crappy unreliable service. Please can you please make them do the right thing and just fix their darn problem?? Thank you for any assistance in this problem. Although it will almost certainly be too late to save my job now I know for a fact several friends in my apartment complex are having very similar and abusive service with Charter Internet.

Ticket: # 1481189 - Obnoxious increase in sound level on my cable, with ads!

Date: 3/1/2017 1:07:05 PM

City/State/Zip: Cincinnati, Ohio 45255

**Company Complaining About:** Cincinnatibellfioptics

## **Description**

I contacted my cable supplier on 3/1/2017 at 11:20 est to complain about obnoxious increase in sound level on mt cable. I was informed that they have no control over this, and stated that the people sending the ads were to blame, can you please look into this? I understand that there is a FCC "calm act"

### Ticket: # 1481350 - Comcast - Service

Date: 3/1/2017 1:47:46 PM

City/State/Zip: St Johns, Florida 32259 Company Complaining About: Comcast

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### **Description**

Good afternoon,

I have Comcast for phone, internet and television. I also have a home-based business that relies heavily on internet performance. We have noticed that it has been relatively slow or goes out probably more than it should, so we put in a service request to have it checked.

The technician came out and said the wiring was inadequate and home should be rewired. We made another another appt for that service. I got 3 confirmation calls and confirmed the time for the scheduled visit.

The tech came out, said the job was too big for him alone and that a service truck with two techs would be out within an hour. I got an automated call that said "Sorry we missed you". Assumed it was just a fluke but waited 6 hours on a Sunday and no one ever showed. Went into the office on Monday (San Jose Blvd, Jacksonville; talked to Gabby). He said there are no notes on why they didn't show and he was setting up a new appt for me but wouldn't commit to the \$20 inconvenience credit. I received an auto-confirmation call and confirmed my Sat, 2/25 appt and no one showed again! We immediately called and Ebony said that the tech (who never showed) changed our appt to March 3rd for some unknown reason – no notes explaining his actions. Ugh! She said someone would be there within the hour. Then transferred me to Edward who assured me a \$40 credit would hit my account within 24 hours.

No one showed AGAIN! I went back to their store on San Jose Blvd, talked to Rikki - he asked my phone number and after a few minutes of silence while he read his screen and some typing, said "OK, you're all set"! I was asked "All set for what? You haven't said anything". He said that he put in another ticket for me and someone should call within 24 hours. Awesome. Three days - No call / no credit.

2/26 - I emailed Comcast to let them know that 3/3 did not work for me and said I wanted to move it to 3/4. No response that I have seen as of yet. So I emailing you to see if you can assist with getting my rewiring done. Their disregard for my family, my time and my business was hurtful and insulting.

Ticket: # 1481659 - How to identify and resolve double-NAT problems

Date: 3/1/2017 3:16:35 PM

City/State/Zip: Omaha, Nebraska 68164 Company Complaining About: Cox

#### **Description**

http://www.techhive.com/article/3175739/network-router/how-to-identify-and-resolve-double-nat-problems.html

Microsoft Windows [Version 10.0.14393] (c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\micha>tracert 8.8.8.8

Tracing route to google-public-dns-a.google.com [8.8.8.8] over a maximum of 30 hops:

```
1
   2 ms
          1 ms
                1 ms 192.168.1.1
2
  14 ms 9 ms 9 ms 10.108.128.1
3
   9 ms 11 ms 10 ms 68.13.10.194
4
  12 ms 11 ms 19 ms 68.13.9.245
5
  33 ms 32 ms 33 ms dalsbprj01-ae1.0.rd.dl.cox.net [68.1.2.109]
6 29 ms 28 ms 28 ms 209.85.172.68
7 25 ms 26 ms 31 ms 108.170.240.1
8 28 ms 26 ms 24 ms 64.233.174.69
  26 ms 25 ms google-public-dns-a.google.com [8.8.8.8]
```

Trace complete.

C:\Users\micha>

Ticket: # 1483206 - service denied after payment received, paid, by check.

Date: 3/2/2017 11:52:05 AM

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

### **Description**

payment option is check sent, my bank has check payment service, chose that option. check sent received, deposited, funds sent-service denied 6/16 for 2 weeks until bank called and addressed problem [refused to speak to me], no refund or adjustment for disruption. Same system used from Aug 16-Jan 17, no disruption. Feb again service denied, have copies of checks. unable to get service restored. live in HUD property, low income, need phone to get notification of visitor, deliveries etal. this is my only phone

#### Ticket: # 1483336 - Broadband2Go - Service Issue

Date: 3/2/2017 12:32:45 PM

City/State/Zip: Chicago, Illinois 60620

**Company Complaining About: Virgin Mobile** 

## Description

## **Description**

I have contacted Virgin Mobile USA in regards to the issues that I have been experiencing with my internet usage. I began experiencing these issues approximately the same time I began to experience issues with my cell phone data usage. During one of my calls to Virgin Mobile USA, I was told that work was being done on the Chicagoland towers, which was the source of my internet issues. While using my Broadband2Go, I have received error messages stating that MobiLink 3 and powershell have stopped working, which causes the icon to close on my Desktop. I have to reopen the icon, which is a slow process, in order to disconnect and try to reconnect. During one of these episodes, I used the internet for about 6 minutes before I received the error messages. By the time I reopened the icon and was able to select disconnect, 12 minutes lapsed, which was applied to my monthly usage. Prior to Sprint acquiring Virgin Mobile, I have never dealt with service issues of this magnitude as well as the unresponsiveness and unwillingness/inability to address and rectify this issue.

## Ticket: # 1483545 - Frontier communications

Date: 3/2/2017 1:27:44 PM

City/State/Zip: Pinetop, Arizona 85935

**Company Complaining About:** Frontier Communications

## **Description**

Frontier provides very horrible and unreliable internet service. Every evening the internet in my home goes down between 5-6 and is out for anywhere from 2-4 hours.

## Ticket: # 1483722 - Comcast disruption during normal business hours

Date: 3/2/2017 2:16:10 PM

City/State/Zip: Nashville, Tennessee 37203 Company Complaining About: Comcast

### **Description**

I am the practice administrator for a dental clinic. we just received notice that Comcast will be servicing the building on 3/6/17. We serve approximately 35 patients. Our phones are through Comcast and our entire patient care computer system is cloud based. This means that our patients will not be able to contact their doctor and the doctor will not be able to provide the best care possible for our patients. This has the potential of causing prolonged suffering of a patient in pain, disrupting their schedules with rescheduling their appointments, and causing a loss of more than \$15,000 in revenue. This Comcast outage should be done over a weekend or at night

## Ticket: # 1483756 - Comcast Service Interuption

Date: 3/2/2017 2:25:44 PM

City/State/Zip: Nashville, Tennessee 37203 Company Complaining About: Comcast

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### **Description**

Comcast has executed a mandated unsolicited upgrade to their main wiring in the WestPark Building. This morning their contractor representative sent a message that they would be switching over from the old to the new infrastructure on Monday, March 6th, and that Comcast clients in the Building will be potentially without service between 9AM and 4PM.

The word from Comcast prior to the upgrade was that if we didn't permit the project to occur that "future services to tenants can't be guaranteed", so of course, we were compelled to cooperate.

This basically shuts down our business for a whole day. This should be scheduled on a Saturday or Sunday. Unacceptable!

## Ticket: # 1484996 - powweb hosting service ICANN

Date: 3/3/2017 1:09:21 AM

City/State/Zip: Scranton, Pennsylvania 18508 Company Complaining About: Powweb

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### **Description**

Powweb hosting service sold me a domain privacy. Then shut down my domain because they said ICANN couldn't verify my email. Now they're insisting I send sensitive identification documents over regular email!! I think this might be a scam or extortion, but I don't know what to do because I don't know who controls this ICANN and I don't trust Powweb because they shake people down by shutting down their sites all the time according to stories I read. (I already switched hosting services because they did this before to me.)

What is my recourse?

## Ticket: # 1485028 - Cannot scroll up on twitter page.

Date: 3/3/2017 4:22:40 AM

City/State/Zip: Downey, California 90241

Company Complaining About: Frontier Communications

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## **Description**

About 11:50 pm on march 2,2017 Only on this site lam not able to scroll up. On my iPad O usually can to see featured tweets. Also when I press the back button it shows other pages .

Ticket: # 1485041 - Internet essential scam

Date: 3/3/2017 6:58:05 AM

City/State/Zip: Chico, California 95926 Company Complaining About: Comcast

# Description

Comcast does not provide the described service!

Ticket: # 1485527 - Internet Date: 3/3/2017 12:35:26 PM

City/State/Zip: Saint Lois Park, Minnesota 55426

**Company Complaining About:** Centurylink

# Description

Internet service freeze a lot and it hard to watch youtube .

Ticket: # 1485539 - 3-2-2017 I cannot scroll on iPad or send you the video.

Date: 3/3/2017 12:40:40 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

## **Description**

I made a video of my iPad not allowing me to scroll the feature tweets or scroll up or down on my iPad. Also I was not able to send you the video and that is why I am sending it again now. Today 3-3-2017 8:30 am the twitter page I want to view is still not scrolling. See video two.

Ticket: # 1485779 - A private citizen has created a re-direct to whitehouse.gov meant to defame POTUS

Date: 3/3/2017 1:47:49 PM

City/State/Zip: N/a, Pennsylvania 19128

Company Complaining About: (b) (6)

## **Description**

(b) (6) , a web designer purpolased a url (fuckingdisaster.com) and then redirected it to whitehouse.gov

(b) (6) can be contacted through his website dquinn.net

(b) (6) promoted this illegal re-direct on twitter:

(b) (6)

Ticket: # 1485832 - Internet constantly not working, public hot spot interfering,

**REOPEN CASE** 

Date: 3/3/2017 2:05:55 PM

City/State/Zip: Wellington, Florida 33414 Company Complaining About: Comcast

### **Description**

Just a few months ago, we wrote to the FCC complaining about this same issue. Comcast responded and briefly solved the situation. The FCC contacted me to notify me that the case was considered closed. Since then, Comcast has been to our home to "fix" the issue on numerous occasions. They have removed (only temporarily) a hot spot that seems to appear when these issues arise. The hot spot will be gone from our available network list for a period of time and then it reappears...back to our problems. Most recently, we have been showing our networks available and our devices connect but we get no service. Calls to the company lead to additional calls and no satisfaction. We are very limited with our options for service in our area and hope to remedy this situation as it is part of our communities bundle of services through our HOA. I have learned that other homes in this community struggle with similar issues. Is this a potential class action situation?

Ticket: # 1486356 - hackers using slow internet speed to still data

Date: 3/3/2017 4:41:03 PM

City/State/Zip: Phila, Pennsylvania 19143

**Company Complaining About:** All

### **Description**

the hackers are using slow internet speed to steal data out of computer, smartphone, wifi, etc. there is wlan, Bluetooth. wifi sim cards and sd cards. the data is trans mitted over an open connection at a slow rate of speed, I keep getting different name wifi popping up on my phone. I should have the same name all the time in the area. I got a wifi name hpsetup for my hp computer, that's a weird named for a company for there computer. beside why would hp use a wifi name hpset to setup your computer. what type of setup do windows ten need, most devices connect themselves. also there are 2 computers in my computer, there is a second computer hidden behind the other computer. it show up only on startup screen. it flashed right before start up screen and when the computer get stuck and you hit the ctl, alt, del key. you have to slow the computer down to 10 % frequency—also the computer overheats and the hard drive seizes from the heat and the screen blinks and a second computer pops up. any where from 50 minutes to 2 hours after the computer is turned on

## Ticket: # 1486986 - Internet Consistently Down

Date: 3/3/2017 10:52:29 PM

City/State/Zip: Duluth, Georgia 30096 Company Complaining About: Charter

### **Description**

My internet service is consistently down. I work from home and it is crucial that they provide me the services I pay for. I want better service period! Other customers are complaining all over social media right now. It is nearly 10 pm and my internet has been down since 4pm!! Not just today its week after week the internet is either slow and lagging or it doesn't work at all but yet still they want my money every month. If they can't provide internet service then they need to close their doors and let another arrive provider takeover!! It is 2017 not 1998 it should not be that hard to keep internet available for your PAYING customers! Keeping the internet going should be easy for service providers in this day in age. This is inexcusable horrible customer service.

## Ticket: # 1487246 - Norton Security for my computer

Date: 3/4/2017 12:53:21 PM

City/State/Zip: Parma, Ohio 44134

**Company Complaining About: Norton Security** 

#### **Description**

I was very unhappy with the Norton Security Company for my computer. I decided to use another security company for my computer. After I went with this new company (to me), Norton Security began a systematic harassment of me by popping up notices stating that I should renew with their company. I would "X" the spam on my computer, but now Norton is placing full page ads on my computer as "pop ups" demanding that I go with their company. I WANT THIS STOPPED IMMEDIATELY - THEY DO NOT LET YOU HAVE AN E-MAIL SO THAT YOU CAN CONTACT THEM AND TELL THEM WHERE TO GO, so I would appreciate it if you could contact them to stop the constant harassment. Thank you, (b) (6)

## Ticket: # 1487454 - Web site provided by CenturyLink

Date: 3/4/2017 3:54:50 PM

City/State/Zip: Lexington, Nebraska 68850 Company Complaining About: Centurylink

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## **Description**

As part of my business phone service I got a web site. When I cancelled my service in favor of Charter the web site stayed visible but no longer worked. I have called CenturyLink trying to get this web site down but have had no luck. No one knows anything. This is detrimental to my company to have a non functioning site. Customers think they are communicating with me, but I do not get that communication leaving them to think I am not replying. I want this site removed.

## Ticket: # 1487834 - Loud background music in tv programmimg

Date: 3/5/2017 6:20:26 AM

City/State/Zip: Sutton, Massachusetts 01590 Company Complaining About: Verizon

### **Description**

Lately, all tv stations/programs, especially prime time, have such loud and CONSTANT background music that one cannot hear the dialogue. This music plays throughout a program..we record all our favorite shows just to be able to repeat them to be able to hear the dialogue. This is a problem that many are discussing. It used to be only commercials were loud & annoying...now it's our favorite programs. If this musical background can't be eliminated, can it be lowered so the stories can come through? Please?

## Ticket: # 1487934 - Centurylink

Date: 3/5/2017 1:01:33 PM

City/State/Zip: Nathalie, Virginia 24577 Company Complaining About: Centurylink

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### **Description**

My mom's Internet has been down since yesterday. She contacted centurylink several times to resolve the issue. I live with feet of her and yesterday my internet was ok but hers wasn't. Then today mine has went out and I contacted centurylink to be told it was an outage and it was supposed to be repaired by 11am and the representative said that it could be 2-3 hours. This is a ongoing battle with centurylink. Every week something is going on with the Internet on their end. We need better options for Internet service. I am a nursing student and need internet in order to do my assignments.

# Ticket: # 1487948 - Terrorism/Electoral Vote Hacking/Nuclear Bomb Threats

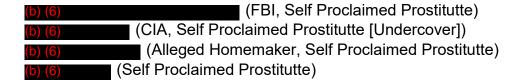
Date: 3/5/2017 1:26:19 PM

City/State/Zip: Chester, Pennsylvania 19013 Company Complaining About: T Mobile

Description

### **Description**

There is a terrorist group, that I've reported on about 3 occassions. They have claimed responsibility for terrorist acts and have been threatening to bomb Dover, The City of Chester, and a Bridge in London with a nuclear warhead. I have begged and pleaded with this group to discontinue threats. They have also held me hostage for \$200,000, and claimed responsibility for hacking the Electoral Vote so that Donald Trump would win the election. They are using some type of speaker system that isolates sound to one or more persons. They shout racial epitets, they claim that what ever I say, they will do the opposite? They sound very juvenile at times siting the man I married, family members and myself are at fault for their actions. They claim if we report that we hear the threats that they will ask that we are involuntarily committed. Which makes it hard to report threats of physical violent, nuclear warhead threats, and kidnapping. They claim that they will just say that we are "nuts", "hearing voices", or "paranoid", and will continue carrying out acts of terrorism. I think that it's unfortunate that they are doing this, and disagree. I would like for them to discontinue this as a black box, was found in my ear at about 4 years old, and taken to a lab for analyzation. Although, this is an ongoing problem, I have handled it as diplomatically and maturely as possible. Dispite the polices request that I defend myself against the terrorists. Thanks you for your time, and I hope that this message gets through as they have carried out terrorist acts of bombings, murder, rape, child rape, etc. in this and other communities. In addition, they have resorted to hacking, my personal accounts, stealing money, hacking my business, which is very minute in comparison to the Electoral Vote of 2017. I have the IP Addresses, Full Name, Address, and Phone # of the very same terrorist group members who claim to be "Russian Hackers":



## Ticket: # 1488531 - computer bug freeze scam

Date: 3/6/2017 11:11:04 AM

City/State/Zip: Albuquerque, New Mexico 87114 Company Complaining About: Centurylink

## **Description**

keep getting a pop up supposedly from Microsoft saying that I have bee infected with the Zeus virus and my computer is blocked. need to call number for assistance

here is the information I have. The number is 855-201-2714

it says crash 177w2up.win - ip address (b) (6) it also mentions Qwest or century link which is where most of this stuff is generated from

Ticket: # 1488751 - WEKC Gerald Parks

Date: 3/6/2017 12:41:48 PM

City/State/Zip: Williamsburg, Kentucky 40769

Company Complaining About: Wekc

# Description

Tower lights have been out for over 180 days.

## Ticket: # 1489029 - interuption of internet service

Date: 3/6/2017 1:59:31 PM

City/State/Zip: Eden Prairie, Minnesota 55344-7095

**Company Complaining About:** Centurylink

### **Description**

In mid-February 2017 I cancelled my prism tv service. Century Link also cancelled my internet service although I had paid for that service. It was not restored for about a day. When I called to complaint, I was promised a forty dollar credit--the confirmation number was 135909797. Century Link has refused to honor that promise "April" has instead processed a credit of one dollar and thirty three cents. Century Link should not be allowed to disavow a promise. I really don't care about the money but the principle is important. Customer service representations should be honored Thank you.

Ticket: # 1490458 - Internet bait and switch advertising possible criminal activity

Date: 3/7/2017 3:05:32 AM

City/State/Zip: Kingman, Arizona 86402 Company Complaining About: Info Wars

## **Description**

Info Wars has a unusual tactic, not sure its legal or not, but between individual stories and the commentary sections is a group of individual photos with misleading underlying descriptions, you click on it and it re-directs you to either a totally different story or a advertisement, which seems wrong to me, and possibly dishonest and criminal!

### Ticket: # 1491266 - Yahoo Mail Restriction

Date: 3/7/2017 1:44:42 PM

City/State/Zip: Non-disclosed, Texas 00000 Company Complaining About: Non-disclosed

\_\_\_\_\_\_

### **Description**

The restriction placed upon the use of Yahoo Mail derivative of CIPA was ultimately more detrimental to student use of the internet rather than any detriment caused by content exposure. The inability for students to access their email addresses is directly the inability to access documents, files, contacts, and any other information viable to their education and school work. Email is a tool for student access, not an internet application to be scrutinized by someone in a school board position hoping to make a point. If negative content is exposed by means of email, that should be handled as a behavioral problem and addressed separately, the way Proper Use contracts are signed by all students at the beginning of each year. As a high school honors student, I suggest a little more depth is taken into consideration before what is called a "protection" act is passed.

Ticket: # 1491844 - Intrusion while trying to reset Discover account password.

Date: 3/7/2017 4:08:07 PM

City/State/Zip: Petersburg, Virginia 23804 Company Complaining About: Comcast

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### **Description**

I was attempting to reset my password to log into my Discover account, like I do every month. This time when I clicked the link on Discover web page to re-set, a Twitter profile appeared. The Twitter profile name is WbCole, and my Discover login name is wbcole. Then there was link on the Twitter page that I could click on to send an email to that person's email address. I don't know what would have happened if I clicked the link. Well, Discover didn't believe what I was telling them had happened, but I just so happened to take a screen shot of the whole thing and send it to them. It's been two weeks, and they haven't told me anything other than they had to send to their corporate office to investigate. Perhaps there is something more major here that is going on than we know. Perhaps this is how Russia communicated with the Trump staff??? Anyhow, I will like some answers in my particular situation, and any advice as to what I should do next, if anything. Thank you.

# Ticket: # 1492075 - Virus scam intercept

Date: 3/7/2017 5:09:09 PM

City/State/Zip: Ocala, Florida 34481

**Company Complaining About:** Centurylink

## \_\_\_\_\_\_\_

### **Description**

I was reviewing a site about James Bond movies when I received a message that my computer had been infected with a virus and my harddrive would be wiped out if I left the page. They referred me to a site supposedly a Microsoft support center. My computer was locked up and I disconnected power to clear the system. I apologize for not getting the contact number for you. I had a similar incident on another site some months back but my computer did not lock up. I would appreciate any information available regarding this activity.

# Ticket: # 1492119 - browser interference with my bank account password

Date: 3/7/2017 5:22:31 PM

City/State/Zip: Madison, Wisconsin 53704 Company Complaining About: Safari

## **Description**

Safari has blocked the password I use to access my accounts. They insist I use their password. Not only is this an invasion of privacy, their password does not work. As such, I am prevented from online banking and this is an extreme inconvenience.

Ticket: # 1492475 - certified signed reciept return mail article number 7013 1710 0001 2252 9847 stamped march 14 2014 fcc mailroom 214 medford 97501

recieved&inspected

Date: 3/7/2017 7:30:26 PM

City/State/Zip: Anchorage, Alaska 99502 Company Complaining About: T Mobile

### **Description**

&stolen identity theft discrimination law enforcement misconduct etc. this very certified mail was in fact a outlined inquiry report with wireless search querry results plus other communication information contained in this outlined inquiry report, which cost total postage fee 8.66 So now would like to say that since this time of the first certified mail in subject section here above. Have recently mailed out 2 more mail article plus shipment. Prior to the 1 new certified mail article plus the osha shipment one. Did in fact have a certified mail to: EEOC san fransico California article number 7013 1710 0000 7489 6035 total postage fee 12.15 certified mail receipt stamped july 01 2014 yet to this day has not been received nor was this mail sent back to the return address on the green certified receipt form for the individual so named on this certified receipt mail stayed living in Medford 97501 until sept 01 2014 before leaving to go to seattle wa. so between stamped date on this certified mail receipt already previously stated in this very description to the time of sept 01 2014 said sender on this certified mail was plenty of time for this certified mail article once again already stated in this description to be returned to said sender. now have a osha whistle blowers shipment receipt shipment ID MM0WG61TTK2KC ship date tues feb 7 2017 total cost 25.87 not to mention the NLRB certified mail receipt article number 7015 1730 0000 3991 0846 don't look now this certified mail receipt is not stamped by the ups store #131 no its handwritten once again is this proper procedures of handlings 2 21

2017.lookatthisUSdept.ofLaborSearch:ConsumerfraudReportinghttp://web.apps.dol.gov/search/advSearch.aspx?search\_term=Consumerfraudreporting&offset=20&agcoll=agcate=&agency\_name=DOLasnameonthe8listbelowherewasnotamnotdonotreportthiswayforthererabout25otherwaysthenameonlist8belowhereisallowedtoreportunderandCONSUMERFRAUDREPORTINGISNOTONE.

Ticket: # 1492935 - Conspiracy

Date: 3/8/2017 3:42:58 AM

City/State/Zip: Laredo, Texas 78045 Company Complaining About: AT&T

\_\_\_\_\_\_

### **Description**

I do not agree that he does not know about these

All these are a conspiracy, between governments, with people of authority with the neighboring country, and with other countries like all the city of Laredo, Texas of all type of banking institutions and of investments, with the companies of petroleum, and underneath Of FCC are inside a researched and looking information where I have evidence of all these.

And like all the force, they are in agreement, like the FBI of addition with other system. Such as IRS, and USPS and other federal agencies, HOW THE STAFF state and federal are in a clandestine investment agreement, and violated and making fraud to the federal government, but with the new head of state will not do the same, if the FCC as AT & T are in agreement with the people who are hidden, will be in consequence with the new presidency

Take into account of all who are deceiving, the strength of the military, and espionage of aircraft, are aware of these

AT&T's Corporate Office Headquarters HQ

Official Address:

208 South Akard Street

Dallas, TX 75202

Corporate Phone Number: 1-210-821-4105

Corporate Fax Number:

Corporate Email: info@att.com Corporate Stock Symbol: T

In yourselves, taking information like all, therefore I am sure because I have evidence; As the ACFE

researchers

1.877.251.8373 AT&T 1.877.772.3755 FCC

Extremely urgent\_\_\_\_\_ is necessary to report to the FCC urgently, this is a federal government concern and are interfering with the emails and phone call are stealing the in sequence, in specific connection and of these affects the federal government. As wells as the AT&T's But all these come from the State and local government; they are stealing information in regard to oil & Gas from the pipelines'

CANTERA ENERGY WOODSLAND TEXAS

FCC Federal Communications Commission been in connection in the act of stealing underground and unknown persons but they are in conspiracy; of the mediating achieve agreement Federal Communications Commission | The United States of America There is an intermediary mediating, that is deliberately concealed, and that is inside and outside of the organization each state

of being together and also with the maximum authority There is a person within my family who realizes and they themselves who authorizes by itself is stealing and the same local authority are aware.

However I am more than aware, of something more serious that is stealing and continues for an order of another country, and a federal judge knows' as further person or thing of the type already mentioned

As wells as ACFE investigator and the FBI working together underground; this investigate has been under investigation by several years, so I know, the main of the starting point of the subject

My IT consultant Orozco's PC (b) (6)
Neel title Corporation Laredo, Texas, (b) (6)
Laredo Police Department
DA office TX Laredo Texas Oscar hale Investigator
Dallas Texas FBI
Laredo Texas lawyers
ACFE Eva JO Sparks Oklahoma City
Laredo Texas IBC, Wells Fargo Bank,956-726-8229 as the others bank by Laredo Texas, Cantera Energy Investment Woodsland Texas, By Zapata Texas court, House

Please don't make call for my safety

Ticket: # 1493154 - outage with my cable company over 24 hours and not getting

credit for

Date: 3/8/2017 11:00:21 AM

City/State/Zip: Charleston, West Virginia 25312 Company Complaining About: Sudden Link

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### **Description**

I have had over 48 hours of outage with Suddenlink within the last 6 days and have been told I would get credit for the first 24 hours but now they are saying they cannot because it is a sun issue and anywhere between Feb 27th and March 14 this happens to the satellite because of radiation from the sun interfereswith reception and it will continue to go in out during this time. I pay over 170.00 a month for cable and internet without any HBO,Cinemax or other prime channels. I am an woman of 58 years old and live by myselfand my home telephone is through my internet. When the internet goes out I have no way of contacting anyone if I have a medical or other issue. If the cable company knows this will happen during this time this is not a weather phenomenon but an event that does happen on regular basis & should during this time be prepared to credit people who have a service interruption because of this event that happens on a routine basis.

# Ticket: # 1493630 - WhatsApp malware mail

Date: 3/8/2017 1:21:49 PM

City/State/Zip: Grants Pass, Oregon 97527 Company Complaining About: Centurylink

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# **Description**

I do not use WhatsApp therefore did not miss a voice message which the email wants me to click on a link to.

Incoming voicemail, 11:AM

W

WhatsAppMessenger <grantp@usdial.com>

### Ticket: # 1493635 - Internet Scam

Date: 3/8/2017 1:22:48 PM

City/State/Zip: Laurel, Maryland 20708 Company Complaining About: Comcast

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### **Description**

The attachment displays a pop-up "alert" allegedly from Microsoft, advising me of a computer problem, and to enter my email address and password. I've seen this "alert" previously, Googled the telephone number and noted repeated claims that this "alert" is a false representation of Microsoft. Reporting to the FCC for potential legal action against the originator of the scam.

## Ticket: # 1493807 - Fake Yahoo Support

Date: 3/8/2017 2:14:00 PM

City/State/Zip: Macomb, Michigan 48044 Company Complaining About: Comcast

### **Description**

He wanted me to allow remote access to my pc so he could retrieve my stolen yahoo account. But wanted me to purchase AVG antivirus software in order to get my email account from the hackers he said were in Romania and Russia. He also ran CMD on my computer and showed me I am hacked somehow. His yahoo support phone number is 1.866.688.6581

Ticket: # 1494568 - beyhive harassment

**Date:** 3/8/2017 5:31:11 PM

City/State/Zip: Royersford, Pennsylvania 19468

**Company Complaining About: Verizon** 

**Description** 

Can anything be done to make the improper bullying of this beyhive stopped? Can someone email Beyonce to ask her vicious fans to please act responsibly and civaly. I can't stand what I am hearing and reading.

## Ticket: # 1495178 - Lousy customer service by Frontier Communications

Date: 3/8/2017 11:08:54 PM

City/State/Zip: Argenta, Illinois 62501

**Company Complaining About:** Frontier Communications

### **Description**

Frontier continues to provide lousy internet and voice service. My internet has not worked properly for more than three months. Numerous calls have not solved the problems, and service technicians have been late, not showing at all, or not staying long enough to detect the problem.

Second, calls to the support center have been put on hold for inordinate amount of time, most recently one call was on hold for 25 minutes and another for more than 45 minutes.

Ticket: # 1495304 - Pop-Ups

**Date:** 3/9/2017 4:23:41 AM

City/State/Zip: Morton, Pennsylvania 19070 Company Complaining About: Verizon

# Description

Advertising

# Ticket: # 1497436 - Spectrum/Time Warner

Date: 3/9/2017 9:06:45 PM

City/State/Zip: Los Angeles, California 90014 Company Complaining About: Time Warner

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## **Description**

Spectrum/Time Warner does not provide good customer support for internet trouble-shooting issues. They have an automated call systems that disconnects you causing you to call back and navigate a tedious automated call answering system.

Ticket: # 1497526 - There are dumbass anti American whites listening to the Oklahoma City and plotting terrorism against America

Date: 3/9/2017 10:30:04 PM

City/State/Zip: Oklahoma City, Oklahoma 73135

**Company Complaining About: Unknown** 

### **Description**

The Oklahoma City area is invaded by white terrorist bugging. Those terrorist whites are rebelling against the government because the white people suffer around the nation. Those dumbasses are frustrated due to the lack of effectiveness of the FCC. The way of killing those terrorist would be tracking the illegal frequencies used and sending a strike force to the facilities.

### Ticket: # 1498818 - Internet On-going Issues

Date: 3/10/2017 3:25:32 PM

City/State/Zip: Coral Gables, Florida 33134 Company Complaining About: Comcast

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#### **Description**

Since 2011, we have had major issues with the internet cable lines in our yard. Initially, we had service with AT&T, who came and buried the lines in the yard. We continued to have on-going issues, with multiple service guys telling us that the lines in the yard for the area were not good for connection. So, we changed to Comcast after about a year of horrible service with AT&T due to latency in the lines and chronic changes in IP addresses. Our security cameras go out every 4-6 weeks due to the chronic changing of the IP address. We notified Comcast and requested service for slow service and IP address that would not change. They sent us a new modem and assured us this would solve the issues of connectivity and IP address changes. Months later and more of the same issues, Comcast "upgraded our modem" again; and once again assured us this would solve our issues. Weeks later, issues of the same continued. Comcast was notified and at this time I was told I had to convert to a business account to receive a static IP address, which would solve all of our issues with delayed connectivity and IP address changes. I upgraded our account paying even more for these changes. I received another modem and paid another \$199 for this service change. We are still having issues and I have called Comcast on multiple occasions. I increased the business package from a "Deluxe 25 to Deluxe 50," as recommended by the Comcast technical representative. "This should meet all of your connectivity issues," per the Comcast technical representative. Two days later, more issues with connectivity. Comcast was notified again. This technical representative said this package is insufficient for my house and the amount of "computers" inside my house; and "this system will never be good enough to support what you have in your house, you need the Deluxe 75." I have one desk top, one lap top, 2 iPads, 2 iPhones, 8 security cameras, Sonos Sound system, 4 TVs with a DVR and surround sound. There are 2 adults in the house and no one else. I live right downtown Coral Gables, FL. My house is 3100 sq ft. Most of the equipment is connected directly, as per one of the Comcast technicians. This should not be happening. Now, I have a guy here to "improve the wiring." I have had many people from both companies here to improve the wiring. I do not know who to believe. If I was a conspiracy theorist, I would be thinking this was being done on purpose to increase my expense. This has cost a fortune to just have reliable internet. No one has given us a discount for our aggravation or inconvenience to bad service. This is ridiculous.

## Ticket: # 1500011 - Internet, cable, telephone outage

Date: 3/11/2017 12:30:21 PM

City/State/Zip: St. Clair Shores, Michigan 48082

**Company Complaining About: Comcast** 

### **Description**

Xfinity/Comcast service to my residence has been out for 3 days now. I get 2 updates per day stating service should be back on at 3am, then when that passes i ask (through Twitter DM @comcastcares) and receive an "update" of 3pm. The same thing happens day after day. I have no phone service either (have Comcast phone). Thus has been out for 3 days. What if i need to make an emergency call?

Ticket: # 1500092 - email Date: 3/11/2017 1:52:04 PM

City/State/Zip: Muncie, Indiana 47303 Company Complaining About: Comcast

# **Description**

I have had a problem for about one year with Comcast. One of our emails won't work properly and I can't get Comcast to fix it.

## Ticket: # 1500344 - Railroad Communications Interference.

Date: 3/11/2017 7:16:24 PM

City/State/Zip: Montpelier, Idaho 83254

Company Complaining About: Digis / Rise Broadband

# **Description**

Every time a train goes buy I lose my Internet until it passes. It doesn't block the line of site of the tower I am aimed toward.

Ticket: # 1500947 - COMCAST technician cut our VERIZON internet/telephone line

Date: 3/12/2017 10:04:32 PM

City/State/Zip: Bethesda, Maryland 20814 Company Complaining About: Comcast

# Description

On Wednesday, March 8 a COMCAST technician physically cut our VERIZON internet line when he installed an internet line for our neighbors, without bothering to inform us. Impossible he did not notice. Both the VERIZON and the COMCAST boxes happen to be in our frontyard.

VERIZON had to send a technician on Thursday, March 9 who was only able to re-establish our internet service by installing a temporary new fiber cable above ground. The permanent cable should be installed this coming week.

Being the new customer, my neighbor already contacted COMCAST and complained, but to no avail. COMCAST should refund VERIZON for any cost arising by repairing our internet line, I refuse to be billed for any of this.

## Ticket: # 1501155 - Major Iphone Malware issues

Date: 3/13/2017 9:20:51 AM

City/State/Zip: North Wales, Pennsylvania 19454

**Company Complaining About:** AT&T

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### **Description**

Hello,

Since the end of September my phone has been seemingly been controlled by Malware or a third party, or a bot (?).

This can be evidenced in the IPhone 7's privacy settings, by looking at the Kernel Panics, I googled the abritrary coding... I have been in touch with able, as well as the FBI to get no resolve. I have also been in touch with my service provider and have been told to file a complaint. I hope you can help. 6-7 of my email addresses, and email history has been deleted, which contained important legal documents not to mention personal property. Text messages have randomly appeared and disappeared. Phone calls do not go to the correct number called.

Thank you



## Ticket: # 1501316 - Internet Date: 3/13/2017 10:35:03 AM

City/State/Zip: Pembroke Pines, Florida 33332

**Company Complaining About: Comcast** 

# Description

Comcast is my provider and has constant internet outages which affects my business

# Ticket: # 1501793 - gray brosdcasting

Date: 3/13/2017 1:10:00 PM

City/State/Zip: Sheridan, Wyoming 82801

Company Complaining About: Gray Bruadcasting

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### **Description**

my understanding is that all tv stations are supposed to broadcast a public signal no cable ,or satalite i have none of these . a set of rabbit ears, at one point i had 5 chanels, then gray broadcasting took over now i have only one CASPER,WY. NBC, NO MORE ABC RAPID CITY S.D. is this legal ??

## Ticket: # 1502946 - Known Fake News and Satire Sites

Date: 3/13/2017 6:55:40 PM

City/State/Zip: Phoenix, Arizona 85016 Company Complaining About: Cox

### **Description**

I would like to know why the FCC has not listed all of these known Fake News Sites and Satire Sites on a BLACKLIST and issued to all internet providers to block their misleading of the American People and people from all over the world. At a minimum, a popup saying you are entering a Fake News or Satire Site so people know right away that the information is invalid.

## Ticket: # 1503030 - Poor/wrongly place internet connection

Date: 3/13/2017 7:50:35 PM

City/State/Zip: Marion, Arkansas 72364 Company Complaining About: Comcast

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#### **Description**

During my initial installation of Comcast internet the tech would not listen to me and I stall the internet in my living room as ATT had. Instead he installed it in my kitchen. I've had poor connection ever since. Another tech came out and said "the line is fine". Now I'm trying to upgrade to a faster speed for a cheaper price, and cannot get the customer service associates to schedule my appointment correctly. I agree to a specific day and timeframe and they have put me down for whatever time they want me to have. This has happened two or three times now. And when I call them to complain, nothing gets done to resolve my issue. I am told I have to wait another two weeks for another installation date that they randomly give me, because like I said, they never give me the date and time I agree to. I take classes online. I do some work from home. I have two kids that love to get online. I am beyond frustrated and outdone with Comcast. They have the fastest speeds available in my area but have the poorest customer service too. As of now I do not have an appointment because they set me up for tomorrow morning during which time I have a class. This is ridiculous.

#### Ticket: # 1503177 - INTERNET USE INTERFERENCE

Date: 3/13/2017 10:13:01 PM

City/State/Zip: Columbus, Ohio 43215 Company Complaining About: Tracfone

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### **Description**

Ladies and Gentlemen:

I just started making use of my Android again for the first time in two months on March 9, 2017 with full use as well of the Internet. Today, there is interference. This afternoon after 4 pm EST while making an attempt to issue a written online report to Wal-Mart's corporate office regarding their Whitehall, OH second shift store manager that oversees payment authorizations with TeleCheck on March 8, 2017. It's been said that some current as well as former residential rental property staff of my location were involved with that distressing, two hour episode - denied my issued payment option of a \$359 personal check for my six year old bank account with a sufficient account balance and never a returned item. So I had to just verbally approach TeleCheck's supervisor about it and speak with Wal-Mart as well about it. I will approach FTC hopefully Tuesday. Had to calm down for a few days. But as of 15 minutes ago while trying to engage in my online search regarding my severe health symptoms also in reference to Wednesday's incident, connection would not continue as if someone was suspension after typing the web address or selecting a link. I think someone in the apt bldg is linking onto my server. Serious obsession here! A crazed, blonde caucasian female who was forced out of her property management position at this building and a horribly obese brunette have left their never-ending legacy st this place. Please do something about this/these perps. I want them put away.

Ticket: # 1503389 - Wiretapping

Date: 3/14/2017 9:52:12 AM

City/State/Zip: Oklahoma City, Oklahoma 73165

**Company Complaining About: Metropcs** 

## **Description**

Found electric wire installed on my power poll on the outside of poll I proceeded to remove it as I dug into the ground I found wire wrapped with an insulator I cut it and caped it cover up with dirt there is also static electricity and shocking in my house and out side in air also there's aircraft interference however I understand my neighbors own aircraft as well as retired electrocution from Tinker Air Force base they also have spybirds that communicate as well as hacking into satellite, cell phones. Electric company says they do not investigate I am a single woman with disabilities. Please help

(b) (6)

## Ticket: # 1503517 - Paying for services and not receiving them

Date: 3/14/2017 11:10:40 AM

City/State/Zip: Peshtigo, Wisconsin 54157 Company Complaining About: Centurylink

#### **Description**

I have filed numerous complaints with Centurlyink, regarding our internet service over the years. Unfortunately, we are limited on internet availability and are stuck with them, per say! Well, they have one excuse after another i.e, 1. It's your home connection - when technician states it's not. 2. We'll replace your router; it's your router - they replaced the router however we're still experiencing the same issues. Extremely slow speeds time and time again! Yet we are expected to pay the FULL price for a service that we're barely receiving, therefore, this is why I'm finally coming to file a complaint because I am not the only customer who has been experiencing these issues as us neighbors talk and share our experiences, both near and abroad, within the Centurylink servicing area.

I am sick and tired of paying for a service and not receiving the service I am paying for. These companies getting away with scamming people is getting old and surely there are more complaints on Centurlylink or Level3 or whom ever they are doing business under.

We are now in the process of sourcing out a different internet provider, providing they're able to supply us with service in our area without costing us a mere fortune!

I would appreciate if Centurylink were looked into with their business practices in their logistics/internet/etc, they claim to us customers they're providing! I am sick and tired of calling them, being put on hold for close to 20 minutes or more, waiting around for technicians to arrive and wasting any more money/investment into a company that just can't seem to get it together!

Either they are throttling our connections (limiting our usage when we are not on a limited usage plan) or they simply are not able to provide us with reliable service therefore, they shouldn't be charging us for a service that they can't seem to deliver, without numerous down times! Just done with it!

I have numerous screen shots of internet speed tests to show proof of the terribly service we've been receiving! Today is one of the worst days but we've been experiencing issues intermittently throughout a long period of time.

## Ticket: # 1503632 - Fios routing problem

Date: 3/14/2017 12:03:01 PM

City/State/Zip: Hunt Valley, Maryland 21031 Company Complaining About: Verizon

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### **Description**

We've identified that Verizon fios cannot ping BACK to level 3. this keeps us from reaching out Bank account. This is THEIR issue not ours as they changed something last week. We have tried to communicate with Verizon Customer care. They refuse to help us. Again...it worked. Then stopped working in THEIR network. They cancelled a ticket and have not updated us on the fix status. The attached image proves THEY are losing the connection at Level 3

### Ticket: # 1504224 - Unwanted emails

Date: 3/14/2017 3:32:58 PM

City/State/Zip: Hyattsville, Maryland 20785

Company Complaining About: Global Leads Foundation

Description

### **Description**

Global Leads Foundation, Vista Hermosa, PH Los Tonles Officina 5b, Puebio Nuevo, Espana 13750 City of Panama, continues to forward unwanted emails to my inbox. I have attempted to unsubscribe from these mailings several times; however they continue. I searched the internet to obtain the above information. Their cite has an option to unsubscribe to all future offers, but this option is obviously not recognized. Some days there are several emails from Global Leads Foundation, all unsolicited by me. When I attempt to unsubscribe the following g comes up - "o I w I r a w e.com. I want these emails to stop.

Ticket: # 1504302 - Re: Re:FOLLOW UP ON 1285619, SERVICE,

UNSATISFACTORY and AT TIMES NO SERVICE OVER A 2 YEAR PERIOD

Date: 3/14/2017 4:00:04 PM

City/State/Zip: Sterling Hts, Michigan 48312 Company Complaining About: Comcast

### **Description**

THANKS FOR NOTHING!! I PROVIDED YOU WITH SUFFICIENT PROOF SHOWING COMCAST DID WORK IN AND ON OUR HOUSE FOR 2 YEARS, SEE THE COMCAST SERVICE RECORD WHICH WAS ATTACHED TO PREVIOUS FILE, NEVER FIXING THE PROBLEM. FROM THE CHAIR I SIT IN YOU DID NOTHING TO REPRESENT US, THE CONSUMERS. WHAT YOU DID DO IS ACCEPT COMCAST'S STATEMENTS "Our (COMCAST) records do not indicate (5) (6) residence experienced service interruptions for 24 months" AS BEING TRUE BUT NOT OUR COPY OF COMCAST'S SERVICE RECORD. OUR UNDERSTANDING WAS YOU REPRESENT THE CONSUMER NOT THE PROVIDER. YOU DID ABSOLUTELY NOTHING FOR US!!! NO REASON FOR THIS AGENCY TO EXIST. This is a follow-up to your previous request #1483793 "Re: FOLLOW UP ON 1285619, SERVICE, UNSATISFACTORY and AT TIMES NO SERVICE OVER A 2 YEAR PERIOD" WE TRIED TO RESOLVE THIS PROBLEM DIRECTLY WITH COMCAST, ASK THEM TO SHOW YOU THEIR FILE FROM 6/4/2016 UNTIL WE CONTACTED YOU OF SOME 50 PAGES. THEY PULLED THE WOOL OVER YOUR EYES. AGAIN THANKS FOR NOTHING!!!!!

Ticket: # 1504871 - Cyber Cracking Connectivity Interference LTE Sabotage Olean NY

Date: 3/14/2017 7:53:19 PM

City/State/Zip: Olean, New York 14760

Company Complaining About: Verizon/ Sprint Olean Ny Telecommunications 14760

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### **Description**



Olean, NY 14760

Good evening, I am writing a letter regarding a consecutive string of directed attacks towards me as an Individual on my my local network. All of these attacks are directed to me on several sites, which compromises my account and messages. I first had an a facebook ccount, which was compromised. I also has had several sites that has been compromised which I later retrieved. Also other accounts that I had are still currently compromised. I was filing taxes and I had my account compromised with ss numbers. Every Time I make an account on certain sites, I am attacked on the network. I do not know if my packets are being inspected by a third party outside of my Phone LTE network due to the weakness of my speed uplink/downlink activity. These attackers are coming from different IP addresses. I am located in Olean NY, Cattaraugus county. I have listed IP addresses, which the attackers are located. Some directly from Olean,NY. Also my phone service are at incredibly low speeds, and my data do not move as fast. The service includes boost mobile and verizon. Any phone service I use I am basically attacked by these Individuals.

I have been dealing with this for over 4 Months, I cannot check my E-mail without passwords and/or accounts being compromised. I've had friends, family saying they've been trying to reach me and they cannot simply do so. My personal information are stored on these accounts, I would like FCC provide an answer to the loose activity on the network bands. My address is (b) (6) Olean, NY. I am located in Cattaraugus County. I have been to other towns and this has never happened. Why am I on LTE Band 13 with slower speeds in a small community in Olean NY. I am willing to provide documents towards Albany,NY. If so provide any solid feedback and solution.

Ticket: # 1505269 - Not receiving emails message

**Date:** 3/15/2017 8:09:27 AM

City/State/Zip: Phoenix, Arizona 85018 Company Complaining About: Cox

# Description

Postal Mail Ticket Ready For Data Entry

# Ticket: # 1507641 - emails that won't accept an unsubscribe

Date: 3/16/2017 10:07:25 AM

City/State/Zip: Marietta, Georgia 30066 Company Complaining About: Comcast

# **Description**

(b) (6) got my information from somewhere, God only knows and keeps sending me emails.

# Ticket: # 1508576 - internet/phone dropping out

Date: 3/16/2017 2:33:41 PM

City/State/Zip: Honey Brook, Pennsylvania 19344

**Company Complaining About: Comcast** 

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### **Description**

for 2 months I have been filling service calls to correct dropping of phone and internet my last outage was 3/16/17. I spoke with the csr and was hung up on we have had 3 different techs out in the past year with no resolve, as well as a 20% rate increase. I have no alternative proider in my area.

### Ticket: # 1509522 - CODE RED send to CIA

Date: 3/16/2017 8:31:12 PM

City/State/Zip: Anchorage, Alaska 99503

Company Complaining About: Acs-at&t-sprint-gci

## **Description**

isolate your computer to open the following document, which has "code red" worm codes hidden in online quote images.

By the way assholes we are fully compromised, stop sharing my reports.

## Ticket: # 1509753 - Routine Internet Outage - Comcast

Date: 3/17/2017 1:22:31 AM

City/State/Zip: Chicago, Illinois 60613 Company Complaining About: Comcast

### **Description**

Over the past 10 days, Comcast Internet has shut down like clockwork just past midnight. I've tried calling to inquire, but have not received a satisfactory answer. I understand that many people are sleeping during this time, but I happen to be on tight deadlines and am trying to work. No Internet night after night is incredibly frustrating. If I pay full price, I expect 24 hr usage. I am in a multi-unit building and can see that the only people who have Internet during this time are ATT customers. This just adds to my frustration. One-offs I can understand, but this has been routinely happening and always at the same time.

#### Ticket: # 1510493 - Cox Communications Email Issue

Date: 3/17/2017 1:03:05 PM

City/State/Zip: Santee, California 92071 Company Complaining About: Cox

#### **Description**

My Cox email account is constantly asking me to verify my user name/password. It is now happening 3-50 times in a row and throughout the day. Cox Customer service says they have only heard of one other person having this problem, yet online postings are numerous. I have been a Cox customer for over thirty years and this is no way to treat a customer. Any assistance would be gratefully accepted. I just don't like being treated like I am the problem rather than the service. I pay Cox over \$150.00 a month and this "service" is causing this household many, many problems that are significant.

#### Ticket: # 1511340 - Denying access to streaming channels

Date: 3/17/2017 4:55:24 PM

City/State/Zip: Morrisdale, Pennsylvania 16858

**Company Complaining About: Comcast** 

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#### **Description**

Dear FCC,

I currently have Comcast as my residential TV service and a business class internet account. When I try to stream channels on my home network it brings up an error saying that I need to be on my home network, which I am using. I contacted Comcast customer service regarding this, spoke to 2 people on the residential side, and then two people on the business side, where the second person informed me that they do not permit streaming Comcast TV channels o the business class account. I was then transferred to the customer retention center where the only option they provided that solved the problem would be to change my plan and add residential internet, which would raise my bill by 10.00 taking me over my budget. I have contacted Comcast executive support, and was given a ticket number and was told they would call me on the phone number I gave them. They called my home number and left a voice mail. I called back on the number provided in the voicemail, it puts you on hold for 30 seconds, then says all support people are busy and to leave a message at the prompt. I leave a message and it hangs up. I have yet to hear back from them and have had no resolution to the problem. This is Comcast exploiting their monopoly in my area, if i had an alternative to cable internet in my area i world take it, but we are stuck with the Comcast monopoly.

#### Ticket: # 1511343 - Interference Internal Communication Network

Date: 3/17/2017 4:56:59 PM

City/State/Zip: Simi Valley, California 93063

Company Complaining About: Private Internal Communications Network

# Description

I have a problem with over the air unauthorized access to my internal communications network carrying sensory information. I have a group inducing outside audio and video content onto my sensory network. I also have issues with them intercepting my own content over the air. This images and audio on my network is my own intellectual property. I also have problems with people eavesdropping and gleaning content related to original thought also my own intellectual property. The original thought includes personal memories, life experiences, and personal information.

Ticket: # 1511562 - Raising canes password ,username and emails deleted

Date: 3/17/2017 6:42:02 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

#### **Description**

I have not had an automatic generated gmail into my account since Jan. 5 2017. I noticed all my gmails were deleted especially from raising canes. I contacted thier corporate office at 1972-769-3100 and I was told that Raising canes have been sending out offers by email into my gmail account and that my password could only be changed by her , she noticed I had attempted many times to get into my account and I had the correct user name and password , even the generated passwords would not work and she said my iPad is not working? See the photos , this is sabotage ,lam being sabotaged I have told the FCC And IC3.gov Also when I walk into the kitchen my iPad disconnects from the internet when I go back in my room the wifi connects then it is controlled by a hacker because I cannot enter my correct passwords ever or use it for the simplest things. Isis is sabataging me on you tube as well they will not remove Darius Rucker video that I played once yet they remove Sammy Hagar video that I play many times. They also put on my screen Darius Rucker another For Long , a song I did not listen to, ai think a Black person who likes Darius Rucker will not remove his video after I played it once . The blacks are involved in sabotage especially on my iPad here at home because they promote hatred to u.s. All the time, I am speaking of the bad black people only ,

#### Ticket: # 1512609 - cyberbullying

Date: 3/19/2017 8:21:02 AM

City/State/Zip: Hawthorne, Florida 32640 Company Complaining About: Hughes Net

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#### **Description**

HughesNet has been cyberbullying ever since I switched over to paper billing. I will no longer give them access to any of my personal accounts. Three days before I ever receive a bill, they start sending me threatening pop ups saying I am delinquent in paying my bills and they are going to cease my service. I usually send my money immediately, except this month. I sent a post dated check to be cashed the last day 'due'. My credit card company accidentally reversed a payment. Hughes did not contact me, they just added it on. I accidentally discovered what happened and I immediately alerted my credit card company to pay them.. That was last week. They are sending me so many pop ups throughout the day that I can't even keep track of the number of times. It seems like each day they send more. As of today, they still say I owe the money that my credit card company paid. I am being bullied and it is affecting my health (high blood pressure) and my mental state. Why is this company allowed to rip off their customers and cyberbully them?

#### Ticket: # 1512671 - cyberbullying

Date: 3/19/2017 11:27:14 AM

City/State/Zip: Hawthorne, Florida 32640 Company Complaining About: Hughes Net

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#### **Description**

Earlier today I filed a complaint concerning this. Currently, Hughes Net will not allow me to open any news agency...After dozens of tries and changing the wording, I was finally able to open Forbes. I tried emailing Forbes but was unsuccessful.

Back to not able to access any news agency. They claim I am delinquent with payment. I can prove I am not. The accidental reverse charge was paid last week and they have a check dated before the delinquent date. The cyberbullying intensifies daily starting 3 days before I receive the bill.

# Ticket: # 1512683 - cyberbullying

Date: 3/19/2017 11:47:08 AM

City/State/Zip: Hawthorne, Florida 32640 Company Complaining About: Hughes Net

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#### **Description**

Hughes Net claims I am delinquent--can prove I am not. I receive their threatening messages 3 days before I even receive my bill. They get worse every day. I cannot open a news agency in the country. They block it with their threatening pop ups. Can open other things. This is my third try at sending this message

#### Ticket: # 1513889 - Please help

Date: 3/20/2017 1:00:17 PM

City/State/Zip: Nashville, Tennessee 37211 Company Complaining About: Comcast

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#### **Description**

\$5,280.00 paid for a service we do not receive. Please help us with Comcast/Xfinity. Comcast has never NEVER fixed the issue. It has persisted for the past two years. I don't receive the WI-FI I pay for consistently. But I have to PAY consistently. If I don't receive it why do I have to pay for the service?

#### Ticket: # 1514024 - Foreign interference in web site

Date: 3/20/2017 1:37:12 PM

City/State/Zip: Hobbs, New Mexico 88241 Company Complaining About: Mediajist.com

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#### **Description**

While attempting to order a product on-line from country store catalog, an entity named medijist hijacked my computer while disguising my entries as the catalog site but was actually gaining my credit card information for their benefit by selling "free temporary memberships" and taking \$1.02 for a "donation" to some african country "charity. This is the second time this has happened' the first time I called the telephone number and demanded that my "membership" be cancelled and the \$1.02 returned to my credit card. Was informed that membership was cancelled but the \$1.02 cannot be reversed as it was already designated to the "charity". Was given the same information yesterday, and - to date - the \$1.02 is still on my card. Same thing last time. I would like to have this "charity" or "company" investigated as I believe this is just a ruse to gain money for the recipient to acquire money for private gain. Their phone number is 866-454-1717. That's the only information I have, but they do answer the phone with the mediajist name. Please respond to this complaint ASAP, as I'm sure I'm not the only person that has been scammed.

# Ticket: # 1514111 - Damage done by AT&T - Mastec to my driveway

Date: 3/20/2017 1:58:45 PM

City/State/Zip: Sunrise, Florida 33351 Company Complaining About: AT&T

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# **Description**

As AT&T was installing Fiber optic cables in my neighborhood, they damaged my driveway. The tiles are lifting and as it rains, the water do not drain.

### Ticket: # 1514213 - Comcast Xfinity Service

Date: 3/20/2017 2:28:25 PM

City/State/Zip: Willingboro, New Jersey 08046 Company Complaining About: Comcast

#### **Description**

Approximately 3-4 times/weekly my bedroom lights up during the night...usually between 2-3am. Very frightening with different lights dancing around room from small Comcast modem box next to TV. Comcast explained this is normal as technicians send signals to test these boxes. No one else I know with the new Xfinity service has experienced this. I'm a disabled senior and this is Very frightening.

Ticket: # 1515270 - Every day a problem occur with my internet TV especially Starz

Date: 3/20/2017 9:47:25 PM

City/State/Zip: Philadelphia, Pennsylvania 19104 Company Complaining About: Verizon Wireless

#### **Description**

Starz has projected white interfering angle lines during shows and sometimes I am unable to access movies and shows on three browsers which the word Starz in white is the only thing shown.

# Ticket: # 1515438 - Viewing videos and someone adding favorites to my page and sick ads

Date: 3/21/2017 1:23:13 AM

City/State/Zip: Downey, California 90241

Company Complaining About: Youtube Vevo

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#### **Description**

I feel threatened by too many ads in one song and it won't go away. Also I was watching a video by Jason Aldean called a little more summertime and when it showed the ocean, the right side of my screen that shows video choices went blank, then I could not move it when it did eventually show up. I am not sure if this is slow wifi all of a sudden or threats.

Ticket: # 1516084 - Windows 10

Date: 3/21/2017 11:57:10 AM

City/State/Zip: Fairfield, California 94533
Company Complaining About: Microsoft

# **Description**

I constantly get Windows trying to modify my machines to uninstall the Windows version I have - and like - and put in Windows 10. I have tried everything I possibly can to get this to stop at my end. I can't figure what else to disable w/o loosing security updates.

#### Ticket: # 1517071 - xfinity comcast internet issues, years to resolve

Date: 3/21/2017 4:12:36 PM

City/State/Zip: North Aurora, Illinois 60542 Company Complaining About: Comcast

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#### **Description**

for over a year I have had intermittent connectivity issues with my internet. A number of techs have come out and nothing is fixed. each tech adds more issues that are fixed, appearing as if something has been accomplished but main issue never is.

when I originally had this issue and contacted Comcast with the problem and nothing was done. I filed an FCC complaint. Comcast sent out a tech that put the cable line on the ground over 100 feet from my house and into my neighbors yard. My neighbor cut his lawn and the cable! Comcast said it needed to be brought to the pole in front of my house. before they would do that I needed to have come trees removed, which cost 1000 us dollars! after having the trees removed they ran the line to an entirely different pole! These issues have been going on now for over a year! I have been paying them diligently and paid to have trees removed from my yard at their request

# Ticket: # 1517500 - Comcast Complaint

Date: 3/21/2017 6:58:54 PM

City/State/Zip: Atlanta, Georgia 30305 Company Complaining About: Comcast

# **Description**

Please see attachment for a detailed account of the myriad problems I've had for the past year with my Comcast service.

# Ticket: # 1518144 - Ongoing Network Outage

Date: 3/22/2017 10:19:08 AM

City/State/Zip: Peoria, Illinois 61605 Company Complaining About: Comcast

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# **Description**

My internet has been down since 3/17/17. I have been calling constantly and nothing is been done get the service up and running.

#### Ticket: # 1518155 - paypal Date: 3/22/2017 10:22:27 AM

City/State/Zip: Hamilton, Montana 59840

**Company Complaining About: Verizon Wireless** 

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# **Description**

(b) (6) used his paypal account to defraud me. He is also using his website Marathon Legal Services in Seattle to defraud other people. No one cares.

### Ticket: # 1518682 - Illegal communication frequency

Date: 3/22/2017 12:56:08 PM

City/State/Zip: Athens, Georgia 30606 Company Complaining About: Charter

#### **Description**

We were told several years ago that there was a person in the surrounding area that was broadcasting on an illegal frequency that disrupted cable and internet communications from Charter. It appears that the same person is at it again. Radio communication can be heard from computer or radio speakers as they communicate. Not sure who to contact or discuss. This message is being sent on 3/22/2017 at 12:54pm and the communication can be heard from computer speakers currently.

#### Ticket: # 1518706 - Previous complaint

Date: 3/22/2017 1:04:21 PM

City/State/Zip: Meridian, Mississippi 39301 Company Complaining About: Comcast

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#### **Description**

I had filed a complaint against Comcast the response I got from the company was a phone call saying that I should t have been treated the way I was and the people that did would be disciplined. I told them no that was not ok your company allowed them to treat me that way I didn't want anyone fired they said too late I shouldn't have filed a complaint then I asked for follow ups with supervisors the supervisor called me once and put me down and insulted me then I got a letter from fcc that the complaint had been resolved and that was it. I am sickened by this for the past few months I have been so upset by this but now I am stronger with my anxiety and I do t think people should be treated that way I asked for email or mail from Comcast and I only received one email that was pretty much saying nothing about the issue I want to refile please and could you let me know how Comcast resolved the complaint with y'all since I had no resolution but a phone call where I was insulted. I have an anxiety disorder and I wanted to die after this incidence and I let Comcast know I had anxiety and they continued to treat me badly. Original. Implying Internet and cable would cut out I had to take tests in in nursing school would call to try and have it fixed was talked to ugly transferred transferred was lied to continuously about having to have someone out to fix it and pay for service call. Transferred transferred talked to ugly talked to ugly finally someone would walk me through and send signals to fix it would happen again talked to ugly transferred transferred me begging please please get it fixed lies to talked to ugly transferred transferred finally someone would walk me through and send signals to fix.

#### Ticket: # 1519067 - False invoice/spam with virus

Date: 3/22/2017 2:39:42 PM

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

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#### **Description**

I received an email invoice from Carolyn Stayton JD Machine Parts Inc. 158 W. Weymouth Rd. Vineland, NJ 08360 P:856-691-8434 F:856-692-9445 machineparts@comcast.net

This person attached an HTML file named "Invoice 110807.htm". I did not open it as I have no relationship with this company and never purchased anything from them. That invoices are not submitted to that general email address was another indicator that this was attempted fraud.

I did a search for their company name and called the number on their website (not the one in the signature showing above). The person on the other end of the line who answered their phone yelled at me when I asked to speak to "Carolyn Stayton" as if they've been getting harassed by people like me calling to find out why they're sending invoices to people who haven't purchased anything from them; It made me think that their contact information is being used by scammers illegally.

Ticket: # 1519781 - Complaint about AOL tactics to add/buy extra programs

Date: 3/22/2017 5:42:55 PM

City/State/Zip: Pottstown, Pennsylvania 19464

**Company Complaining About: Comcast** 

#### **Description**

For sometime now I have been experiencing an ERROR page sometimes when trying get on AOL or while on the page. I have heard this complaint from many people on the net. When I called an AOL Tech support they said that they were not aware of any problem and I let Technician use my computer and he used a program called sinf. I have windows 10. I go to an aol program and have to check on utilities and then go to page and on top square (cache and cookies) I press the icon to clear it. Then I go back to aol and have to sign on again using email address and password. I am lazy so I usually have the aol page save the name and password. I called AOL and they say that using sinf is the only problem they have and tell me they have a program which will monitor my computer and prevent this. It will cost \$4.99 a month -- the say it will cost \$4.99 but you have to ask "Is that per month?" and they answer it is. I realize it the latter is just" buyer beware". But I am really suspicious why I keep having that problem and the sinf program is the only way to fix it, and then they try and push a program on you that will clear up the problem. And I forgot to mention that I have a month fee with them for tech support, otherwise I use it for free as most everyone else does..

#### Ticket: # 1520369 - Unwanted email

Date: 3/23/2017 8:42:06 AM

City/State/Zip: Johns Creek, Georgia 30022 Company Complaining About: Mckesson

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#### **Description**

My complaint is against the Atlanta Jounal-Constitution; I have filed out numerous unsubcribe requests, I have added the emails to my junk email and I have contacted their customer service demanding that they stop sending me emails, but the continue to send them daily

Ticket: # 1520714 - Internet does not work and keep getting billed

Date: 3/23/2017 11:15:51 AM

City/State/Zip: Otway, Ohio 45657

**Company Complaining About:** Frontier Communications

#### **Description**

My DSL internet through Frontier that i get billed for monthly disconnects every 5- 10 minutes, I cannot download files over a few Mb, they have done nothing to resolve, speeds are usually less than 1.2mbs. This has been going on for about a couple of years, I previously filed a complaint with no actual resolution. They claim they have a grant for an upgrade but will not give any info as to when the upgrade is scheduled, a technician has stated in the past that the problem is on their side, yet they want me to always check my modem and house. My phone number on the frontier acct is

# Ticket: # 1520717 - Fraud **Date:** 3/23/2017 11:17:02 AM

City/State/Zip: Clifton Forge, Virginia 24422 Company Complaining About: Sprint

#### **Description**

I got a "so called" recipt from PayPal saying I had sent \$400.00 to a Gordon person. I certainly did not! First he had the wrong card number second no PIN number. I cannot get into PayPal without a PIN number so according to them they cannot help me. Now I am getting all these e-mails and text telling me to open this post and that post all wanting my PIN number. So I know this is someone trying to scam me. I am 79 years old and I need you to help. What do I do next?

Ticket: # 1521194 - Re: Request received: Viewing videos and someone adding

favorites to my page and sick ads

Date: 3/23/2017 1:19:17 PM

City/State/Zip: Downey, California 90241

Company Complaining About: Youtube Vevo

# Description

This is a follow-up to your previous request #1515438 "Viewing videos and someone ..."

On my iPad today March 23,2017 I am recieving pop up with no x in the corner to remove them and also I have pop ups blocked in my settings and I still recieve pop ups . This is an Apple issue maybe?

(b) (6)

Ticket: # 1521217 - Re: Request received: Viewing videos and someone adding

favorites to my page and sick ads

Date: 3/23/2017 1:23:59 PM

City/State/Zip: Downey, California 90241

Company Complaining About: Youtube Vevo

# Description

This is a follow-up to your previous request #1515438 "Viewing videos and someone ..."

I was sending you a reply and it disappeared? Today I was watching a video of the rock / actor and this pop up kept showing up with no x in the corner to remove it. I rechecked my settings and a I have pop ups blocked ,yet I am still recieving pop ups. I have Frontier communications and I am using an iPad Air 2? (b) (6)

Ticket: # 1521262 - Re: Request received: Viewing videos and someone adding favorites to my page and sick ads Today 3-23-2017

Date: 3/23/2017 1:36:45 PM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

#### **Description**

This is a follow-up to your previous request #1515438 "Viewing videos and someone ..."

I am part Italian which doesn't matter to me yet someone on my iPad wants me to know that pizza an Italian dish is cut in half. I just finished viewing the picture of the London killer from yesterday on the internet then this sick ad Continues to keeps popping up and I cannot remove it. Here is the London killer I was viewing before the ad showed up Now when I search Twitter on Safari this other photo shows up. See the Second photo. The video of the rock (dwayne Johnson) that I was looking at is now disappeared from the Twitter what's happening page. D.A.as a pop up.

Ticket: # 1521342 - Re: Request received: Viewing videos and someone adding favorites to my page and sick ads March 23-2017

Date: 3/23/2017 1:57:49 PM

City/State/Zip: Downey, California 90241

Company Complaining About: Youtube Vevo

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#### **Description**

This is a follow-up to your previous request #1515438 "Viewing videos and someone ..."

I found the video I was watching now just a a Kohls ad pops up. Kohls has a bad reputation among the wealthy. See photo.

Ticket: # 1521359 - Re: Request received: Viewing videos and someone adding

favorites to my page and sick ads

Date: 3/23/2017 2:02:25 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Youtube Vevo

#### **Description**

This is a follow-up to your previous request #1515438 "Viewing videos and someone ..."

I am also recieving many low income housing ads on my gmail that is also on my iPad. I have been brought down to poverty level with all my phones not working and lost jobs due to internet and email harrasment. I know LI cool J is a part of Khalsa ,his wife sells her perfume there or used to, that LI cool J is no good and my brother knew him as a rapp, that was in the music business and said he was in the gang.

Ticket: # 1521389 - Re: Request received: Viewing videos and someone adding

favorites to my page and sick ads

Date: 3/23/2017 2:08:05 PM

City/State/Zip: Downey, California 90241

Company Complaining About: Youtube Vevo

#### **Description**

This is a follow-up to your previous request #1515438 "Viewing videos and someone ..."

See photo of other harassing ads that come to my (b) (6) Some people are intentionally making me live a poor life so that I will end up in the ghetto so that they can kill me. I think it's II cool j, dr, Dre and some other blacks that I never met.

Ticket: # 1521390 - Re: Request received: Viewing videos and someone adding

favorites to my page and sick ads

Date: 3/23/2017 2:08:13 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Youtube Vevo

#### **Description**

This is a follow-up to your previous request #1515438 "Viewing videos and someone ..."

See photo

# Ticket: # 1521957 - comcast modem resets randomly

Date: 3/23/2017 4:30:23 PM

City/State/Zip: Mishawaka, Indiana 46545 Company Complaining About: Comcast

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#### **Description**

for over 4 months we have been calling comcast with this issue, they have replaced the modems 3 times and had the wiring replaced and have had more than 7 techs sent to our residence. they keep saying they will escalate our issue and get it fixed yet it has been over 4 months. we are disabled and use the internet as our primary form of communication and entertainment. what can we do?

#### Ticket: # 1522529 - Intermittent Service

Date: 3/23/2017 9:09:46 PM

City/State/Zip: San Juan, Puerto Rico 00918

Company Complaining About: Liberty Cablevision Of Pueto Rico

#### **Description**

Internet service is intermittent, and when they are down, the telephone they provided for reporting problems is not in service or nobody answers. Also, they recently agreed a price with me with a discount for the next 10 months, and two weeks later I received a letter stating that they were going to increase the rate and when I called, they gave me two options: either I upgrade the service and get a rate increase, or stay with my package and get a rate increase anyway, even though I had a negotiated deal two weeks before.

#### Ticket: # 1522617 - Internet hacking

Date: 3/23/2017 10:22:49 PM

City/State/Zip: Pueblo, Colorado 81005

Company Complaining About: Wildblue/exede

#### **Description**

All of my electronic devices have been hacked. I am unable to access my email, so please communicate via home phone (below). Someone put a different internet adapter onto my computer and they are able to control things remotely. There has been a significant increase in fixed wing aircraft and plane-sized drones in my area, and these seem to coincide with interference on my electronic devices.

Ticket: # 1523416 - Comcast Business Edge (Phone and Internet Connection)

Date: 3/24/2017 12:33:29 PM

City/State/Zip: Jersey City, New Jersey 07302 Company Complaining About: Comcast

**Description** 

So many missed calls. Four Doctors lost some patients due to difficulties in:

- \* making appointments
- \* unable to get through
- \*phones shutting down for unknown reason
- \*lost internet connections in many occasions
- \*tech-support failed to resolve most of the recurring issues

Ticket: # 1523712 - Misinformation, Rude Customer Support, and Bad Service

Date: 3/24/2017 1:39:22 PM

City/State/Zip: Memphis, Tennessee 38018 Company Complaining About: Comcast

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### **Description**

On the week of Feb 17th:

My wife (the primary account holder) called Comcast to put a moved request in a month ahead of our move which was scheduled for March 17th 2017. We were told that a tech would be at our future\moving address between the times of 3 and 5pm. Satisfied we waited for the day.

#### On March 17th:

We received no calls nor updates for the tech visit. When we arrive at our current address on the 17th of March at 4pm, concerned my wife called Comcast to follow up. She was on the phone with Comcast for over an hour, she then placed me on the call to handle it since it was getting frustrating to deal with it. She was told that the move request didn't show up in the system nor did the account. We were told that when we moved from the bulk account of our previous address that this request was not possible and we should have turned the equipment in along with receiving new ones. This information was not communicated when placing the move request. At that time, I ask to speak with the Customer Solutions team.

I was told that a tech would be available at 9pm that night. The agent then told me that he would try to reach out to dispatch to find out if a tech was available and that he would call me back once that has been done. He called me back to inform me that a tech should arrive in a matter of minutes. Shortly after 6:16pm the tech arrived. When he arrived, he did not check for any signal quality nor preform any actions that we couldn't do ourselves. He just came in and hooked up the 3 STB's and Modem, He then called 1-800-Comcast number to try and activate a Set-Top-Box (STB) that was showing an error. On our third to he didn't hook up the box to the tv, just assuming it worked. He tried to reset the STB that needed activating and when it failed, he informed us that the box needed to be replaced or the line needed to be replaced and left.

#### On March 18th:

We woke up to notice that our phone lines were not working. We placed a phone call into Comcast, we were told that the modem still had the old address showing for the phone numbers for E911. After many attempts at trying to fix this issue, I suggested to the agent if we were to visit a Service Center and swap out the modem would that help. While at the Service Center, my wife asked the rep if she could put me on the account as an Authorized User (AU). We were told that I was and I'm already on the account as an AU. After self-activating the modem, we called Comcast as the phone lines are not active. While on the phone with them I ask to schedule a tech visit for the non-working STB which needs to be fixed. The agent was able to get the lines working along with scheduling the tech visit. I also ask her to make sure that the phone features are not on the lines. She confirmed that they weren't.

#### On March 19th:

When logging into work, my wife noticed that the call features were still on the phone lines. After numerous calls from our previous address along with the current one, we noticed that our Voicemail, call waiting, and other features were still on the phone lines. We talked with numerous departments to solve this issue. After an hour or so on the phone we just gave up. The service impact of the call features for us is server.

#### On March 20th:

When I logged into work, the call features were impacting my performance with customers. We attempted another time to call Comcast to remove the features and were told that the features have been removed. Yet they weren't.

#### On March 21st:

We called again about the phone features on both lines along with our program package not including what we originally had prior to the move. The call was a result of both my wife and I receiving a service impact for the features for working with the features on the line.

#### On March 22nd:

That morning the call features were still impacting both my wife and I working, the technician showed up at my door 5 minutes outside the appointment window of 1 to 3pm. When he tried to fix the failed STB, he was unable to do so. He swapped it out with a box that that was not part of our package X1 Whole Home DVR system. That STB was able to work on the outlet that the previous tech informed that needed to be replace. He also noticed that the line still needed a Lock Box to Set and placed that order in, that has been set for Wednesday March 29th between 1-3pm. He then informed me that the X1 platform needed a filter on the line to keep from back feeding into other ones, he placed the filter on the line. Also, while he was here I asked if he could fix the call feature on my phone. He informed me that he is not able to do so. He also confirmed that features were still on the lines and call it in to a department of Comcast. The agent on the phone confirmed that the features were not on the lines as both the tech and I confirmed that they are still there. Due to the tech being towards the end of the appointment window I was unable to work for 2.5 Hours and still receiving service impacts for the call features.

#### On March 23rd:

My wife was working at 3am when the service dropped. It was reported as an outage which had a ETC of 6:25am. At 7am I logged into work to noticed that my connection was slow and which also affected my phone calls through my phone losing connection. Unable to work, I ran multiple speed tests from my desktop (connected via LAN cable to the modem) to notice some inconsistences of speeds. Each test showed different results for each dl and upload test. (In test order) DL: 5MB, 175 MB, 85 MB, and 15MB UL: 20MB, 17MB, .02MB, and 5MB. Called into Comcast and was told that a tech would be out today between 1-3pm. Went to a Service Center to swap out the stb that the previous tech left. Logged into my account to check my appointment at 2:15 to see that the appointment is showing delayed. I logged into work at 3:30pm to see the same issue as this morning.

Unable to work I called Comcast at 3:54pm to find out about the tech and possible solution. The tech didn't show up until after 4:30pm. Even with this tech visit the issue is still happening if not worse. Also this technician was able to verify that the phone features were still on the phone lines also. I have been running pings on systems to check the TTL along with consistence's. (Picture attached)

#### On March 24th:

Fed up with the issue along with not being able to work for this day, and having to wait until Wednesday March 29th, for an LBTS tech, I decided to call Comcast about the issue to see if an earlier date could be made. I was trying to reach HSI Tech department but the call went to an agent who is working in a different department. Informed the agent that I needed an earlier appointment window for the LBTS, she was confused by what I was saying as I reassured her that just scheduling any issue for services would only send out a regular tech which is not needed. Still confused by this I asked to speak with customer solutions.

Upon getting over to solutions I explained my problem to Tarika (I never asked to spell her name) of Jackson, MS., along with the issue that we been having with the account when calling in. My wife when using her cellphone along our home phones to call into Comcast is still not able to verify with the IVR system due to the account issue from when we moved on the 17th of March. The agent informed me that I was not on the account as an AU, I ensured her that I was and that the previous account info can verify that along with trying to fix the problem with the verification part. I was able to verify all the information on the account as needed as I have never run across this issue before with my wife adding me as an AU 4 years back. She quickly got an attitude me and even displayed a very unprofessional and offensive behavior. My wife overheard the conversation and was also displeased with the way we are being treated. The agent was able to change the appointment from Wednesday to Saturd

Ticket: # 1524633 - ZAM Gaming Inc. Promoting internet based criminal activity

Date: 3/24/2017 5:55:30 PM

City/State/Zip: Vale, North Carolina 28168 Company Complaining About: Charter

#### **Description**

ZAM Gaming Inc. (website: http://www.zam.com/) through its sub domain www.wowhead.com is knowingly and willfully delivering advertisements to the general public that produce as a result of ransomware type scripts within the html for the advertisement Interference with Communications by causing the browser of an unprotected visitor to that site (http://www.wowhead.com) to become locked and if the device is unprotected from virus and malware to also cause loss of data or loss of property through the instantiation of additional scripts that run unattended in the background that first elevates access to administrator level access privileges and then begins to search out and send to third parties information of a personal and confidential nature such as credit card and bank account information social security numbers and other PCI data. If successful this script then loads additional scripts that affect the hardware address layers of the operating system that in essence makes that device unusable and the storage devices attached to that device to become inoperable.

# Ticket: # 1525059 - Hijacking of error pages

Date: 3/25/2017 2:53:21 AM

City/State/Zip: Omaha, Nebraska 68106 Company Complaining About: Cox

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### **Description**

Cox has "Enhanced Error Results" which is a hijacking of not-found internet pages in order to provide sponsored results aka advertising, to the user for the purpose of making money. They offer an option to "Opt Out" but they are not honoring it.

# Ticket: # 1525223 - NYC - Spectrum Throttling Internet

Date: 3/25/2017 11:10:44 AM

City/State/Zip: New York, New York 10002 Company Complaining About: Time Warner

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### **Description**

Good morning,

I was a Time Warner Cable customer for three years. They were recently merged into Spectrum. For the past week and a half my internet connection has been unstable and I've been unable to partake in my part time job of live streaming content to my fan base because of severe packet loss. I've had a technician come out to my building and check the lines, which he has said were fine. I spoke with a representative last night and he told me that they could fix the issue if I switched my grandfathered Time Warner Cable account to a Spectrum account aka pay more money to actually get the service I'm paying for. This seems like a gross abuse of the merger. I'm attaching a file showing the connection issues .

Ticket: # 1525429 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads fixed.

Date: 3/25/2017 3:03:42 PM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

### **Description**

This is a follow-up to your previous request #1521194 "Re: Request received: Viewi..."

This ad came up again today 3-25-17 about 11:45 am ,this time it had an x in the corner and I was able to delete it . You can cancel this complaint. D.A.

### Ticket: # 1525469 - computer being hacked

Date: 3/25/2017 3:48:15 PM

City/State/Zip: La Puente, California 91744 Company Complaining About: Hughes Net

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#### **Description**

Someone called me from this number (b) (6) named (b) saying they were calling about my computer being hacked. I had no trouble my computer before that call. that was around 3/17/17. Then they sent me a text asking me who is this? I texted back (b) (6) ! Who are you? They texted Lol you text me earlier.

worng number i guess. I texted Okay. Then texted.. You called me earlier. I didn't text you. I don't know how you got my number because it's on a no call list. So please stop calling it. I don't know who you are. They texted back I'm no worries. Now my computer is not working right. It skips two times when i use my mouse or have to click 3 or 4 times for it to move. The person on the phone voice sounds like a middle eastern person. He sounds like the same person who sent a message a few years back saying he was with Microsoft and they saw that my computer was being hacked they could fix it for \$175.00 and said they needed to get into my computer. They would need my okay to do so. I said yes because just before they called me my computer went black. They fixed it but the next year the same thing happened. This last call I spoke to them in Spanish. Then they said we are calling about your computer problem. At that point I just hung up the phone. I hope you can help in this matter so they don't try this again or do it to someone else. Have a blessed day and weekend.

Thank you: (b) (6)

# Ticket: # 1526222 - Repeated Junk Email Despite Unsubscribing

Date: 3/26/2017 8:55:45 PM

City/State/Zip: Huntsville, Alabama 35803

**Company Complaining About: Network Promiting** 

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## **Description**

Hi,

I have been getting 1-2 emails a day for the past couple of weeks from "Network Promoting" despite unsubscribing several times. These emails have continued long after I unsubscribed.

Ticket: # 1526310 - Xfinity using my personal router to set up their wifi hotspot

Date: 3/27/2017 12:24:20 AM

City/State/Zip: Santa Fe, New Mexico 87507 Company Complaining About: Comcast

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### **Description**

I have purchased my own modem/router combo to use Xfinity Comcast for my personal private wifi Internet. Xfinity is using my modem as a way to open up their own wifi hotspot. I have gone online to opt out of this option of their company. Their wifi hot spot was still on. I called their customer service center to turn it off. Was guaranteed this would not happen again. 5 days later, their wifi hotspot is on again. Called their customer service center again on day 5, speak to another rep who assures me this time will be a permanent fix. 3 days later and it's back on again. Since I own my modem/router, I don't want Comcast opening my internet connection to other comcast customers. This will cause more interference with my personal service and I have the right to opt out of this option they have available. I don't get any advantage from having this option on, they do, they can advertise that they have these hotspot everywhere, charge people to use it who don't have their own private networks to use these hotspots. I don't get any compensation or discount for them having this turned on, bogging down my own private network. All I want is this wifi hotspot option permanently shut off, but somehow this technological marvel of turning it off is beyond their technical teams expertise.

#### Ticket: # 1526968 - continual intermittent wifi connection unresolved

Date: 3/27/2017 11:59:21 AM

City/State/Zip: Lynchburg, Virginia 24503 Company Complaining About: Comcast

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#### **Description**

Our wifi goes out multiple times a day. We have contacted Comcast numerous times over the past 3 years, had several techs to our home, purchased several new modems (including the recommended Comcast issued modem/router combo), increased our package to Blast, basically done everything that every tech has recommended and have not had our problem resolved. Our neighbors have the same service but not the same problems. The tech support and technicians have been unreliable and unsuccessful in resolving our issue that has been a constant for over 3 years. Yet we pay the same each month. This negatively impacts my home-based business on several levels. I have requested to speak with supervisors and advanced tech support to no avail. The supervisors do not listen to my concerns, yet continue to repeat what others have told me. The last supervisor scheduled yet another technician to come out, we took off work to be here, and the tech has not arrived or phoned in to cancel. The amount of time and money we are out not only on monthly service fees, but time I'm not able to be online to handle customer questions, etc., as well as time my husband takes off to be home for the tech adds up to more than this company should be getting paid. Someone needs to handle this issue, resolve it once and for all, and provide me with accurate info. Every tech who has been out to my home gives me an answer that contradicts what others have said. The technicians and support techs (phone) have no clue and are a big waste of time.

Ticket: # 1527692 - Internet outage

Date: 3/27/2017 3:04:33 PM

City/State/Zip: Mesquite, Texas 75150 Company Complaining About: AT&T

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### **Description**

Internet has been out since Thursday, March 23rd, 2017 at 9:48 a.m. I have made several calls to AT&T, and they keep telling me that there is still an outage in our area due to construction and then a line has been cut. They will not give me a date as to when this issue will be resolved and they don't like that I keep calling back, however we would like her services restored. One manager, Michael, stated that there was nothing that we can do except to wait and see what happens. He said it could take days weeks or months before the issue is resolved. Carlos was the last manager that I spoke with on this past Sunday, and he stated that there was no need for me to call back and if he will contact me today, but I have heard nothing as of this time at 1:50 p.m. I am not getting enough information to realize what is going on, because one minute they're stating that it's an outage, the next they're saying that the issue has been resolved, but we still do not have internet services through U-verse at AT&T. I feel like this is an emergency and We are getting the run around.

## Ticket: # 1527913 - AT&T failing to provide adequate service

Date: 3/27/2017 3:50:00 PM

City/State/Zip: Santa Cruz, California 95065

**Company Complaining About: AT&T** 

### **Description**

Our AT&T DSL service is like living in a 3rd world country. Data rate is only 5MB/S and we get frequent interruptions to service each day or times when it is too slow to meet 3MB/S streaming video. AT&T have no plans to introduce U-Verse or optical fiber into our area and I've heard they plan to eliminate our DSL completely by 2020 so then we will have NO INTERNET. In the meantime I have complained before and their executive office agreed to apply a permanent 50% discount to our DSL service and told the FCC this was their resolution. Since then corporate has eliminated this discount so their staff can no longer extend this discount so their earlier resolution to their "poor service" is no longer valid. My requests i) ATT come up with a plan to provide a replacement service and make it happen BEFORE discontinuing our DSL. ii) They either do more to maintain their existing DSL service ie provide their technicians with tested DSL cards/tools to diagnose good/bad redback cards etc OR re-apply my 50% discount as a compensation until they can provide the level of world-class internet service one would expect in the most technologically advanced country in the world !! iii) That they be made to roll-back their 150G/month restriction with \$10 per additional 50GB that works out at \$5/movie which is a direct intent to give them an unfair competitive advantage over Netflix and Amazon that typically only charge \$3-\$5 per movie so their data surcharge effectively doubles the cost!

### Ticket: # 1527952 - Internet Service - Earthlink & Century Link

Date: 3/27/2017 3:59:08 PM

City/State/Zip: Denver, Colorado 80229

Company Complaining About: Earthlink & Century Link (both Companies Are Contributing To This

Ongoing Problem)

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#### **Description**

I've been using Earthlink as my internet service provider for a good number of years. I lease a modem from Earthlink. Earthlink leases 'DSL lines' from Century Link. My DSL connection is one of the slowest (1.5 Mbps) but it works for my PC needs. I've always experienced problems with Earthlink in maintaining my DSL connection but here in the last two or three years it has become a regular occurrence that my service is 'shut off' for 2 weeks to a month, every two to four months by Century Link. Usually the reason for a 'disconnect or shut off' is due to repairs on the Century Link end of things but my recent shut off was intentional and I am being told it is due to bandwidth problems. Century Link called me at my place of employment the end of February 2017 and told me my service would be shut off on 3/22/17 unless I allowed them to change out my modem and connect me to a different service. With Earthlink being my ISP provider, I expected to hear something from them prior to this strange announcement of shut off but I never did. I concluded the call I received from 'Century Link' may have been a joke or scam but sure enough, on 3/22/17 my service abruptly stopped. Earthlink had convinced me in early 2016 (prox) that a new modem would prevent these lengthy out periods so I leased a brand new modem from them. I still experience the same outage problems and 100% of the time the outages are due to Century Link either replacing circuit boards or working in our area on their old, old equipment. Due to my being with Earthlink for so many years, my email address is rather established but in November 2016, after my October/November 2016 outage, I thought I would call around to see about securing a new service. To disconnect from Earthlink though would take an act of 'Congress' as Earthlink does not give up their customers easily. Well here is is, four+ months later, my service is off again. Calling Earthlink is difficult as they maintain poor customer records so I spend hours going over the outage story and asking for a manager to call Century Link to look into the reoccurring outages. It is a crazy way to do business and I am not the only customer going through this dreadful experience with both, Earthlink and Century Link.

Would it be possible for you to help resolve the issue once and for all?

### Ticket: # 1528493 - Service to my home

Date: 3/27/2017 6:52:02 PM

City/State/Zip: Eugene, Oregon 97405 Company Complaining About: Centurylink

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#### **Description**

Last April, Century Link changed how my service was delivered to my house. Previously it came up Dillard Rd. Since that change I have had very spotty coverage....often dropped....I first started working this issue in June 2016. I have been through countless reps who tried various "fixes". I even had the former supervisor Dan Herrera involved (who relocated to Vegas-Century Link). His conclusion was that there was electrical interference they needed to resolve. And that an expert from Portland needed to be contacted.

In The new year I called in a service request and had a very good technician named Joe from the Eugene office go through everything all over again and came to the same conclusion. He said he would talk to his supervisor but there was nothing else he could do. He said the supervisor would contact me. I do not have the supervisor's telephone number and I have not heard from the supervisor. The problem persists. As a point of reference I've lived in the same house for 14 years and never had any issues till they switched the line a year ago.

Ticket: # 1529320 - internet Noise and dropping when I have Internet and E-mail open at the same time

Date: 3/28/2017 7:02:29 AM

City/State/Zip: Beaumont, Texas 77708
Company Complaining About: Time Warner

### **Description**

When I have internet and e-mail open at the same time, I get this loud wailing noise that drowns out anything I am trying to do. Time Warner has addressed this problem but I am told by the technician that I need new speakers. If I am doing just one task, listening to the radio or trying to read e-mail the problem doesn't exist. When I try to do both I get this terrible interference.

# Ticket: # 1531169 - Unsubsc

Date: 3/28/2017 2:41:49 PM

City/State/Zip: Los Angeles, California 90066 Company Complaining About: Doordash.com

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## **Description**

Door Dash has no mechanism to unsubscribe from their website. There's no phone number anywhere to call, either. I've sent multiple emails to their support site asking them to unsubscribe me but they haven't unsubscribed me. They send me daily emails which I no longer want to receive.

Ticket: # 1531333 - Hackers tried to access my computer on March 27th, 2017.

Date: 3/28/2017 3:14:56 PM

City/State/Zip: California, Washington, India, Washington 32812 Company Complaining About: Microsoft Internet Technical Support.

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#### **Description**

When I was on the Internet at AOL a pop up window with Microsoft Logo appeared on the screen advising me that a Zeus virus had infected my computer and to call a phone number on the screen to Microsoft Technical Support to clean my computer so people cannot steal my Bank and Credit Card information. Alex answered the phone call and he was located in California. Then a so called Senior Technician advised me that was located in Washington State when I asked his location, as Microsoft had offices all over the United States. He then told me that he will freeze my computer if I don't let them remove the Zeus Virus. I then shut off my computer. As I call the number again the person informed me that he was A SR. Technician with Microsoft in India. I knew they were hackers as they tried same thing last month. THESE PEOPLE ARE HACKERS.

## Ticket: # 1532149 - Failing to Deliver Product as Advertised

Date: 3/28/2017 6:46:49 PM

City/State/Zip: St Leonard, Maryland 20685 Company Complaining About: Comcast

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#### **Description**

My Comcast internet has been cutting off 2 - 5 times a day for 10-30 minutes at a time. This severely cripples my ability to use the service, as my downloads, live gaming sessions, streamed movies, etc are constantly being interrupted. I have had two technicians come to my house and tell me they've resolved the issue. Both times this has been false and the issue has persisted. The second tech comcast sent even told me that "Sometimes it can take nine or ten visits" to resolve these issues. I have taken two days off work to meet these technicians and their solution when I called them today an hour after a tech just left is that they're going to send a "technician supervisor". So I am expected to miss another day of work with no guarantee that they can or will resolve my issue?? Not to mention we have been paying FULL PRICE for a service we have not been recieving as advertised. The first tech commented "you don't have many options" after telling him I wanted to switch services. I've spent over an hour on hold waiting for their customer service reps to put in these tickets... Overall I am disgusted with how Comcast treats their customers. It is impossible to speak to an actual comcast employee, not just an employee hired to answer their phone calls, to file an actual complaint.

## Ticket: # 1532686 - Ongoing internet service issues -

Date: 3/29/2017 1:31:03 AM

City/State/Zip: Butte, Montana 59701

**Company Complaining About:** Centurylink

### **Description**

The account I am reporting about is under my husband's name (b) (6) but I am an authorized caller/user/agent.

Have been a phone customer for over 20 years & also have internet service with CenturyLink. I have been having non-stop issues with service interruptions, loss of service for SEVERAL months. I have called technical support so many times I've lost count. Every time am told there are no outages or issues in my area. Have had tech out here 4 times and still no resolution. First said it was modem so changed modem - didn't help. Same tech came back out and checked lines from alley to house and said all good, checked jack inside house (which is the jack that the original tech programmed in the outside box and told us to use when we first got internet service years ago) and he said was fine so said must be modem and tried ANOTHER new modem. Still experiencing service interruptions & loss of service constantly. Call repeatedly - this time was told would send "next level" tech. The same tech showed up again and checked the lines again and found a splice (or slice - not sure what he called it but it was a cut in the line) near the pole - said it was an old wire - in the alley which is their issue. The problem was there the first time he checked it - he just didn't see it. This is the same line he said was fine the time before. He ran a new line, tested it, came inside and tested the jack and inside lines again and said everything was clear and working great. Problems continued. I called several more times and am always told no issues detected - that I should be resetting my modem at least weekly (seriously???) which I do anyway because I have to do it in order to restore my service every time it drops. Continue to report issues. Was then told that I am getting too much bandwidth which is causing my service or modem to fail so she did something internally to set a limit on the bandwidth & said that would fix the problem. It didn't. Problems continue and I continue to call and continue to unplug and/or reset modem to get my service back. I have spent so much time on the phone with them I finally just got sick of calling and being told the same thing over and over that now I don't waste my time calling each time & just unplug/reset modem constantly. I finally got fed up again when my son was online getting recertified for a license he needs for his job and the service went out and he lost everything. I called and went through the whole thing again and said "if you read the notes on my account you can see what's been happening and what's been done" and was told that they can only see the past 30 days and that for it to be considered a chronic issue I need to have more documentation (what??!!) so I need to call EVERY SINGLE TIME I lose service... which is impossible - I've already spent so much time on the phone, waiting for tech, etc. trying to get resolution it's ridiculous. So I did as instructed anyway and called the next day when lost service (this was 3/24/17) and was told they would have a "next level" tech out between 3pm-6pm. Tech called about 4:20pm to say was about 30 miles away but on his way and would check some place where they have their equipment first and then come to house. At a little after 6pm he called back to say he wasn't going to make it because the other guy had to take the bucket truck to another job so it would have to wait until Monday 3/27/17 but he wouldn't need to get inside house so didn't give a time. I then got an email from CenturyLink saying that the tech closed the ticket and the issue has been resolved. NO, it wasn't resolved. This morning 3/28/17 - no service again so unplugged/reset modem. Tonight lost service again so I called tech support. First rep hung up on me when I was giving account information and reason for call. I called back and somehow my call was sent to the

wrong department (apparently I needed to be at the "higher level" account support, whatever that means) and the rep said he would transfer me to the right person and would stay on the line for a 3 way call to insure I got proper service. New rep gets on the line and the rep who said would stay on call with me was nowhere to be found. I explained the whole thing AGAIN and was told I was once AGAIN sent to the wrong dept. She transferred me to the CRIS Dept and a man answered. I slowly gave all of the account information without prompting because by now I've gone through this routine dozens and dozens of times, and he said "what is your problem?!" - very rudely. I said "excuse me?" and he wouldn't answer. I said "hello? are you still there?", again no response. I said it again - no response. So I hung up and am filing a complaint. I've spent countless hours on the phone with reps, and have requested to speak with managers or supervisors in the hopes that they may have the ability to help resolve the issue (I never get to speak to one). I work from home and depend on my internet service for my work. These constant disruptions have cost me lost time, lost wages and unbeliveable frustration. I have explained that this is not only costing me money but also valuable time and loss of work. I've filled out the surveys and have expressed my frustration. Never hear anything back and never get resolution. What do you have to do go get quality customer service - or quality service in general??? I pay my bill every month - carry a credit on my account - and have been a customer for over 20 years. I happen to work in telecom myself and understand how technical issues can happen and how hard a job the customer support reps have, but I cannot believe the lack of respect the reps have for the customer and the unbeliveably poor service that CenturyLink provides. It's shameful! I'm at a complete loss as to where else to go to get resolution so here I am, filing a complaint with the FCC. Unfortunately we live in an area with few ISPs or I would have cancelled all of my service a long time ago. Hopefully you can help.

Ticket: # 1532730 - Re: Request received: Raising canes password ,username and

emails deleted

Date: 3/29/2017 5:19:42 AM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

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## **Description**

This is a follow-up to your previous request #1511562 "Raising canes password, use..."

I just accidently trashed a FCC email then I went to AOL trash and it was not there, then I trashed another email by guess, and I went to trash and it was not there? Why are my AOL trashed email not going to the trash?

# Ticket: # 1534065 - security network breach scam

Date: 3/29/2017 1:44:02 PM

City/State/Zip: Simi Valley, California 93065

**Company Complaining About:** AT&T

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### **Description**

On 3/4 received audio and written message on computer screen re a breach and to call telephone number. Agent at the number misrepresented himself as an employee of another company and his company scammed me out of \$300 and they are dragging their feet on refunding my money. This has been going on for 3 weeks.

# Ticket: # 1534417 - Frontier Communications Complaint Urgent

Date: 3/29/2017 2:53:09 PM

City/State/Zip: Towanda, Pennsylvania 18848

Company Complaining About: Frontier Communications

### **Description**

I have been referred to you by several people regarding problems with our internet. We have had internet issues for several years now. We have multiple complaints recorded with them. We had previously had two DSL lines -- one for my husband and I and one for our kids (4 at the time). Last year we were offered Bonded DSL. We elected to keep both lines in case one should go down, we would have another -- since we had two kids that were commuting to and from college from home and half their courseloads being online. It worked pretty well for awhile but in the past six months it has again slowly deteriorated to a point where -- in the past two weeks -- we have more down time than up town. This is not an exaggeration. Frontier has records how many times it actually has been "down" daily. In addition to this, we think we are being bottlenecked -- either deliberately or because of equipment issues. The internet will work and then suddenly - no red lights appear on the modems to indicate an outage -- but the lines will slow down so much that you cant get from page to page or anything else. Nothing works. "Cheryl HIte" the local manager for Frontier has gotten so she is nothing but snotty and rude if I contact her. I'm sure she is tired of hearing from us but we are also tired of paying over \$100 a month for two Bonded DSL lines that rarely work or work so slowly you can't use them. Her behavior, however, is unprofessional at this point and she does nothing to make those under her look into and resolve the issue. Last week, after filing a complaint for the same issues we are still experiencing, we received a call at barely 8:30 am from "Casey" -- a service tech. He and my husband exchanged some words to a point where my husband informed him that exchanging snotty words wasn't going to resolve the issues. Casey and my husband then finally discussed the issues at hand. Casey still refused to acknowledge that the problems were on Frontier's end and advised my husband to try updating the firmware on our modems. He also told him that they are supposedly experiencing some issues with things like iphone's, other phone brands, etc., that have had updates that no longer are compatible with the software on the modems. ????? Now that is rich considering when the internet fails it is on ALL devices across the board. Our kids have Samsung's. My husband and I have iPhones. We have three hard-wired computers used regularly running Windows 10. We have iPads, Kindle Fires, etc. NOTHING works. He tried to tell my husband that maybe it was the Wifi. That's funny because how does that explain the fact that the three hard-wired computers are down too? They are just grasping at straws here so they don't have to address the issue. Last night, several of us in the are got talking about the problems we are having (on Facebook). Apparently, many others are reporting the same issues. Frontier is doing nothing to help them either. I don't know if perhaps they have overloaded the Remote where all of our cards reside or what the issue is, but it is NOT in all of our homes. This is a FRONTIER problem. We shouldn't have to pay over \$100 a month for service we aren't receiving. My kids are having to stay late on campus to complete their course work. We pay for two Bonded DSL lines so they DON'T have to resort to things like that. It also makes it even harder because they have jobs they also have to go to so trying to find time to stay on campus is difficult. I'm well aware that FRontier is going through all sorts of growing pains (and other including the possibility of bankruptcy) but this isn't OUR problem. We pay in good faith for a service we aren't receiving. We also shouldn't have to be treated like garbage by the local office personnel. I'm pretty certain if they were paying over \$100 per month for two bonded DSL lines that were promised to be up all the time, that they wouldn't be very happy

either. I don't know what the FCC can do but I'm hoping something. I can provide access to our account --or information to backup our claims -- whatever is needed. Something is not right and it is not our equipment. My husband is an electrical engineer and actually more internet and Wlfi savvy than probably most of their under-trained techs. He even has run Cat 5 cable to the lines and put both lines on a UPS to prevent electrical surges to the equipment should we have any. I also am not a computer idiot and hold several computer related degrees. The local office, however, never wants to admit that we aren't their "typical" customer who generally is clueless as to how it all works. They seem pretty aggravated that we do. And again, the problem is NOT in the house. Please, if there is any thing at all that you can do to help us, we would be forever grateful. We have no other internet available to us in our area or believe me, we would jump ship to something else as quickly as possible. And we think Frontier knows that too -- they have us where they want us because we have no other options but to use them. :( Please, please, please help us.

## Ticket: # 1535726 - internet piracy

Date: 3/29/2017 9:35:00 PM

City/State/Zip: Aurora, Colorado 80012 Company Complaining About: Unknown

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### **Description**

phone # 1-844-637-8831, site address

ultrainfotechservices.club/source=74495\_1455733\_c.codeonclick.com is trying to hijack my computer by forcing a website you cannot click out of, to have you call phone number listed, every time it is a different phone #, saying you picked up a virus at a pornographic website, that wasn't visited. needs research & dismantling

## Ticket: # 1536411 - Comcast Going Down Daily

Date: 3/30/2017 11:13:24 AM

City/State/Zip: Flintstone, Georgia 30725 Company Complaining About: Comcast

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### **Description**

I work from home 40 plus hours a week and I have Comcast Internet, TV, and phone. I have had them go down 3 days in a row same time each day. I call in or chat and Comcast says they are working on it. I didn't call for this last time for 3 days in a row, it doesn't help. Most of the time Comcast is fine but just random outages like this hurts me from being able to work and then I have to use my cell data and hotspot to work! When comcast works its great, but just random outages like this and no word why or the company making their infrastructure more stable is ridiculous. I work in IT, go 'duct taping' the issues needs to stop and then they make this area more stable.

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## Ticket: # 1536549 - Internet Issues

Date: 3/30/2017 11:48:36 AM

City/State/Zip: Auburn, California 95603 Company Complaining About: AT&T

### **Description**

My internet was down for 2 months. AT&T continued to charge me. It took 2 months to get credits which were never the full amount. I have had countless services losses and billing issues. I just looked at my bill today 3/30/2017 it is suppose to be \$34.95 and it is \$69.00. This is unacceptable and I want my account cancelled immediately with no early termination charges or charges of any kind.

Ticket: # 1536963 - Terroristic threats against my family on World Series of Poker web site.

Date: 3/30/2017 1:23:21 PM

City/State/Zip: Perrin, Texas 76486

Company Complaining About: Centurylink

### **Description**

We were having a fun game of free poker online thru W.S.O.P. at about 7:30 pm central time when I beat a guy with the game name of Johnsmith. After I beat him he chatted that he wanted my wife and children to choke to death and he would help. This is serious to me and kind of scary.

Ticket: # 1537150 - TWC Spectrum Internet Failures/Damage in Ventura Keys area Ventura CA

Date: 3/30/2017 2:04:25 PM

City/State/Zip: Ventura, California 93001 Company Complaining About: Time Warner

### **Description**

As of December 2016 I have been experiencing internet problems. After changing equipment several times as you suggested, I finally contacted you for a service call since the problems still existed. You will see by your records that I have called many times on this, and also had a tech visit on 03/07/2017 between 4PM-5PM order number: 1001198145811120.

I am still experiencing issues where every three or four days, there is NO internet and it does not come back until I reboot my router. There were ZERO issues the entire year of 2016 until December around Christmas time.

By my investigation, I have come to the conclusion that your equipment past the access point for the entire block and many other addresses near me is damaged or received damage from the large amount of rain that we experienced.

So I posted the question last night on the Nextdoor Neigborhood and guess what? No less than 7 within one or two blocks of my residence are experiencing all of the same issues? I guess that means it is you, and not us. Please fix this.

Resident: (b) (6) — 3/29/2017 at 11:00 AM - TWC issues here too. (b) (6) .

Resident: (b) (6) — - 3/29/2017 at 11:45 AM - YES! On (b) (6) — and I have terrible reception. I thought it was my router. What can we do??

Resident: (b) (6) — - 3/29/2017 at 1:00 PM - Yes, on (b) (6) — Resident: (b) (6) — - 3/29/2017 at 2:00 PM - My issue is they raised their prices by \$10 per month and we are getting worst reception.

Resident: (b) (6) — - 3/29/2017 at 2:00 PM - Definitely issues on (b) (6) — It has gotten noticeably worse.

Resident: - 3/29/2017 at 2:00 PM - We have had similar internet issues since around December with Time Warner. We're at the corner of (b) (6) and (b) (6).

Resident: - 3/30/3017 at 9:00 AM - I, too, have had similar problems on (b) (6) between (b) (6) and (b) (6) WiFi going out or weak at least every couple of days.

Ticket: # 1538013 - Can't apply for job Submit button turns off wifi .

Date: 3/30/2017 5:29:22 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

#### **Description**

I have applied many times for a job using my iPad with Frontier Communications wifi, the wifi will not work in the kitchen area and I am forced to use the cell phones in the room where the wifi works. Since my cell phones do not work well I am in the kitchen applying on my iPad Air 2 and when I press the Submit button after hours of applying many times the wifi shuts off or I get an error message I NEed a JoB and some people are Sabataging me through wifi.see the photos I have been applying since 11:00 am my days are spent fixing problems to the FCC instead of living my life. I use the landline in the kitchen that is also connected to a Frontier so they are double sabataging me so that I cannot apply for a job.

# Ticket: # 1538151 - Browser Hijacking

Date: 3/30/2017 6:29:32 PM

City/State/Zip: Baltimore, Maryland 21206 Company Complaining About: Unknown

### **Description**

Our desktop has been hijacked twice, within one week, by the same browser hijacker. They have locked the computer in an attempt to get us to call them and pay them to unlock it. Our antivirus software cannot prevent this.

I want to report the phone number of these lowlives-1-888-978-7061.

Please go after these jerks.

Thank you.

### Ticket: # 1538435 - yahoo hack

Date: 3/30/2017 8:29:21 PM

City/State/Zip: Castro Valley, California 94552

Company Complaining About: Yahoo

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### **Description**

Hello,

This email was sent from my yahoo account this morning. , not from me. I tracked the login to Manassas, Virginia.

From: (b) (6)

To:

Sent: Thursday, March 30, 2017 1:47 AM

Subject: Help !!!

Hello,

Am sorry to border you with this, i made an urgent trip to Waterloo (UK) unfortunately i was robbed and i lost my way here in Waterloo those muggers, went away with my wallet,cell phone and bank cards. I have made contact with my bank but it would take me 3-5 working days to access funds in my account.. All needed is only 2,000 Pounds, I'll refund it to you as soon as i arrive home. You can wire me the money via money gram store, here is my info below:

Name: (b) (6)

Address: (b) (6) Waterloo, London SE18LW

Kindly get back to me with money gram 8 digit reference number, as soon as you are done with the transfer so i can pick up the money and head back home.

I owe you.



Ticket: # 1538718 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads March 31,2017

Date: 3/31/2017 7:44:21 AM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

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### **Description**

This is a follow-up to your previous request #1521342 "Re: Request received: Viewi..."

I don't mind this quote from Bob Marley that I have in my photos, yet I have many other photos of band members that never get put in the box that reads people, whoever is putting the photos in the people box wants Bob Marley in there even though I have only one photo of him and I have many more photos of my brothers band that get ignored? Is this an Apple thing? Or black thing? D.A.see photo

Ticket: # 1538723 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads March 23-2017

Date: 3/31/2017 7:46:44 AM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

### **Description**

This is a follow-up to your previous request #1521342 "Re: Request received: Viewi..."

All these people never get put in the people box and there is more than one person in the photos many times over, this is happening NOW! 4:38 am D.A.

Ticket: # 1538724 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads March 23-2017

Date: 3/31/2017 7:48:38 AM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Youtube Vevo

### Bara Matter

## **Description**

This is a follow-up to your previous request #1521342 "Re: Request received: Viewi..."

Just incase it was too large I still cannot check off photos only one at a time. 4:47 am.

Ticket: # 1538735 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads March 23-2017

Date: 3/31/2017 8:03:35 AM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

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#### **Description**

This is a follow-up to your previous request #1521342 "Re: Request received: Viewi..."

It's 4:59 I still cannot check more than one photo Get it? The person sabataging me has access to the people box choices that go in there and he or she wants Bob Marley, they refuse to add my brothers photo that I have many in my photos. My brother helped many black artist who could not master thier music or sounds and I am being sabatage from a black photo? I am not my brother? D.A.

Ticket: # 1539006 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads

Date: 3/31/2017 10:43:03 AM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

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#### **Description**

This is a follow-up to your previous request #1521390 "Re: Request received: Viewi..."

Someone is still racist on my photos . I am getting two Donald trump photos in the box ,there are three Donald , three Malania? 7 seven of my brothers photos. I did not want my page to look this way , I had to create it so that you can see that Apple is controlling my photos and life, so the answer is not just Apple ,it could be a hacker that also gets into my phones the phones all are not Apple ?

Ticket: # 1539010 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads

Date: 3/31/2017 10:44:18 AM

City/State/Zip: Downey, California 90241

Company Complaining About: Youtube Vevo

#### **Description**

This is a follow-up to your previous request #1521390 "Re: Request received: Viewi..."

Still cannot check more than one photo to send. And why two Mr. Trumps ?D.A.

Ticket: # 1539015 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads

Date: 3/31/2017 10:46:25 AM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

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#### **Description**

This is a follow-up to your previous request #1521390 "Re: Request received: Viewi..."

Once I sent you the proof, then it was corrected. If I adjust the photos how I want going foreword, The harrasment will continue since that person who is doing this will not stop.

Ticket: # 1539080 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads

Date: 3/31/2017 11:06:36 AM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

## **Description**

This is a follow-up to your previous request #1521390 "Re: Request received: Viewi..."

Here's an article ,one of many that Apple prefers. Who cares , my features are just like other Americans , this is my iPad I paid for it and I can add any photo I want to it. My birth certificate reads white because back then that's one of two options , now it's different and My Mother Cannot tan so she is white and I don't want to not be able to tan , so please show Apple to STOP!

Ticket: # 1539241 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads

Date: 3/31/2017 11:48:59 AM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

#### **Description**

This is a follow-up to your previous request #1521390 "Re: Request received: Viewi..."

Look on the keyboard of letter q and w? There are other symbols . Who is doing this? Sent from my iPad

Ticket: # 1539310 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads

Date: 3/31/2017 12:10:48 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Youtube Vevo

## **Description**

This is a follow-up to your previous request #1521390 "Re: Request received: Viewi..."

The numbers are wrong there are not eleven photos of my brother when he was tan.see photos.D.A. I still cannot choose more than one photo .D.A Also the box does not adjust correctly.

Ticket: # 1539342 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads

Date: 3/31/2017 12:17:58 PM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

## **Description**

This is a follow-up to your previous request #1521390 "Re: Request received: Viewi..."

Not 11 photos

Ticket: # 1539766 - Re: Request received: Re: Request received: Viewing videos and someone adding favorites to my page and sick ads

Date: 3/31/2017 2:07:51 PM

City/State/Zip: Downey, California 90241 Company Complaining About: Youtube Vevo

#### **Description**

This is a follow-up to your previous request #1521390 "Re: Request received: Viewi..."

I removed some people from my photos and there area some people still in my photos yet , it is blank?D.A.

Ticket: # 1540028 - Comcast injecting browser objects, and capping bandwidth

Date: 3/31/2017 3:13:07 PM

City/State/Zip: Kennesaw, Georgia 30144 Company Complaining About: Comcast

## **Description**

Comcast has capped my line at 1000GB/month

I pay for a 10/2 connection

They cut me off at the end of the month because me and my friend watch netflix HD.

They also inject the browser object to tell us that our bandwidth is half, 75% used.

We should not be capped at 1000 megabytes. Our cap should be the 10 megabits that we paid for! We can't do school at the end of the month, because netflix consumes ALL the bandwidth. Comcast is doing nothing to fix their backbone and address the real issue to the problem.

Ticket: # 1540226 - lost 911 service (VOIP) when internet connection blocked

Date: 3/31/2017 4:09:19 PM

City/State/Zip: Fayetteville, Arkansas 72704

**Company Complaining About: Cox** 

# Description

(b) (6)

Ticket: # 1540250 - comcast serve

**Date:** 3/31/2017 4:13:37 PM

City/State/Zip: Miami, Florida 33168

**Company Complaining About: Comcast** 

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# Description

internet and tv serve not working has state on contract

Ticket: # 1541227 - Re: someone adding people to my people box is not accurate.

Date: 4/1/2017 12:21:46 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Youtube Vevo

#### **Description**

This is a follow-up to your previous request #1521359 "Re: Request received: Viewi..."

There are not more pictures of the person in my people box , who puts these photos in the box and who cannot count because the numbers are wrong too. D.A. Sent from my iPad

Ticket: # 1541266 - Request recieved are not showing what photos I sent you they are showing less and photos that I did not send.

Date: 4/1/2017 1:00:51 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

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#### **Description**

I am Harrased by the photo department on my iPad. There was Sara Jessica in my people box that should not have been! Then I sent you four screenshots and the Request Recieved shows only 3 screenshots, then I send them again and , Now I am not recieving any Request Recieved since the inaccurate one about 9:20 am. This is 4-1-2017 someone is intentionally making my information to the FCC wrong. The someone wants me to keep sending the FCC replays so that I appear crazy. This is exploiting me to danger by me sending my whole gallery just to prove things. Only on this FCC website I can choose more than one photo at a time , when Im using my email I can only choose a photo one by one which makes it difficult to go back into photos each time and remember the exact photo I chose especially when they look similar, then Apple iPad mixes them , yet that is still not why you were sent the wrong photo, Someone delibritly had the Request Recieved showing photos that were NOT in my Gallery.

## Ticket: # 1541433 - Exede AKA VIASAT data fraud

Date: 4/1/2017 4:50:12 PM

City/State/Zip: Winnfield, Louisiana 71483

Company Complaining About: Exede Internet Aka Viasat

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#### **Description**

modem was unplugged duering late nite free zone at a fresh month data reset, next day when modem was plugged back in my data went from 0.0gb to 3.14gb used(only refreshing a few pages) I spoke with live web chat and they confirmed it was because I unplugged the modem and it had to "catch up" but refused to give me the data back that was used duering a free zone that counted towards my daytime paid useage.

Ticket: # 1541443 - Comcast technicians cut cables lines, creating outages for

customers of other providers

Date: 4/1/2017 5:05:28 PM

City/State/Zip: San Mateo, California 94401 Company Complaining About: Comcast

#### **Description**

I am a Wave Broadband customer, and recently at my apartment complex, Comcast was introduced as another Internet provider option. As a result, Comcast technicians were in and out installing new coaxial Internet cables in the complex. However, I noticed that my Internet randomly stopped working after it had been working fine for the past year. After working with Wave and having a technician diagnose the issue, we discovered that a Comcast technician had cut the cable that provided Internet for my unit. It is extremely ridiculous and unprofessional of them that they can carelessly cut wires and cables to complete their jobs with no regard for other customers' services. I am not the only victim of their disregard for property, as other Wave customers in my complex have also lost Internet recently. The technician also noted the locks on the Wave cable boxes being broken by Comcast technicians so that they could access the residents' cable lines during their installation. I had to take a day off work to have a technician diagnose the issue, had to contact multiple neighbors to have their cars moved, and am also paying for service that I am not actually receiving.

#### Ticket: # 1542026 - Poor internet service

**Date:** 4/2/2017 4:14:47 PM

City/State/Zip: Coral Springs, Florida 33065

Company Complaining About: Blue Stream Communications

#### **Description**

For the 11 months we have lived here, our internet service has been the slowest I have experienced. I have made numerous calls to the company. And am constantly told either there are outages in the area or they are performing updates, but it is constant all day and night. I was paying for the highest speed but wasn't getting it anyway. At least twice a day, the service freezes and the modem has to be reset. We reported the issue to the corporate offices but they didn't respond.

Ticket: # 1542105 - Very poor customer service troubleshooting a long standing issue

Date: 4/2/2017 6:10:02 PM

City/State/Zip: Brooklyn, New York 11231

Company Complaining About: Spectrum (formerly Twc)

#### **Description**

I have been working with Spectrum (formerly TWC) tech support over multiple calls to troubleshoot intermittent internet outages at my home. A week ago two Spectrum technicians came out and determined the line cable line that runs from outside my home to the nearest tap needed to be replaced as it was causing interference. Another tech was scheduled to come out yesterday (04/01/17), but did not show up. A technician showed up today and was very rude and unprofessional, and I had to convince him to do the work the other technicians stated needed done. He did run a new line, but ran it diagonally across not only my back yard, but my adjacent neighbor's backyard where the tap is located. This issue has taken several weeks, multiple site visits and around a dozen phone calls to arrive at this unacceptable conclusion.

I have called back Spectrum support and arranged for a Technician Supervisor to come back out on Monday, April 10th (reference job ID #974619). Please note that my interactions with previous technicians have been excellent customer service experiences, but this most recent visit was terrible, and coupled with the fact that I first brought up this issue on 02/22/17 I am very unsatisfied with Spectrum.

## Ticket: # 1542130 - Data caps

Date: 4/2/2017 7:06:12 PM

City/State/Zip: Greeneville, Tennessee 37743
Company Complaining About: Comcast

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# **Description**

I originally signed up with XFINITY Comcast with unlimited internet and now they are limiting me on how much I can use. They have got the market cornered in greeneville Tennessee and we have really no other choice for internet or cable.

Ticket: # 1542673 - Internet service keeps dropping/ interrution of service for 38 days and counting

Date: 4/3/2017 11:01:55 AM

City/State/Zip: Temple Hills, Maryland 20748 Company Complaining About: Comcast

#### **Description**

It all started about 38 days ago when my wireless service became interrupted. I contacted Comcast and followed there instructions several times, but to no avail. After 5 Comcast tech later, no one could resolve the issue. The 7th and 8th Tech came and they changed the outside wire from the pole to my house and I was told that will resolve the issue, not. In fact, when they left I had neither cable or internet service., because they cut the original black wire that lead to my house. So no Cable or internet for (1) or (2) days. So Comcast tech #9 comes to the house and he didn't check anything and said a bucket is needed and left. Tech #10 came and discovered that the house needs to be rewired and left and said he can only check for noise on the line. Now Comcast tech #11 came and checked and decided that the wire was bad and replaced not the entire wire, but on small portion and cable and internet service was restored, for a brief time. Techs 12-13 did nothing, but check their phone and said you have a weak signal its at 70 and it should be at 100 and they left. Now tech 14 came on Friday March 31, 2017 and went up to the attic only carry a cell phone and returned 3 minutes later, and said your find up there, you only have one splitter. So I asked what is the problem and he replies, "I'm putting in a maintenance called, because we have to find out where the signal is weak" and left. Oh he also mentioned he was going to check the pole line with his phone and left. Now I called and asked to speak to another supervisor, but was told they were busy and to hold on. I held for 30 minutes and asked if I can leave my number and have the supervisor call me back, and she said "yes" and to date I'm still waiting on that call. Each Tech that came to house, with the exception of Tech #11 did absolutely nothing to resolve the issue. I'm asking for help before I attempt to hire an outside contracted to correct the issue of interrupted service while using the internet send the bill Comcast.

Ticket: # 1542789 - Wi-fi drops

Date: 4/3/2017 11:35:55 AM

City/State/Zip: Las Vegas, Nevada 89119

**Company Complaining About:** Cox

# **Description**

Problems with Wi-Fi signal during the week especially on Sunday evenings repeatedly every week, have had eight different technicians from Cox come out here over the last past year

## Ticket: # 1543090 - problems with my internet

Date: 4/3/2017 12:58:13 PM

City/State/Zip: Davenport, Iowa 52803 Company Complaining About: Mediacom

#### **Description**

I have been having a problem losing my internet signal since sep of 2016. I am paying for 40 to 60 mbs, however my signal goes down to 0 and spikes upto 88. I have had techs from the cable company come out numerous times. Every time I call support they tell me the first thing they have to do is check the wiring in my house to verify the problem is not i my home. Every time they come out they check the wiring and tell me to call back if i have any more problems. I finally got one tech to explain the problem and he said the problem is external and its interfering with my signal. They had me upgrade modem and told me I should disconnect my wife, as i had my own router, and use theirs. I know this wouldnt solve the problem, but I wanted to do everything they asked for so they can keep eliminating any problems internally. Now im paying extra for wifi instead of using my own router and the problem isnt solved. This month I have scheduled two tech visits and according to their protocol they give you a 2 hour window for the tech to show up. They are supposed to call a few minutes before they come over to make sure we are home. They claim they came over on both scheduled visits but they never called, I called back the third time and the support tech said she would make sure they called me before coming over. I asked to talk to someone higher up and they said all they could do is set up another tech visit. Nothing is being done and Im getting very frustrated, paying every month and I cant use the internet. I would really like this issue resolved, thank you in advance for any sssistance you can give me.

#### Ticket: # 1543460 - Enter Network Password issue with Cox Servers

Date: 4/3/2017 2:38:16 PM

City/State/Zip: Chandler, Arizona 85248 Company Complaining About: Cox

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#### **Description**

It happens so often (50 to 100 times a day) that I have to delete the Cox email from Outlook in the morning and then reinstall it at the end of the day if I want to work uninterrupted. I have tried everything - and based on my research I am not the only one that is experiencing this. http://forums.cox.com/forum home/internet forum/f/5/t/8448.aspx?pi287=3

They say the solution is to get the FCC involved - so here we are.

On the thread above it says that Cox knows about this issue and chooses to do nothing. As I type this the box has popped up 8 times. I cancel it and it pops right back up. SUPER FRUSTRATING!!!!!!!

I have called (countless hours and multiple complaints), emailed, used the online cox forum and not only don't get a solution, but I continue to pay \$\$\$\$ for the problem.

Any assistance would be greatly appreciated.

Thank you,

(b) (6)

## Ticket: # 1543725 - Data caps and data cap notifications

Date: 4/3/2017 3:49:11 PM

City/State/Zip: Seattle, Washington 98109 Company Complaining About: Comcast

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#### **Description**

Comcast recently and unilaterally imposed a 1TB data cap on my account. I never agreed to this data cap, which still does not appear to be mentioned in any of Comcast's marketing materials.

Additionally, Comcast's data limit notifications work by hijacking web connections and injecting HTML and JavaScript into them, which would appear to constitute a form of interference. See for example: https://www.reddit.com/r/Comcast/comments/62jzhj/are\_you\_fucking\_kidding\_me/

## Ticket: # 1543958 - security alert

Date: 4/3/2017 5:04:16 PM

City/State/Zip: Las Vegas, Nevada 89118 Company Complaining About: Cox

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#### **Description**

every day I turn on my computer and I get a box that pops up :Security alert and they are saying my License is expired and to call an 1 844 number to release it I called and it was a Iranan and he wanted to enter my computer I didn't let him as I feel this is a scam. Please let me know what I can do about this (b) (6) thank you

# Ticket: # 1544117 - Tax address was changed

Date: 4/3/2017 6:01:36 PM

City/State/Zip: Downey, California 90241

Company Complaining About: California State Computers Website

#### **Description**

I called the stare 1800852-5712 And soneone changed my address and I cannot get help untill I give them the correct address I explained I lived here since 2011. I had some p .o . Boxes that I gave to him and he said none of them were good . I need an extention and he will not help.

Ticket: # 1544593 - Internet Frustration

Date: 4/3/2017 11:45:22 PM

City/State/Zip: Brighton, Colorado 80601 Company Complaining About: Centurylink

Description

# **Description**

I live in Brighton Colorado and every time it is windy, raining, or snowing we always lose service. There's never a time when we have great service during those indoor days.

#### Ticket: # 1544604 - Comcast connection issues

Date: 4/4/2017 12:01:26 AM

City/State/Zip: Denver, Colorado 80238 Company Complaining About: Comcast

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#### **Description**

Multiple homes in my neighborhood have been having connection issues with Xfinity/Comcast Internet (tv as well) since December. The connection drops multiple times a day, lasting anywhere from a few minutes to over an hour each time. I've made many calls to their 800 number and agents have come out to inspect the equipment and lines, but all they can ever tell me is "someone will get in touch to let you know what's going on", and no one ever does.

When I call the 800 number, they have no information about what's going on at the local level, so they want to send out an agent. Then the agent will come out and tell me they have to contact the team working on the problem, and they'll have someone call me. No one does. The last time I was given a card w/ a number of the supervisor on one of the local teams working on it, and I've called him twice to get info, left messages, and never heard back.

Getting information from them seems impossible. They constantly tell me someone will call, but no one ever does. I never see trucks out here working on it. We're being totally left out of the loop, and frankly at this point I don't even believe anyone is working on the problem.

## Ticket: # 1544634 - Internet turned off, Billing not an issue

Date: 4/4/2017 1:22:43 AM

City/State/Zip: Burbank, California 91506 Company Complaining About: AT&T

## Description

#### **Description**

I scheduled to have my serviced moved from one address to another. 2 days prior I cancelled my service being moved due to my new home not ready. Friday, March 31st, I woke up to work from home and noticed my AT&T box had red lights flashing. I didn't think much of it so I reset the box since it was really windy the night before and figured it was that. Took me about an hour to figure out that the service had stopped and then my day goes to being nice to now having to call AT&T to get the service back on. Of course calling any utility company takes time and since I needed internet to work, this was an important call. After being on the call for about 53 mins and 29 secs, and transfered about 6 times I thought that they would be able to resolve the issue. Nope. I would get a call every hour asking if my service was back on and I would say no. Finally time was coming to a close for the business day on a Friday and I finally called them back. Again on hold, and finally I said that they need to send someone out on Saturday to troubleshoot the issue. They said yes someone will be there at 8 am. I was happy. I woke up early Saturday morning to wait for the service tech to be there at 8 am. 904 am rolls around and I finally call. Was on the call for 25 mins 53 secs and I was fierce. Yes I was upset. Yes I used profanity. I am speaking to professional customer service company employees and NO ONE can fix anything or help me. Finally in that Saturday morning blow up the tech said he would call me back within 1 hour cause he had a meeting to go to. All day Saturday I waited for that call and no one called me. Sunday of course they are closed and today Monday evening I'm writing this at 10:15 pm and didn't receive a call or service tech appointment to get my service up and running again. This is bull. Nothing is being resolved. I can't stand this utility company doing this to me and getting away with this. I hope it finds the right people. I will fight this issue even after I move to my new home and not use AT&T there cause they have lost my service.

## Ticket: # 1545003 - Direct Tv Pop-ups

Date: 4/4/2017 10:05:12 AM

City/State/Zip: Saint Louis, Missouri 63141-8822

**Company Complaining About: AT&T** 

#### **Description**

I have AT&T internet. I do not have and do not want Direct TV, but when I am using my AT&T email, a Direct Tv Pop-up interferes and highjacks my email, shutting it down and dropping whateer I am working on, I spent 30 minutes on hold to reach AT&T and they told me they couldn't do anything and gave me the Direct TV line. The Direct TV respondent was extremely rude and told me I would have to talk to AT&T. I said I had and she just said (repeatedly) "What can we do about it?". I DO NOT WANT DirectTV and I do not want my email interrupted by their ads,

## Ticket: # 1545017 - Direct Tv Pop-ups

Date: 4/4/2017 10:09:22 AM

City/State/Zip: Saint Louis, Missouri 63141-8822

**Company Complaining About: Directv** 

Description

# Direct TV Pop-ups interrupt my email and make me lose whatever I am working on. I spent 30 minutes on hold to complain to AT&T and they told me I would have to talk to DirectTV and gave me a number. I called Direct TV and they laughed at me and told me to call AT&T. They were extremely rude. Meanwhile their Pop-ups are intefering with my ability to get my work done because they highjack my email several times a day. I DO NOT WANT and DO NOT HAVE Direct TV. These Pop-

ups must stop,

#### Ticket: # 1545979 - internet and phone service

Date: 4/4/2017 2:15:19 PM

City/State/Zip: Baltimore, Maryland 21208 Company Complaining About: Comcast

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#### **Description**

i have had on and off service with Comcast since 01/09/2014 have called for service so many times that i'm a little embarrassed. long story short we contacted another provider that guaranteed 99.9% uptime and they delivered. i called comcast to cancel services and they told me that i will need to pay over 1000.00 to cancel the service, with all the issues i have had running a business on the worst internet and phone service i have ever had i think they should just close the account with no fees.

# Ticket: # 1546014 - Signal Interference Time Warner

Date: 4/4/2017 2:23:43 PM

City/State/Zip: Brooklyn, New York 11215 Company Complaining About: Time Warner

## **Description**

The consumer has internet service. His complaint is that Time Warner signal is interfering with his ability to conduct business through the internet.

He wants Time Warner to check their signal/system in order to make sure that it is not interfering with his internet. The dish is located on top of the roof.

# Ticket: # 1547232 - Hacked

Date: 4/4/2017 10:20:25 PM

City/State/Zip: Blairstown, New Jersey 07825 Company Complaining About: Service Electric

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#### **Description**

Someone has hacked my business email account and is sending out emails with the subjuect "PLEASE HELP ME!!! when it is opened it says How are you doing today? Can you do me a favor please, thanks (b) (6) after they reply it goes to another email address

(b) (6)

## Ticket: # 1547425 - Internet connection problems

Date: 4/5/2017 7:09:06 AM

City/State/Zip: Enola, Pennsylvania 17025 Company Complaining About: Comcast

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#### **Description**

Me and my family have had problems with Comcast internet for at least 5 years to no resolve. They have sent techs out uncountable times and still have problems. We upgraded in December to get better service but that did not happen. It is now worse and we pay more for it. My son does home schooling and he gets booted out of his class. I have cancer and this stress dealing with this has upset me and I can and will not put up with it anymore. That is why I am contacting you. We have been loyal customers for many years and expect the same service as everyone else. Thank you

#### Ticket: # 1547710 - FCC Violation

Date: 4/5/2017 10:25:11 AM

City/State/Zip: Joliet, Illinois 60433

**Company Complaining About: Comcast** 

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#### **Description**

Hello,

My Name is (b) (6), and I am tired of my home being illegally survailed through the hidden equipment in my electronics. Further more I am tired of being picked on via FM and Comcast for things that have been learned observing my personal life such as a session of me and a woman having sex being broadcasted on FM. Not sure what government agency is responsible for it but it needs to stop. I have no idea, from what I understand the FBI does their investigations without tipping the investigated that they are being observed. I am not sure why I am being "investigated" but I should be able to enjoy the media such as the Mancow show, who was always like before, "oh the children the children, just shut up sally" so it would be nice for my government watch to be done in silence since its like talking to a brick wall. Thank you.

Ticket: # 1548191 - Google constantly putting downloads on my cell phone when I want to use phone which constantly drains & high heats my battery. Apotential fire aheats

**Date:** 4/5/2017 12:50:51 PM

City/State/Zip: San Diego, California 92109 Company Complaining About: Google.com

# **Description**

I stated it all above idiot.

# Ticket: # 1550840 - internet scam

Date: 4/6/2017 1:37:04 PM

City/State/Zip: Bronxville, New York 10708

Company Complaining About: Iservesolutionsinc.com

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# **Description**

iservesolutionsinc.com generated a fake Microsoft web page stipulating my computer was infected with a virus and that if I continued to operated my machine I would be cut off and damage would occur to my computer. To fix the problem I was told to call 1-844-350-3336.

# Ticket: # 1552480 - Midnight scam IRS call, can't you do anything?

Date: 4/7/2017 7:19:33 AM

City/State/Zip: Sicklerville, New Jersey 08081 Company Complaining About: Comcast

# **Description**

(844) 592-3171 called my home at close to MIDNIGHT!

When will you be able to stop these people

an IRS scam. Do you have any clout, any abilities, any will, any desire. anyone willing to work on

this? complicit? hapless? Trumped?

Ticket: # 1552823 - illegal phone call

Date: 4/7/2017 11:11:03 AM

City/State/Zip: Atlanta, Georgia 30349

Company Complaining About: Horizons Unlimited

# **Description**

Caller: this is John from Horizons Unlimited on a recorded line" then he asks "can hear me ok"? ..

Hmm... Don't say yes it may be a scam. Just Block them.

Ticket: # 1553572 - Claim with ATT, Bellsouth, Sedgwick and Mastec

Date: 4/7/2017 2:22:46 PM

City/State/Zip: Hialeah, Florida 33014 Company Complaining About: AT&T

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# **Description**

Mastec Contractor on behalf of ATT/Bellsouth broke cable line which cut phone, cable and internet service into my home on 5/1/2016. I have tried to get refunded for repairman visit from Comcast, my service provider, for almost 1 year now charged because they had to repair the broken lines by ATT. These steps were taken on the directives from ATT/Bellsouth, Mastec & Sedgwick and Comcast. I followed steps to get this resolved as indicated but have not received any resolution.

# Ticket: # 1553689 - internet

Date: 4/7/2017 2:51:12 PM

City/State/Zip: Summerfield, Florida 34491 Company Complaining About: Centurylink

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# **Description**

I was hacked by a phone call from an Iranen that said he was from Windows 10 an that my computer was going to stop working and he said for me to open my pc and that he was going to fix it free . WELL AFTER HE WENT THROUGH SOME STUFF HE SAID IT WOULD COST ME \$199.00 TO FIX IT.When I sald I didnt have the money. He shut my pc down. An now it is useless.THE CALL WAS FROM Illinois 1 779 225 5069

my name is (b) (6)

Summerfield Fl. 33491 please help me

Ticket: # 1554936 - Pay penalty of \$ 367.60 for leaving lousy internet service

Date: 4/8/2017 10:56:52 AM

City/State/Zip: Middleburg, Florida 32068-4280 Company Complaining About: Dish Network

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#### **Description**

I went to see Congressman's Yoho office and was told to contact you for help. I was an ATT U-Verse user and because of the price I went to Dish Network a couple of months ago. I got TV and Internet from Dish and am very pleased with the TV but not with the internet. My wife of almost 58 years, is an American now but I married her in France when I was stationed there with the Air Force, she is 77 and I will be 79 the 13 of April. She watches TV5 from France and Skypes her Brother and Sister in France almost daily, she never had a problem with ATT but now her Brother and Sister both say they don't hear her and her picture comes in blurred. We called Dish and they told me I needed the higher plan and I accepted to pay \$40. a month instead of \$20. and that would solve my problem, well nothing changed. I again called and talked to a tech and he told me that there was nothing they could do. I called and terminated my internet service on April 5, and they told me that I would be billed for \$367.60 because I had 22 more months left on my service. I told them I was not leaving the TV service because it was very good but their internet service really sucked. If they could not deliver decent service I should not be expected to live with for another 22 months.

Ticket: # 1555432 - Internet bank accessing our accounts and we have no idea how

Date: 4/8/2017 10:13:17 PM

City/State/Zip: Fort Worth, Texas 76135 Company Complaining About: AT&T

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#### **Description**

MY HUSBAND AND I JUST CHANGED BANKS FROM WOODFOREST BANK AND DIGITAL CREDIT UNION. All of a sudden we get these emails from "FINANCENOW" backed by QUICKEN LOANS, AFFILIATED WITH BANK OF THE INTERNET WHICH SOUNDS PRETTY CORRUPT TO ME. WE ARE REMOVING ALL OF OUR MONEY FROM THE BANK WE ARE IN UNTIL THIS IS RESOLVED. BOTH QUICKEN LOANS AND WOODFOREST HAVE STOLEN FUNDS OUT OF OUR ACCOUNT BEFORE AND WOODFOREST LIED TO THE FEDERAL GOVERNMENT STATING THEY RETURNED THE MONEY AND ALL THEY DID WAS PAY THEMSELVES. QUICKEN LOANS HAS ACCESSED OUR BANK ACCOUNT OVER A DECADE AGO WHEN WE WERE WITH WELLS FARGO AND WE HAD TO PUT A HOLD ON THE ABILITY TO STEAL OUR FUNDS. BOTH THESE ORGANIZATIONS ARE CORRUPT AND NOW SOMEHOW QUICKEN HAS ACCESS TO OUR BANK ACCOUNTS AGAIN AND WE HAVE NO IDEA HOW. I HAVE CONTACTED OUR NEW BANK BUT WILL NOT CONTACT WOODFOREST AS THEY HAVE LIED TO THE FEDERAL GOVERNMENT BEFORE AND TO US.

I WANT YOU AND THE FTC TO FIND OUT HOW THIS HAPPENED AND HOW THEY GOT ACCESS TO BOTH BANKS INFORMATION AND ARE ABLE TO SEND US EMAILS SHOWING THEY HAVE ACCESS.

THIS IS A SERIOUS CRIME AND SOMEONE OR ONE OF THESE BANKING INSTITUTIONS IF RESPONSIBLE I AM SURE AND I WANT THIS TAKEN CARE OF AS THE TRUMP ADMINISTRATION HAS CUT FUNDING FOR THE CFPA. THIS IS AN INTERNET SCAM AND I HAVE PUT IT OUT ON TWITTER AND I WILL CONTACT THE NEWSPAPERS AND THE MEDIA ABOUT THIS. I TRIED CALLING BANK OF THE INTERNET AND THE PHONE NUMBER HAD BEEN DISCONNECTED AND THE OTHER NUMBER NEVER ANSWERED.

THIS IS AN ONGOING PROBLEM AND ITS DAMN TIME THE FEDERAL GOVERNMENT DOES SOMETHING TO STOP IT.

I EXPECT AN ANSWER NEXT WEEK AS WE ARE NOT ALLOWING ANYONE TO STEAL OUR MONEY AGAIN.

# Ticket: # 1555619 - Computer hack

Date: 4/9/2017 12:34:04 PM

City/State/Zip: Dolores, Colorado 81323 Company Complaining About: Centurylink

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#### **Description**

On Friday, 4/7/17, I opened an email from Google. As soon as I clicked on "more info" an Alert came up telling me to contact Microsoft at 1800-604-9921. Other ph. # used were: 609-245-0130, 609-8072101 and one restricted number. These were the numbers the "Microsoft" hackers used while communicating with me.

They assured me they were Microsoft techs and had a business name using the name Geeks in it. They wanted me to fill out an online check for their payment which I did only partially. Next morning I contacted my bank and told them the problem and had them close my bank account for the weekend. I changed my PIN on the account and am concerned about my husbands bank account at another bank that they highlighted on my computer screen. They left a contact number in my documents. I called Microsoft Corporate and told them what happened and they went through my computer to look for any other Trojan Horse viruses. They assured me the techs the day before were hacks. The hackers used the exact same Microsoft program to "clean" my files. When I asked for verification that they were indeed Microsoft, the tech (John) gave me an Employee ID number. There were 3 people involved in this scam. They got my name, email, home address and part of my checking account numbers. I could not tell them apart from Microsoft. The real techs told me they never do online checks only credit/debit cards. I took pictures of the work orders they put on my screen. No picture of the check though. The hackers were becoming irritated with me because I questioned their validity several times. I hope there are no personal or financial problems that arise from this hack. The local Sheriff told me to call the FCC.

Ticket: # 1555755 - Web site takes control of personal computer settings

Date: 4/9/2017 4:50:19 PM

City/State/Zip: Birmingham, Alabama 35207

**Company Complaining About:** AT&T

# **Description**

http://money.cnn.com plays ads before viewing that cannot be paused or stopped or muted. The ad plays at full volume and if one mutes the sound on their main sound setting and move the mouse the web site un-mutes the main sound setting and resumes at full volume. Isn't it illegal to control personal settings?

# Ticket: # 1556074 - Hacker issues

Date: 4/10/2017 9:14:51 AM

City/State/Zip: Waverly, Tennessee 37185 Company Complaining About: Comcast

# **Description**

This guy called me and sent emails to me and the number that shows up is not a complete number. He is a gang person and calls to much. Every number is different. You cannot call the number back but he can call you. I have gone to the sheriff's office and they do not do any thing. The person lives at (b) (6) . He owns several propertys and sells drugs in the area. I have called the Law Enforcement.

# Ticket: # 1556598 - Trojan installed itself for commercial advertising

Date: 4/10/2017 12:17:48 PM

City/State/Zip: Beaumont, California 92223 Company Complaining About: Novatel Wireless

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#### **Description**

I clicked on a Google link to go to the California Energy Commission website and a tab popped up for "my.usb/" which when it loaded is a web page for Novatel Wireless Verizon MiFi 4G LTE USB modem. Eset Nod 32 keeps disconnecting the connection do to a trojan, Eset log info: "Time;Scanner;Object type;Object;Threat;Action;User;Information;Hash;First seen here 4/10/2017 9:13:28 AM;HTTP filter;file;http://my.usb/srv/status?\_=1491840668353;HTML/Refresh.BC trojan;connection terminated;PRIM\shinkle;Threat was detected upon access to web by the application: C:\Program Files (x86)\Google\Chrome\Application\chrome.exe (3F7FE251485042C3E473E8B372FE4936B18135DD).;95380F443247C3974BB96531DF0F9233A8 D773A8:"

This keeps running and has changed my home page.

#### Ticket: # 1557076 - Internet Service Complaint

Date: 4/10/2017 2:21:20 PM

City/State/Zip: Guilford, Connecticut 06437 Company Complaining About: Comcast

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#### **Description**

I am writing in reference to an internet service issue. I have had ongoing issues with my internet service being down/offline (than up and running). This has been ongoing for the last 10 years since I have resided at my home. The internet goes down approximately every Monday and Thursday. I have been working from home the last 6+ months and have called Comcast several times re this. They have sent someone to give us a new modem, new lines on the inside of my house, new lines on the outside of my house. Then, on 4-5-17 I called again with the internet being down. I was promised a certain date and time someone would come out to assess the situation on the pole. But, no one ever fulfilled the request. Now, today 4-10-17 I am calling again with the internet being down. I work from home and this is greatly affecting my work. Also, please note that my neighbor and I have been in contact with each other because when her internet is down, my internet is down. And when I am down her internet is down. I have expressed my concern to Comcast that this is definitely an issue that needs to be addressed especially because it's affecting two houses. And there is no resolution. Please help us rectify the situation. Thank You.

# Ticket: # 1558367 - unsubscribe issues

Date: 4/11/2017 7:12:10 AM

City/State/Zip: Eighty Four, Pennsylvania 15330 Company Complaining About: Baking Legend

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# **Description**

I have been receiving multiple e-mails from a company and when I tried to to unsubscribe the link took me to the ads website with no way to unsubscribe. I was able to contact the company and they said they would remove me from their list in 5-7 business days and after two weeks I am still receiving multiple e-mails a day.

# Ticket: # 1558589 - internet provider blocking access to my website

Date: 4/11/2017 10:03:56 AM

City/State/Zip: Baltimore, Maryland 21210 Company Complaining About: Verizon

# **Description**

i can not login to my wewbsite hosting account with go daddy because my isp vwerizion will not clear

#### Ticket: # 1559297 - Sierra Tel Internet

Date: 4/11/2017 1:24:26 PM

City/State/Zip: Mariposa, California 95338

Company Complaining About: Sierra Telephone (sierra Tel Internet)

#### **Description**

Our internet service is constantly being interrupted, going out & kicking us offline. We have currently been without service for over 24 hours. This is not a new problem, nor one that.happens to me alone. This has been going on for at least a year. I have had tech at my house several times, replaced modems as I was told to do, and was denied a replacement modem the last.time i went in for a replacement afyer spending hours on the phone with tech support and being told to do just that. There was even a petition started and signed by myself and many others, a sitdown meeting took place last year, and still we are sitting here again without internet. I pay over \$100 a month for this "service"

# Ticket: # 1559560 - internet scam

Date: 4/11/2017 2:29:09 PM

City/State/Zip: Takoma Park, Maryland 20912

Company Complaining About: Icloud

Description

# **Description**

On April 8, someone claiming to be from iCloud services said my IP address had been hacked into and offered ways to fix it. I ended up giving them access to my computer and paying them a check for \$800. Today, I had my computer checked by MicroCenter, Rockville, MD and they confirmed it was a scam and repaired my computer.

Ticket: # 1560091 - Intermittent Internet Connection - Xfinity/Comcast Refuses to Fix

Date: 4/11/2017 4:37:46 PM

City/State/Zip: Memphis, Tennessee 38111 Company Complaining About: Comcast

#### **Description**

Hi,

So my house has had intermittent connection issues for a very long time now. I've called them well over 10 times in the past month or two's time span and still have not had a proper solution. These solutions include:

1) Technicians

We've had two technicians, one replaced a cable line that was filled with water and rust. He was confident in this solution, it turned off again shortly after.

The second believes our hanging line is being pulled by trees, causing constant disconnects. The solution is a "bury request" where they take the line and just put it underground. Comcast has basically been refusing to address this but we now have a 3rd appointment time tomorrow. I have high doubts this will be the solution. Update: This appointment was today and they did not come out. Third time they've refused to service my house after scheduling an appointment.

- 2) Replace the boot files in our modem. The guy that did this was more certain about solving the problem than anyone I've ever met, however it still dropped connection shortly after this. He even refunded some of my bill he was so confident.
- 3) New modem. The classic Comcast solution. Your device is "end of life." We were using the Arris Surfboard SB6141, an extremely popular modem. My brother also owns this modem and he lives about 20 miles away, without being told it's end of life and without connection issues. I bought a Netgear CM600 which was more than enough and also on their approved device list. It shortly began resetting as well and I returned it while I could. I also have had about half of them tell me our modem does not need to be replaced.

My setup is a house with 4 other guys (5 guys total). It shouldn't be a matter of overheating or anything as the modem will reset regardless of the time of day, the amount of people home using it, or the capacity to which it's being used. These times where the modem resets can vary in length and frequency. From maybe once a day for a few minutes to maybe 6 or 7 times a day where one of these may last 2-3 hours. Also, it's never related to an outage in the area. We use the ASUS RT-AC66R router and as mentioned before, the Arris Surfboard SB6141.

Please help us, we're all college students and we just want this to be over. Especially me, as I've unfortunately had to deal with their garbage costumer service so many times now.

Thank you!

# Ticket: # 1560307 - Comcast hacked my connection

Date: 4/11/2017 5:55:28 PM

City/State/Zip: Orange Park, Florida 32073 Company Complaining About: Comcast

# **Description**

While I was browsing my connection was hacked by comcast and an ad for one of their modems popped up. I had my bank account open and a connection to my medical records. I have no idea if my information was compromised.

#### Ticket: # 1560418 - Consistent Comcast Packet Loss

Date: 4/11/2017 7:03:08 PM

City/State/Zip: Wilton, California 95693 Company Complaining About: Comcast

#### **Description**

I recently moved and was happy to see that Comcast was offered at my new home, as I was already a customer at my previous residence. However, I immediately noticed significant packet loss as soon as the internet was installed. The packet loss is always present and can be anywhere from 2% up to 25%, rendering my internet almost unusable. At my previous house, I had a similar issue that was resolved by line techs who came out and scanned the area for intereference. At that time, the techs and supervisor seemed very well informed on the issue and could provide updates on the network health in the area. At my new location, none of this is true. I have had four different techs out, including the local tech ops supervisor, and my issue has had no improvement whatsoever.

The local tech ops supervisor tried monitoring my modem but said he saw nothing. He then put a test modem in the node, which is actually my drop(~450 feet away via underground wiring) and said the network engineer noticed fluctuating interference. They were supposed to come out and resolve the issue, but no Comcast employees have been in the area over the last 5 days or so. I have spoken with a couple of friends who work in networking, one of which who was a Comcast employee and the other who serves in the military as a network specialist, and they have both provided me with information to expedite this process. My concern is that Comcast is not making a real effort to resolve the issue because of the fact that I live in a not as densely populated area. I have been out of work for almost two weeks because I have been unable to use the internet service I pay good money for.

I feel as though I have exhausted my options for resolution and nothing will be done. I would rather not have to sell my home that I just bought or temporarily move, just because they have a monopoly on high-speed internet here and are unwilling to even attempt to fix my issues.

I have attached some traceroutes and modem stats for the FCC.

As you can see, the routing is also really bad and doesn't make much sense. I am not sure why data from Sacramento to San Jose or San Francisco routes through Fresno and Los Angeles. I would appreciate it if the FCC could hopefully escalate this case, so people in my area are not taken advantage of and forced to move or take up jobs that don't require internet.

#### Ticket: # 1560603 - Comcast nightmare

Date: 4/11/2017 8:49:59 PM

City/State/Zip: Memphis, Tennessee 38111 Company Complaining About: Comcast

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#### **Description**

I have never had such a problem with trying to hook up the internet service ever. My last date of Internet service was the 25th of March with AT&T so I went the 24th of March to call Comcast they told me I need to bring identification until they're all local office. So I went and they said that that was not enough proof that I would also need to bring my deed to my home. I returned to the office of Comcast the next day and the 25th. Then they made my appointment for the 31st of March. The guy came said he was sorry and left. I called Comcast that very hour and I was told someone would come out tomorrow to fix the problem. No one came. So I called again April 2nd and then made me another appointment and didn't know why the first guy did not fix the problem. April 60 came an hour early and said he would be right back comma but he left and never came back. I called Comcast again and they said that text we need to come out and fix the problem. Then I got a call from Comcast couple days later saying the problem was fixed. Then today April 11th the guy came and said that he can't do nothing that there's another problem that maintenance will need to come out and fix it period I called Comcast and they don't have an explanation for nothing. Just saying that they are sorry and be patient. No one can answer any of my questions as of why their workers are not capable of completing a job are given a reason why. I've been paying for Netflix and Hulu and I can't use the services or my security cameras and I live in a bad neighborhood. I really hope something is done about their workers they are untrained unprofessional and I'm not sure what is wrong with this company I got another date to wait till the 21st of April now.

# Ticket: # 1560986 - illegal transmission

Date: 4/12/2017 9:37:58 AM

City/State/Zip: West Valley, Utah 84120 Company Complaining About: Other

# **Description**

Have house in neighborhood with ham antennas creating a disturbance with unreasonable unwanted signal that is hitting my house and making cats sick making birds not land for food 90 feet away. I bought a ultrasonic receiver so I could prove that this is the person responsible for unwanted signal all trough out my house. Signal will not be stopped with walls sheet rock ect.

#### Ticket: # 1561519 - Internet Service Frontier

Date: 4/12/2017 12:24:35 PM

City/State/Zip: Apple Valley, California 92308

**Company Complaining About:** Frontier Communications

#### **Description**

I have submitted several complaints to your office as well as Frontier and they are never held accountable. Ever since Frontier took over Verizon I have received poor service, from low to no internet speed or DSL continues to disconnect. Since Nov/Dec my DSL losses connection for 24-48 hours at a time and will stay online for about the same period. I have been in contact with the Director for Southern CA (Crosby Smith) and his techs and have been promised higher speed which has now been reduced and now constant disconnections. I was told by a tech in Jan that ever since Frontier took over they have allowed too many customers and it is clogging up the line creating the constant disconnections and that their equipment cannot handle it and to bare with them they will be upgrading my lines with tax dollars from the CA PUC, however I was just told my are will not be part of this upgrade but I still keep getting disconnected. DSL speed is 7mbps not sure when 25mbps will kick in as a requirement for High Speed Internet

### Ticket: # 1561691 - Frontier Date: 4/12/2017 1:10:38 PM

City/State/Zip: Redondo Beach, California 90278

**Company Complaining About:** Frontier Communications

Description

#### **Description**

Last year my internet and cable provider switched from Verizon to Frontier and not a month has gone by where I have not had a problem with my service. I have an online business and was taking a very expensive on-line course and for two months my IP address was somehow set in Quebec. I could not access any of my crucial sites which wound up costing me quite a bit of money. After sending an email to Frontier I was contacted by a woman named Latricia who said she was calling from the President's office. They gave me the number 1877-433-3806. She put me in touch with technical service, but it was still days before this was resolved. When I told her I didn't want to pay for the months of time I wasn't getting the service I was paying for she said she'd look into it but never called me back. When I call the number now I can't reach her and whomever answers says they don't know who she is. It appears they are going out of their way to not take responsibility for their horrible service or lack of service. In addition to that, my cable has had constant interference since the day Frontier took over. I have not gone a single month without some issue with the channels or services that I am paying for. I desperately want to leave Frontier, but my neighbors say they will charge me this astronomical breaking contract fee. I don't even know how I have a contract with them. I never signed up to have Frontier as my provider they were just suddenly my provider.

Ticket: # 1562580 - Fraudulent web company

Date: 4/12/2017 4:35:56 PM

City/State/Zip: Oak Ridge, Tennessee 37830 Company Complaining About: Comcast

**Description** 

Hi, A web company (Perfect Youth Skin Serum Customer Service <support.13386.6559b70993a30fb1@helpscout.net>) has set up an auto-order account with my credit card – automatically ordering products and charging my credit card \$75 monthly. I did not authorize this repetitive order. This is a scam targeting The disreputable company is using the internet to scam people. & needs to be investigated & terminated.

Ticket: # 1562629 - Absolutely criminal. Worst customer service and support I have ever seen in any company

**Date:** 4/12/2017 4:49:48 PM

City/State/Zip: Manassas, Virginia 20110 Company Complaining About: Comcast

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#### **Description**

We have Comcast Business data and voice at our office in Manassas, VA. The bill at one time was \$500 per month. The latency issues and line drop issues have been ongoing for months now, with no resolve or any attempt to assist from Comcast aside from replacing a new modem with another identical new modem. I have a background in IT engineering and have been attempting to assist the company in getting their connectivity issues resolved. Comcast has cancelled appointments without calling or notifying us whatsoever, "no-showed", arrived to the office and promised to get the issue resolved then never to be heard from again. This is the single worst company I have ever dealt with. They treat their customers like trash, and provide the worst level of client support I have ever witnessed personally or professionally. I have no idea how they are permitted to exist in such a monopolistic fashion while robbing people as the worst ISP in the country. I have been in the IT field for almost 10 years and never have I seen such incompetency. Please help.

## Ticket: # 1562796 - Internet outages and slow speeds

Date: 4/12/2017 5:46:42 PM

City/State/Zip: Wewahitchka, Florida 32465 **Company Complaining About:** Mediacom

#### **Description**

For over two years I've complained about slow speeds and outages. Mediacom has sent people to the house several times and it's always the same lame excuses. I've explained to them that I've got over 15 years experience in the industry and I'm not the average "customer". The problem is not in my home yet they have not fixed it. Now, they have put data limitations on they accounts which I am highly against. I think it's a violation of my contract and frankly blackmailing me into buying a higher package. Because of the dropped packages and outages and slow speeds I have had to restart down loads hundreds of times. Movies I've been watching froze and the modem would show data still being transferred. That is a sham and something needs to be done. I've complained so many times and asked for attention above the local level which I've yet to receive. I've given up calling as it does no good. This complaint is to hopefully get the attention of someone above the local people who can't seem to balance a cascade system or deal with ingress issues.

Signed a disgruntled EX-Cable Maintenance Tech.

Ticket: # 1562886 - Re: Internet Connection was not completely resolved - Buffering /

Latency = BOTTLENECK
Date: 4/12/2017 6:27:03 PM

City/State/Zip: Bernalillo, New Mexico 87004 Company Complaining About: Comcast

#### **Description**

Complaint: 1457109 was closed without the issue being Completely Resolved by Comcast.

We still have an issue with Buffering / Latency = BOTTLENECK, Downstream errors which have not been corrected by Comcast. I've attached multiple screen shots taken throughout the day of Tuesday 11 April and Wednesday 12 April 2017 that PROVES the issue is still ongoing and was not completely resolved as Comcast has claimed. I've also attached images of the emails sent to Comcast that clearly shows they notified and aware that this is still an ongoing.

We received a letter from Comcast dated 31 Mar 2017, in which claims that (b) (6) owner of residence (b) (6) had told a Comcast Technical Field Supervisor that our service related issue was completely resolved.

This information is INCORRECT, (b) (6) has never informed, indicated nor has suggested to any Employee of Comcast Cable that our service connection has been completely resolved. Mr. Williams advised Comcast Technical Field Supervisor Christian Gonzales and James Mora that boosting our signal 8 db resolved the issue with the random disconnects but has NOT RESOLVED THE ISSUE WITH BUFFERING / LATENCY WHICH IS OUR ORIGINAL COMPLAINT. Christian Gonzales was made aware of this issue was not resolved and he commented "that they would look further into it". Comcast has failed to resolve our BUFFERING / LATENCY, BOTTLENECK, DOWNSTREAM ERRORS and to provide a PROPER WORKING SERVICE.

Please refer to the images and emails that were sent to Comcast which clearly states, we still have an ongoing issue with our service that has yet to be resolved.

I was informed that Comcast had incorrectly provisioned my Modem since the activation over a year ago, this included the wrong boot file and incorrect power parameters (please refer to Arris website for CORRECT power parameters). This was not caught by any Comcast service technician despite the numerous visits to our house.

Comcast has been advised on 10 April 2017 that all further communications will be via email because of the level of DISHONESTY we have experienced.

We want nothing more than the SERVICE provided by Comcast to work correctly WITHOUT MULTIPLE ISSUES DAILY!





# Ticket: # 1563097 - Inability to cancel comcast services

Date: 4/12/2017 8:17:42 PM

City/State/Zip: Egg Harbor Township, New Jersey 08234

**Company Complaining About: Comcast** 

Description

# **Description**

After hours of communication on the record, mostly with offshore customer service with no ability to solve issues or construct an appropriate response, comcast abruptly canceled services sequentially within rime or reason ahead of the confirmed cancellation date. i have documentation of hours of calls to simply cancel their services. They provide no website access for cancellation and create unbelievable hurdles to simply be rid of them.

Ticket: # 1563350 - U-verse internet

Date: 4/12/2017 11:52:52 PM

City/State/Zip: Chicago, Illinois 60616 Company Complaining About: AT&T

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#### **Description**

AT&T

U-verse internet no connection as of 4/12/2017 at 9:55 PM. No internet service since 4/10 evening. I made a call to at&t customer support and spoke with someone around 9:00 pm on 4/11. They couldn't help me. I asked to speak with a supervisor and was told they are busy and will call me back. Never received a call. I called again on 4/11 in the morning and was told a technician will come between 1:00 pm and 4:00pm the same day. Sean, AT&T Tec showed up at 2:30 pm. He was in my apartment for 30 min and told me he has to check the outside line. 40 min later he came back and told me it was an outside issue and will have another technician come that evening or the next morning at the latest to resolve the problem. As of this evening, the next day after I was told the problem will be resolved, it is not. I made another call to support and spoke with a gentleman who had a bad line and on top of that noise and laughter in the background. He put me on hold for 11 minutes then I was suddenly connected to automated answering service that asked to verify my phone number. Once I did I was told we can't help you at the moment ,to call back and hung up. My work has been interrupted due to AT&T's terrible service and extremely bad customer service. I Demand an immediate credit and to cancel my service at once with no penalties or any charges as there are many other reliable options for internet and better customer service that I can go with.

Ticket: # 1563691 - Spectrum

**Date:** 4/13/2017 10:28:57 AM

City/State/Zip: Hillsborough, North Carolina 27278

Company Complaining About: Charter

# Description

(b) (6)

#### Ticket: # 1564276 - Postmaster General

Date: 4/13/2017 1:03:55 PM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

# **Description**

I did not recieve my disability forms from ordering them on the phone with the State representative on April. 6,2017, the lady said they were sent on April 7, 2017. On the filing form the date does not make sense it is asking for two digits / two digits / four digits yet the date appears differently and Im not able to type it the way it is asking. Also I do not have a tracking number, due to that the form is not able to be submitted, and when I started the form I selected without a tracking number, therefore there is no way to submit a form with standard mail missing. I create a username and password to fill out the form that is now a draft with no way to complete it.

# Ticket: # 1564574 - Business

Date: 4/13/2017 2:16:15 PM

City/State/Zip: Lakewood, California 90715-1822

**Company Complaining About: AT&T** 

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# **Description**

My business is being interrupted because of issues such as software, hardware, and internet service. I have complained and am requesting assistance in clearing the trouble.

# Ticket: # 1564773 - Forced Migration & Theft of Service

Date: 4/13/2017 2:56:13 PM

City/State/Zip: Mt Carmel, Pennsylvania 17851

Company Complaining About: Verizon

#### **Description**

As part of their paid services Verizon provided an email address which I have used for a decade. Verizon purchased AOL, a failing company, which offers free email to anyone. In order to prop up AOL, Verizon arbitrarily decided to remove the service paid for in their internet service agreement, forcing their customers to use this antiquated service, in order to keep their email address and has not discounted the price of the service with the removal of the email service from their site. Additionally in order to keep the email address that is used by a customer for online transactions Verizon is tomorrow forcing customers to migrate to AOL, a platform that is not USER friendly and has been abandoned by millions, including myself 15 years ago because it is obsolete. 'In order to keep your email address you have to choose AOL. They can't text me I am dyslexic and text is not an option on my cell phone, they have no accommodations for my visual handicap. They can't call me because the phone/internet service that I pay for has only ever worked for the internet, they provide 'filters' that do not work. Their call centers in India have only those two options, that don't work, and they are about to take away my email address with no option to recover it ever. Verizon refuses to send me a code to 'complete the migration process.' While I wrote this... 1hr 46 minute phone call on two continents... speaking to 5 representatives... finally someone gave me a text code. Discrimination against the visually disabled. They could have sent me an email on the service that I pay for on their site but will no longer recieve.

# Ticket: # 1565397 - verizonwiress keep sending updating to my system and screwed up

Date: 4/13/2017 5:37:09 PM

City/State/Zip: Maspeth, Ny 11378, New York 11378 Company Complaining About: Verizon Wireless

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# **Description**

I am having 2 times of same trouble.

verizonwiress sent update thing to my system of smart phone and ran inside uproading. After I was restarting but I could not And the phone was reset. I lost a lots of data in it that has been used for long time period.

I had to give up my job schedule to fix this matter from 9:30am to still now and traveling from verizon store in flushing to sam sung in manhattan. I had to find me lost a lots of valluable data saved for more than 10yrs. Please let them not get into my system without my permission.

# Ticket: # 1565721 - EAS tone

Date: 4/13/2017 8:24:24 PM

City/State/Zip: Ft Worth, Texas 76140 Company Complaining About: Pandora

### **Description**

Pandora internet radio's comedy station has recently added a file to their playlist that starts off with the EAS tone. The "artist" and title is Adam Carolla & Dennis Prager - Discomfort. To quickly demonstrate this you could probably create a station for Adam Carolla & Dennis Prager to increase the odds of hearing the file with the eas tone.

#### Ticket: # 1565745 - Complaint

Date: 4/13/2017 8:36:44 PM

City/State/Zip: Washington, District Of Columbia 20001

**Company Complaining About: Comcast** 

# Description

#### **Description**

Our Comcast line feel down into our backyard and I've been trying to get someone to come fix it. I cannot almost never get anyone on the phone to schedule an appontment. Today a different Comcast tech came to service our neighbor who complained. Instead of coming to our house and fixing the line he cut the line and threw the cable into our back yard! He told our neighbor we weren't home so "to bad". We were all sitting in the living room when it went out. 2 hours in the phone with support and I still can't get a schedule tech as they say "someone is logged into the account and they can't get into it".

Also, a couple months ago one of Comcast telemarketer/3rd party resellers had an install scheduled after I talked to him on the phone and told him no. The next day a tech shows up to complete the phone install the reseller, without my permission, authorized. I've been trying to get someone from support to tell my why this was allowed and get it removed. You just get passed back and forth between all these different people in the Filipines who are not supervisor and cannot help you.

How can a Comcast tech cut someone's active internet line? We use this connection to work from home and run a small business. This mistake hasn't caused us hundreds of dollars every day it is not fixed. The next day a tech shows

Ticket: # 1565815 - unreliable internet, cable tv and phone service by Spectrum/ Bright

House

Date: 4/13/2017 9:16:32 PM

City/State/Zip: Orlando, Florida 32827

**Company Complaining About: Bright House** 

# Description

the services we pay for.

The services are VERY unreliable on BrightHouse Network/Spectrum phone, internet, cable TV service and customer service. I have had repeated outages, a number of times each month, during January, February, March and April of 2017. When I call to complain the phone call is often disconnected after a long hold, or I just reach a busy signal and can't get through. I was on the phone almost an entire hour on one call last month. I have been told by service representatives that there is an outage in the area, also told the same by supervisors, then the next day when asking for a credit I am told that there is no record of an outage in my area. It is tiring to call and try to complain, there is never a warning that service will be down. Today in late morning I picked up the phone and unbeknownst to me the phone was dead, I checked the computer and found we had no internet, I then unplugged and rebooted everything in the house and service returned.

I am seeking A big regulatory penalty, government oversight and regulation, a big penalty refund for myself and for everyone of the 675 homes in our homeowners association contract, require the company to correct/upgrade the services and to provide reliable services, require the company to provide advance notice whenever possible when outages are coming and to contact everyone by cell phone to notify when the cable phone service is down. The company has provided some very very

small credits to our account, amounts way below minimum wage for the time we spend trying to get

# Ticket: # 1566816 - Third time cable signal leakage

Date: 4/14/2017 1:44:41 PM

City/State/Zip: Rockford, Illinois 61114 Company Complaining About: Mediacom

#### **Description**

Informed by Mediacom in January 2016 that there was signal leakage from inside my house. They came in and supposedly fixed it. Late in 2016 had internet disconnected without warning because they said another leak was detected. They said it was from underground cable in my yard and put a new on on the surface temporarily in January 2017. Returned to bury it a few weeks ago, damaging my sidewalk and the neighbor's yard in so doing. Got a call yesterday that a leak was detected and they need to come fix it again. Clearly they either don't know what they are doing or never check to see if their "repairs" have accomplished anything. And they have no concern over property damage.

# Ticket: # 1566897 - Lack of Service - Under Investment

Date: 4/14/2017 2:13:52 PM

City/State/Zip: Cypress, Texas 77429 Company Complaining About: AT&T

### **Description**

We have DSL service with AT&T and routinely have loss of service, service interruptions and slow service. Currently we are in the middle of a three day outage with AT&T technicians being unable to fix the service. The service lines are obviously not being maintained and serviced to a level that allows the service to be provided as promised and billed for.

# Ticket: # 1567727 - Internet outage every hour

Date: 4/14/2017 11:46:20 PM

City/State/Zip: Brick, New Jersey 08724 Company Complaining About: Comcast

# **Description**

please listen to the people!! We are the ones that vote for you!! Something needs to be done about Comcast!! They have horrendous service yet we have no other options

#### Ticket: # 1567797 - Poor ISP service

Date: 4/15/2017 2:22:19 AM

City/State/Zip: Lincoln City, Oregon 97367 Company Complaining About: Charter

#### **Description**

Under "normal" circumstances, the upstream is, in my opinion, retrograde and rather poor when compared to the upstream capacity of internet service providers in various countries, if not in some instances in the United States.

Today service was interrupted for a few hours.

As I maintain and edit a news and commentary website, when poor conditions prevail, I am unable to edit and/or update my news site at moment's when Charter's connection to internet is either interrupted or slows down considerably.

I have notice in recent times that the frequency of interruptions and instances of extreme latency have increased.

Therefore, Charter is interfering with small media such the one my service represents.

I believe that the FCC should sanction Charter for such egregious service and disregard of its customers.

In addition, despite repeated pleas that Charter improve its upstream speed and reliability, my pleas have fallen on deaf ears.

I've enclosed a jpeg image of a ping plotter graph, which depicts the most recent interruption of service.

Thank you for your consideration.



www.apsradionews.com

Ticket: # 1567825 - errant, dangerous strobe lights during darkness

**Date:** 4/15/2017 5:45:03 AM

City/State/Zip: Onaway, Michigan 49765 Company Complaining About: Unknown

# Description

driver, airplane safety

# Ticket: # 1568094 - Slow broadband

Date: 4/15/2017 1:58:57 PM

City/State/Zip: Pt Reyes Station, California 94956

**Company Complaining About: Comcast** 

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# **Description**

Comcast/xfinity throttles down connection speeds 3 to five days before bill is due. I googled this and it is a known practice to many that they deny. It goes from 90mbps down to 30mbps like clockwork

# Ticket: # 1568537 - Constant Internet Connectivity Disruption

Date: 4/16/2017 11:02:57 AM

City/State/Zip: Windsor Locks, Connecticut 06096-2313

**Company Complaining About: Cox** 

# Description

I have recently performed a clean operating system install on both Desktop PC & Laptop, I even PURCHASED a IP certified cable modem i.e. ARRIS/Surfboard SBG6700 to match my premier package!!! I even installed the latest Wireless Network Connection drivers!!! My problem was they (Cox Communications) was constantly disconnecting me from Lan Connection (Desktop PC) which caused me to invest in a new certified modem... problem solved. However, they are now constantly disconnecting me from my Laptop connection. When I call them (even Chat), Cox representative deny any server issues and blames my equipment (even cable tv has isses and I have NEW Cox cable tv boxes!!! they are constantly displaying channel detail misspellings and sentence structure makes no sense at all), they tell us to reset our new Internet Modem and even the TV Cable Boxes. This IS a server issue not from our equipment. Please, investigate COX and you will find they have been doing this for several years. My wife and I have been loyal Cox clients for nearly 21 years. They have become intolerable. We have no alternatives as they have a monopoly on Cable TV & Internet in our town. I have copied screen view of Windows Diagnostics Troubleshooting Report which clearly avers No Problem Found while my Network and Sharing Center avers NO INTERNET CONNECTION. This constant signal disconnect requires I power off my modem (which clearly displays internet service is normal!!), and than power it back on... this signal lost is being caused by my service provider COX Communication.

# Ticket: # 1568625 - Services not working appropriately

Date: 4/16/2017 3:41:12 PM

City/State/Zip: Morganton, North Carolina 28655

**Company Complaining About: AT&T** 

Description

#### **Description**

I was a customer with AT&T since May 2015. For 15 months I was without working internet service, with 5 of those months the home phone was not working either. I made at least 50 phone calls and had 5 different modems to try to fix the problem. Finally, AT&T sent inside tech and two outside repair men who found that the problem was with an issue in a phone line across the street from my home. They did not repair it that day and I was told they needed a work ticket to fix the line. After 1.5 months they had not returned to fix it so I called back and they set a date. I was then told by an agent in billing loyalties that I would be compensated for the services that i was paying for but did not in fact receive. The line was repaired but I was still never compensated. I then left AT&T to move to Charter spectrum, leaving me a bill of \$384.16 to owe AT&T. The total amount that I paid during the 15 months without services was \$676.14. They have since turned me into a collection agency which I do not intend to pay until this is resolved.

# Ticket: # 1568816 - Intermittent Service Drops

Date: 4/16/2017 10:16:43 PM

City/State/Zip: Houston, Texas 77007 Company Complaining About: Comcast

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#### **Description**

I have had Comcast for more than 5 years at my current location and have continued to have intermittent service drops. The internet will be connected and then drop for the a few seconds, fully disrupting my service, before coming back online. I have had comcast come to my house several times and replace their equipment until i replaced their equipment with my own new modem and wireless routers. Yet I continue to have this issue which leads me to believe that there is an issue beyond what I can do. I have brought up the issue of a node that possibly needs servicing but Comcast has refused to do anything about it.

# Ticket: # 1569429 - too many unwanted emails

Date: 4/17/2017 12:04:04 PM

City/State/Zip: El Prado, New Mexico 87529-7446

**Company Complaining About:** Centurylink

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# **Description**

I receive HUNDREDS of unwanted emails from one advertising source. Cannot find "unsubscribe" for the email sender.

# Ticket: # 1569880 - Internet Service interruptions

Date: 4/17/2017 2:07:36 PM

City/State/Zip: Temecula, California 92590

Company Complaining About: Frontier Communications

Description

### **Description**

Have not had consistent internet service through provider, Frontier, for past 12 days. Not adequate enough to operate my wife's Closed Caption Device and she is hearing impaired. Not adequate enough to operate our microcell which would provide cell service so my wife could use her cell phone as alternate to the Closed Caption Device.

Ticket: # 1569935 - Re: [FCC Complaints] Re: Phone Calls from IMC

Date: 4/17/2017 2:20:32 PM

City/State/Zip: Pittsville, Wisconsin 54466 Company Complaining About: AT&T

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#### **Description**

This is a follow-up to your previous request #1347533 "Phone Calls from IMC"

We are getting calls from IMC again. Please do something. Thanks!



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From: (b) (6)

To: "FCC" <consumercomplaints@fcc.gov>

Sent: Thursday, December 15, 2016 3:51:13 PM

Subject: Re: [FCC Complaints] Re: Phone Calls from IMC

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From: (b) (6)

To: "FCC" <consumercomplaints@fcc.gov>

Sent: Thursday, December 15, 2016 3:43:40 PM

Subject: Re: [FCC Complaints] Re: Phone Calls from IMC

I do not know what IMC stands for and they do not leave a message and the first time they called, we answered and no one was on the line.

thanks,

(b) (6)

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From: "FCC" <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Thursday, December 15, 2016 2:54:42 PM Subject: [FCC Complaints] Re: Phone Calls from IMC

# Ticket: # 1571262 - Poor internet service

Date: 4/17/2017 11:47:26 PM

City/State/Zip: Argenta, Illinois 62501

**Company Complaining About:** Frontier Communications

Description

# **Description**

Once again, Frontier Communications has provided us with spotty and poor internet service, coupled with noisy phone line connectivity. The service personnel is not scheduled to come out for four more days, forcing me to use cell phone data time for internet connection.

# Ticket: # 1571803 - Comcast Internet

Date: 4/18/2017 11:11:55 AM

City/State/Zip: Acworth, Georgia 30101 Company Complaining About: Comcast

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### **Description**

After contacting Comcast to retrieve a box of equipment that was sent with out my authorization, they sent a technician out. The technician picked up the box, but also cut our internet line for no reason. We are up to date with our account and there was no reason for this. Once we contacted Comcast it took over 48 hours to get another technician to come out and restore the internet.

### Ticket: # 1571951 - U-Verse Internet & telephone land line

Date: 4/18/2017 11:58:31 AM

City/State/Zip: Carrollton, Georgia 30116
Company Complaining About: AT&T

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#### **Description**

Last year lightning hit a tree near my hone & since I had all underground utilities my U-Verse and telephone line got fried. AT&T came out and ran a new line underground up to the main highway. It had also fried the main line at the highway. When the AT&T technician came out he ran the line ON THE GROUND FOR ABOUT 200 FEET. HE THEN THREW IT UP A TREE, WRAPPED IT AROUND A LIMB. THEN RAN IT ACROSS THE ROAD AND WRAPPED IT AROUND ANOTHER TREE LIMB AND THEN DOWN THE TREE AND CONNECTED IT TO THE PHONE BOX. HE HAD TO SPLICE THE LINE SO THE SPLICE WAS IN THE AIR ABOVE THE MAIN ROAD. HE ONLY WRAPPED IT WITH BLACK ELECTRICAL TAPE, WHICH CAME LOOSE AND IS FLAPPING IN THE WIND. EVERYTIME IT RAINS I LOSE INTERNET AND MY LAND LINE HAD CONSTANT STATIC. LAST WEEK THE INTERNET AND LAND LINE STOPPED WORKING. AN AT&T TECHNICIAN CAME OUT ON 4-12-17 AND TESTED THE LINE HE THEN WENT UP TO THE MAIN HIGHWAY. HE CAME BACK TO THE HOUSE AND ASKED ME HOW LONG THE PHONE LINE WAS ON THE GROUND. I TOLD HIM I GUESS SINCE THE LIGHTNING STORM LAST YEAR. HE FINALLY MANAGED TO GET THE INTERNET AND HOME PHONE LINES TO WORK AGAIN. STILL HAVE PROBLEMS. HE TOLD ME THAT CREW WOULD COME OUT AND RE-RUN THE LINE AND GET IT OFF THE GROUND AND TREES. AS OF TODAY 4-18-17 THEY HAVE NOT RETURNED. WHAT A RIP OFF! NOT ONLY DID THEY LIE ABOUT THE SPEEDS WHEN IT WAS FIRST INSTALLED THEN THEY HAVE LEFT IT ON THE GROUND AND I HAVE HAD TO PUT UP WITH LOW SPEEDS. TO WATCH A 43 MINUTE PROGRAM SOMETIME TAKES 1 AND A HALF HOURS. IT WILL BE RUNNING AND IT WILL STOP AND THE SMALL WHEEL WILL START SPINNING AND I HAVE TIME TO GO DO OTHER THINGS BEFORE IT BEGINS AGAIN. I RELIZE THAT THIS COMPLAINT WILL GO NOWHERE AS THE FCC IS LIKE THE REST OF THE GOVERNMENT, USELESS. THE ONLY TIME YOU PEOPLE GET OFF YOUR DEAD BUTTS IS WHEN YOU GO TO THE BATHROOM. CONGRESS SHOULD ABOLISH THE FCC AS A USELESS PIECE OF ANTIQUATED DO NOTHING AGENCY.

Ticket: # 1572648 - Internet unreliable, windstream not providing customer service.

Date: 4/18/2017 3:01:10 PM

City/State/Zip: Fredonia, Pennsylvania 16124

Company Complaining About: Windstream Communications

#### **Description**

On 04/18/2017 Windstream was supposed to have a service tech come to my home to troubleshoot an internet problem. The internet has been dropping me and the phone line (also Windstream) has a lot of interference. This has been going on for about a month. A tech was supposed to be here between 8am and 12pm. At 10:30 am I received an automated message telling me that now the appointment changed and it's between 10am and 2pm. At 2:15 pm I called Windstream. I talked with a lady that didn't seem to care that I have been waiting all day for a repairmen, She told me that, "I wasn't the only one with internet" and a repairman would be there by 5pm. I have wasted an entire day waiting for some repairman that still has not arrived. This is not the first time that Windstream has done something like this. There customer service is horrible and they could care less.

Ticket: # 1572943 - I want to find out if my internet line is being compromised.

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

City/State/Zip: Kearney, Missouri 64060 Company Complaining About: Fairpoint

#### **Description**

A non resident, works her business out of the home of my neighbor. It is telemarketing, for hours every day. They have both told me this and even borrowed my strip plug outlet for months. I continually lose connection and assume my cable internet line or WiFi, could be compromised as a consequence. I want to make certain her work is being conducted on a business line and NOT on my or other private lines in this residential apartment complex. I assume her line should be connected to a business line as opposed to private home use systems.

#### Ticket: # 1573040 - Fraudulent email.

Date: 4/18/2017 4:31:42 PM

City/State/Zip: Archbald, Pennsylvania 18403

Company Complaining About: Usaa

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#### **Description**

I keep getting this or similar obviously fraudulent emails from USAA. When I look at the email address it is us@irs.com.

**USAA** 

Dear Customer,

This alert was generated to notify you of recent activity on your account.

Detailed information on this transaction is shown below:

Transaction Type: Credit (Pending)
Transaction Date: 04/18/2017

Amount: \$5.344.00

Description: ACH TRANSFER/US BANK/INSTRANSFER

Reference: 59200592004335

For security reasons, We have put the incoming payment transfer on "PENDING". Urgent verification & update is required so as to verify the sender and the receiver of the fund. You are to use to button

below to sign on and update your account as a means to accept the incoming payment.

APPROVE YOUR PAYMENT

Payment will be posted withing 48hours after verification. Also find the attached PDF of your notification.

Thank you,

USAA

This is a confidential email and may also be privileged. If you are not the intended recipient, please inform us immediately. You are not allowed to copy or use it for any purpose nor disclose its contents to any other person Please note that there is a risk that information requested via email can be tampered with, by hackers while en route to your mailbox or seen by unauthenticated individuals if your mailbox security is inadequate E-Statements are your contribution towards a safer, cleaner environment.

We thank you for contributing to the protection of our environment, do not print this mail.

Dear Customer,

This alert was generated to notify you of recent activity on your account.

Detailed information on this transaction is shown below:

Transaction Type: Credit (Pending)

Transaction Date: 04/18/2017

Amount: \$5.344.00

Description: ACH TRANSFER/US BANK/INSTRANSFER

Reference: 59200592004335

For security reasons, We have put the incoming payment transfer on "PENDING". Urgent verification & update is required so as to verify the sender and the receiver of the fund. You are to use to button below to sign on and update your account as a means to accept the incoming payment.

#### APPROVE YOUR PAYMENT

Payment will be posted withing 48hours after verification. Also find the attached PDF of your notification.

Thank you,

USAA

This is a confidential email and may also be privileged. If you are not the intended recipient, please inform us immediately. You are not allowed to copy or use it for any purpose nor disclose its contents to any other person Please note that there is a risk that information requested via email can be tampered with, by hackers while en route to your mailbox or seen by unauthenticated individuals if your mailbox security is inadequate E-Statements are your contribution towards a safer, cleaner environment.

We thank you for contributing to the protection of our environment, do not print this mail.

# Ticket: # 1573289 - Comcast Internet IP issue

Date: 4/18/2017 5:45:06 PM

City/State/Zip: Elkridge, Maryland 21075 Company Complaining About: Comcast

### **Description**

I have contacted comcast several times and have complainted to comcast regarding changing my external IP, since the IP has not released since start of service.

I spoke with James Tech ID CSADECH007. I explained to him that my IP hasn't changed since the start of service, for security reasons I requested the IP address be changed.

# Ticket: # 1573682 - phone calls rom computer hackers

Date: 4/18/2017 9:34:41 PM

City/State/Zip: Palmer, Kansas 66962 Company Complaining About: Verizon

Description

### **Description**

I Got a phone call yesterday from someone claiming to represent Microsoft. He got into my computer and messed things up. Now he called back again from the same number (206-317-7361) claiming to represent Windows. Sounds like many people in the background doing the same thing. Please check it out!

Ticket: # 1573899 - Re: Request received: Postmaster General

Date: 4/19/2017 8:41:50 AM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

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#### **Description**

This is a follow-up to your previous request #1564276 "Postmaster General"

I had experienced a date format that was changing from ../../.... to Month being spelled out on the U.SPS. Website recently, and now this format problem occurs on the Ic3. Gov website where I had to report my tax information.

When I called Apple the rep. was unfamiliar with the issue. I could not get Firefox to work at all the financial portion ,yet I was able to submit my form on Safari , see photos DA. Sent from my iPad They are so large I will send them separately.

Ticket: # 1573900 - Re: Request received: Postmaster General

Date: 4/19/2017 8:42:26 AM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

# **Description**

This is a follow-up to your previous request #1564276 "Postmaster General"

Sent from my iPad

Ticket: # 1573902 - Re: Request received: Postmaster General

Date: 4/19/2017 8:43:04 AM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

# **Description**

This is a follow-up to your previous request #1564276 "Postmaster General"

I did not press the volume button yet it appeared on the screen ? D.A.

Sent from my iPad

Ticket: # 1573911 - Re: Request received: Postmaster General

Date: 4/19/2017 8:54:22 AM

City/State/Zip: Downey, California 90241

**Company Complaining About:** Frontier Communications

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### **Description**

This is a follow-up to your previous request #1564276 "Postmaster General"

When I enter the date my iPad rejects the the numbers and an arrow going down appears then it will not show the dates when I tap on the arrow, then after a I called Apple somehow the arrow worked and the date show April,18,2017 not the ../../.... format it was requesting.D.A see photos

Sent from my iPad

Ticket: # 1574663 - Google Date: 4/19/2017 1:15:51 PM

City/State/Zip: Tampa, Florida 33615

**Company Complaining About:** Frontier Communications

# **Description**

Can you explain to me how Google went into my computer and deleted an app I had for Google Earth? I did not delete it myself. Does this constitute an invasion of privacy? Also an illegal act?

Ticket: # 1575096 - Re: [FCC Complaints] Re: CenturyLink Equipment and Inability to

Provide Their Service Efficiently

Date: 4/19/2017 3:19:19 PM

City/State/Zip: Las Vegas, Nevada 89134 Company Complaining About: Centurylink

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#### **Description**

This is a follow-up to your previous request #1446110 "CenturyLink Equipment and I..."

We have already done that several times but cannot get to anyone who knows how or what to do or who to put us in touch with. They just say we could buy the fiber optics lines, but we live in a community so it is NOT just us that is involved. There are 8,000 other homes here, so replacing our lines will not solve the problem.

(b) (6)

"Like a butterfly, memories are set free and if they return they are yours forever."

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From: "FCC" <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Wednesday, April 19, 2017 11:56:41 AM

Subject: [FCC Complaints] Re: CenturyLink Equipment and Inability to Provide Their Service

Efficiently

Ticket: # 1575198 - Comcast's Failure to Provide Internet and Customer Service

Date: 4/19/2017 3:50:53 PM

City/State/Zip: Detroit, Michigan 48202 Company Complaining About: Comcast

# Description

#### **Description**

For nearly a week now I've been going without Internet as I try to communicate with Comcast for a fix. This has been an ongoing issue for several weeks where my internet connection would go down, but my modem would still deliver a wi-fi signal. After speaking to several 'Agents' on the phone and confirming that my equipment was directly installed by Comcast themselves, they agreed to send a Technician to diagnose the issue. On April 18th a Technician claimed to arrive at my building for my appointment, but when I went to let them in, they were gone. I had asked them to wait while I went to open the door to my apartment building, but they abandoned the task before I could meet them. In response, I called Comcast and they agreed to schedule another meeting with a Technician for today, but once more, the Technician never arrived. I recently called Comcast today for an explanation and I was told that their agent had made an error in filing for the appointment and that their dispatch team had closed my ticket as being 'resolved'. I've had spotty internet at best for a month and am now going on a week without any access to the service I'm paying for. They've told me that an agent will be in touch with me to confirm a Technician appointment tomorrow morning, but that I will likely have to pay for the Technician's service. I am filing this complaint because Comcast has failed to A) Provide me with the reliable internet service they promised B) Have two technicians fulfill appointment requests C) They are now asking me to pay additional fees to have my serviced fixed

### Ticket: # 1575352 - COMCAST BILLING

Date: 4/19/2017 4:27:29 PM

City/State/Zip: Houston, Texas 77271 Company Complaining About: Comcast

# **Description**

Billed for \$70.00 service call when my internet was not working properly. was told it was an outside amplifier. also a \$9.50 late fee was charged when i never received my monthly statement

Ticket: # 1576086 - Scam **Date:** 4/20/2017 1:37:19 AM

City/State/Zip: Reidsville, North Carolina 27320 Company Complaining About: Insta Tech Llc

Deceription

#### **Description**

I pulled up my Wells Fargo account and it said it was locked because of unknown activities and to call Microsoft number that was there in big numbers..#1-855-725-3711. I called and they said my computer had an infection. It was called Insta Tech LLC.. They got into my computer for about 2 hours and then told me it would cost \$299 to fix it.. They wanted me to give them a check with my router number and I told him that I was going to pay by credit card and it seemed that he did not like that.. He had some documents he wanted me to sign and I signed them and as I look back I could see him moving my signature around .. Gave credit card number and I am afraid that I might have given him my SS# also.. Also he wanted me to have a security question--Like my mother's name and I said I will give my first car a Ford for security.. I thought that since I pulled up Wells Fargo's Official site that everything was good but looking back I really believe it was a scam.. They said they were a contract business with INC..and they were certify Microsoft tech. When they called me back the phone name was - 1 Stop Hub # 1-716-568-7595.. I called Wells Fargo and they were going to remove the amount I paid and said that the number that they had next to the amount was #1-844-305-0563 and that I should call them.. Please let me know what to do because I really believe that I was scam.. Thank you so much for your help.

Ticket: # 1576133 - RE: [FCC Complaints] Re: TWC converted to Spectrum

Date: 4/20/2017 7:00:58 AM

City/State/Zip: Harrison, Ohio 45030-1621 Company Complaining About: Time Warner

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#### **Description**

This is a follow-up to your previous request #1421123 "TWC converted to Spectrum"

That's because your jobs were protected under Obama and those days are over. I will and another 1000 citizens reach out to our House and senate Rep's. It may be possible they can remove the mistakes Obama made against the American citizens by allowing Charter to purchase TWC thus creating a monopoly on cable which allows them to break the Anti-Trust Laws. Discrimination is not allowed in America so watch the news as we are fed up with the FCC excuses.

Ticket: # 1576263 - Internet Date: 4/20/2017 9:25:13 AM

City/State/Zip: Moultrie, Georgia 31788 Company Complaining About: Mediacom

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# **Description**

Employed by Amazon.com-Work on VPN-Unable to stay logged in due to unstable internet-Mediacom has been working on for over a month and not corrected. Have lost well over \$1,000 income.

Ticket: # 1576519 - "INTELLECTUAL PROPERTY ON RISKS NOTIFICATION"®.

Date: 4/20/2017 10:53:36 AM

City/State/Zip: Orlando, Florida 32801 Company Complaining About: AT&T

#### **Description**

To FCC (portery pretty)Support. [NODDE: 3368-17APRIL2017-N]

\_Notifications from FRN 00###73368 the Windows Outlook account "Canp\*\*\*\*Felipe1FW@outlook.com "locked compromissfully on PC A150\*\*87 from-2March2017-Florida32801 US; by Subterrorism12 while under credit repairs.

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Adobe OSI, APRIL 17 2017; CRT-SN-LS: BF 75 AE.

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[FTC Identity Theft Affidavits: A-5Mar2007-7843325 and A-26Aug2015-65537316]™ |Privacy Policy417 29|®, |Warning DC VAP|®, |EULA7688|®.

#### Ticket: # 1576795 - PHONE SERVICE!!!!!!!!!!!!!

Date: 4/20/2017 12:06:04 PM

City/State/Zip: Uniontown, Pennsylvania 15401 Company Complaining About: Atlantic Broad Band

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#### **Description**

My outgoing phone calls have been dropping since January 2017. I have had 5 technicians come to my home to try to repair the problem. 4 of them said it was 'fixed' - one said it was "your problem, not ours". I am still having outgoing dropped calls and they have scheduled yet another technician to come next Wednesday at 12:30. They have lied about an I.T. Supervisor coming out - as none have at this point. I am continuing to pay my bill for a service that is not dependable. I have Lifeline and they could not connect to my phone line because of this issue. It is imperative that I have a phone that does not 'drop calls' - I need to be able to contact my doctors at any given time right now due to severe hypertension issues. I have already had one heart attack! Please help me! They are NOT fixing the issue at all!!!!! Thank you so much.

## Ticket: # 1577199 - frontier service not active

Date: 4/20/2017 1:42:52 PM

City/State/Zip: Hillsboro, Oregon 97124

**Company Complaining About:** Frontier Communications

**Description** 

service was not started on the date 4/8. despite notification of activation and billing by frontier communications on that date. frontier claimed the service was active but failed to check actual connectivity. the account was not created when requested, tech support provided inaccurate information.

Ticket: # 1578969 - FCC refusal to investigate Comcast Illegal business practices.

Date: 4/21/2017 10:44:34 AM

City/State/Zip: Hyattsville, Maryland 20782 **Company Complaining About: Comcast** 

#### **Description**

I filed the first complaint with the FFC back in Oct 2016, in regards to Comcast (1) Placing a hard inquiry on my credit report without my knowledge and consent which immediately lowered the credit score. (2) Comcast refusal to fix a ongoing service interruption issue. (3) Comcast refusal to remove said inquiry from the consumer credit report and lying by telling the FCC the inquiry was removed or problem had been taking care of which is false. To date the hard inquiry is still showing on my credit report and Comcast has refused to remove said inquiry. (4) I also filed several complaint with the FCC in regards to Comcast scheduling appointments either not show up within the promise timeline or coming out and not fixing the problem. I had several Comcast technician come out and was not able to identify or fix the problem and each time I filed a complaint with both the Comcast and your office. (5) On 04/14/17, I received a demand for payment and disconnect of services. Comcast had full knowledge services were not working properly since inception and their technician had me take off multiple time and either did not show up or was unable to fix the problem. I should not have to pay for partial services nor should I have to pay while the unauthorized inquiry remains of my credit report lowering my credit score making it impossible for the consumer to apply to another internet provide and changing services without further lowering the credit score.

## Ticket: # 1580128 - Noise from cable leakage causing internet issues

Date: 4/21/2017 3:53:42 PM

City/State/Zip: Daytona Beach, Florida 32118

Company Complaining About: Spectrum-used To Be Brighthouse

#### **Description**

The noise floor is so high due to cable leakage my 300Mbps down package @ \$190 per month from them is 4-7 Mbps down and not 300. They have been here numerous times. Tried to fix the issues and obviously can't on a permanent basis. Never offered a penny back in compensation for loss of business over being a company account. They just said they were seeing a 66% packet loss over the noise themselves on the phone. So they know it exists. I believe it to be an old condo building beside me leaking because they have RG59 with old corroded connectors and splitters being 1000 ft. off the saltwater on the ocean over the years. Just my guess being a Ham operator and also hearing some on 145.71 MHz. simplex.

# Ticket: # 1580178 - Internet disconnecting multiple times per day

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

City/State/Zip: Banks, Oregon 97106

**Company Complaining About:** Frontier Communications

# **Description**

I have Frontier Communications. My internet has been going on and off multiple times from short periods to long periods daily. I have had Frontier out multiple times and it is still not fixed. This has been going on for over a year!

## Ticket: # 1580407 - got my computer hacked

Date: 4/21/2017 5:27:01 PM

City/State/Zip: Auburn, Washington 98001 Company Complaining About: Comcast

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#### **Description**

Hello couple days ago my daughter was asked by her employer to go online and do a search, as soon as she went on Google Chrome this thing popped up stating YOU ARE HACKED and NOW YOU NEED TO PAY PLEASE CALL THIS #,, when she called that # guy on the other end demanded money he told her to make 2 year payments of \$400.00

as soon as she herd that she called me and asked what to do because the hacker send her email/text showing ALL EMAILS with passwords.. I let her to disconnect WIFI and start changing passwords, well she did that but today she got a phone call from her friend stating that someone is calling her and caller ID is showing my daughters # but person on the other line is not my daughter I have called T-Mobile to report this problem and they have suggested I contact you

Ticket: # 1580965 - Comcast keeps intruding in on my website.

Date: 4/22/2017 10:35:16 AM

City/State/Zip: Tucson, Arizona 85742 Company Complaining About: Comcast

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# **Description**

Comcast changes the web page that I am looking at and butts in with a survey that I did not ask for nor do I want to participate in.

## Ticket: # 1581239 - Comcast is Punishing me for their inepitude

Date: 4/22/2017 3:54:39 PM

City/State/Zip: Sewickley, Pennsylvania 15143

**Company Complaining About: Comcast** 

### **Description**

Comcast has "banned" me from their "stores" ostensibly for cursing in an email. Given the poor service and price gouging that goes on with this virtual monopoly, I am sure they read and hear much worse than what I wrote.

I sent them an email pointing out the error in their software. I pay \$2,500.00 to them a year; that entitles me to vent a bit, I hope.

I wanted to advise them of the problem and that I was fed-up with receiving spam-emails from them when I logged into my Comcast webmail account telling me THAT I HAD JUST LOGGED INTO MY ACCOUNT! These emails were unnecessary and annoying. And they began piling up in my in-box (see attachment #1)

It seems Comcast was trying to emulate Google-Mail's security technique of contacting an account user's OTHER digital platforms to explain that a log-on had occurred, but Comcast didn't have the cyber-talent to do it right like Google-Mail.

The unnecessary Comcast spam emails continued for weeks. Finally, Comcast's response was to lie through their teeth via one of their executive department service representative, a nice guy named Paul (last name unknown; his Comcast phone is 888-824-8988 x3031001); Paul read what he called a "corporate memo" to me over the phone that explained that the crazy/unnecessary Comcast spam would continue because this was "the way the system worked." (I told Paul that he should try to find a job with an employer who didn't lie to him.)

About the same time, I also received a letter (see attachment #2) from Comcast punishing me for "my language." They were angry I called attention to this malfeasance.

In any case, I ask that you have Comcast rescind this undeserved and illegal punishment and apologize to me. And I want to be financially compensated for 1) the weeks I have suffered through their Spam-scam and 2) for the weeks I had been paying full price for full service (while not being able to access the service of using their stores as other full price customers were able).

## Ticket: # 1581475 - Mediacom scam

Date: 4/22/2017 9:48:42 PM

City/State/Zip: Jacksonville, Illinois 62650 Company Complaining About: Mediacom

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## **Description**

Mediacom has fraudulently scammed me again with their corrupt billing. See attached March 2017 bill and then April 2017. April has a fraudulent "partial month activity" charge of \$31.84 and a \$29 service call fee which was not resolved. The tech did not resolve the issue of "server not found" but he did sabotage my modem. Suddenly it was "unprovisioned" whatever that means. Yet the "unprovisioned" scam cost me \$60.84 in additional Mediacom scam charges. See page 5 of attached Record of Events

## Ticket: # 1581485 - Consistent Service Interuptions

Date: 4/22/2017 10:26:48 PM

City/State/Zip: Mesa, Arizona 85204 Company Complaining About: Cox

## Description

#### **Description**

Cox Communications has consistently (for 2+ years, going on 3) degraded our service. This appears intentional, whether because we do not subscribe to their television services or because we don't subscribe to a high enough package, but I consistently get sub-dial up speeds.

Cox has been given dozens of opprotunities to fix this issue, but has consistently refused, lied about the cause (to myself, the FCC in the past, and inter-departmentally) and generally ignored the problem.

They have given a plethora of excuses, from bad hardware (which is statically impossible, and continues to occur with their provided hardware) to "bad lines," to "bad backbones" and more, each of these has been systematically eliminated and repeated.

## Ticket: # 1581532 - invasion of my desktop

Date: 4/23/2017 1:18:46 AM

City/State/Zip: Saint Louis, Missouri 63130 Company Complaining About: Charter

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#### **Description**

My complaint is not with my Internet provider; it is with hackers and/or internet abusers intruding on my service. Who do I report this to if not you? Someone needs to go after these companies or crooks. I am recently getting a large number of intrusions on my computer from websites that are somehow interrupting my email page and taking me to unsolicited web pages, including:

1) http://cdn.morizona.info

This tells me my Flash player needs to be updated, which is not true.

2) http://alert.block-security-apple.com
I called Apple and this is a phony alert seeking to gain personal info.

3) http://exclusiverewards.contemplatively.xyz/?sov=94644774&id=XNSX.::4560d24f||e0ff||4ec3||9962||0d7b01c6a80e-r37806-t68-

&hid=eogeuiemoqkoqgqgu&tov=620529&v=&alertforce=&mov=downloads.mini&redid=37806&redid=37806&campaign\_id=29&gsid=68&noexit=1&p\_id=8122&impid=1f93e054-277b-11e7-bc1f-12c26be3c49e&noexpand=1&noalert=1&noaudio=1&pop=1

## Ticket: # 1581543 - Conde Naste Traveler

Date: 4/23/2017 4:27:17 AM

City/State/Zip: Baltimore, Maryland 21210

Company Complaining About: Conde Nast Traveler

# **Description**

I have repeatedly asked Conde Naste Traveler to stop sending me email and magazines, it has been going on for over a year now. I have written and do followed their unsubcribe link etc. Can you please make it stop.

# Ticket: # 1581718 - Comcast Survey

Date: 4/23/2017 1:43:27 PM

City/State/Zip: Tucson, Arizona 85742 Company Complaining About: Comcast

# **Description**

While I was on a different web page Comcast survey butts right in and changes the page to one of their surveys.

Ticket: # 1582121 - Rebuttal to Ticket #1446110

Date: 4/24/2017 7:48:50 AM

City/State/Zip: Las Vegas, Nevada 89134 Company Complaining About: Centurylink

Description

Postal Mail Ticket Ready For Data Entry

## Ticket: # 1582967 - Censorship

Date: 4/24/2017 1:15:50 PM

City/State/Zip: Bakersfield, California 93307 Company Complaining About: Google

#### **Description**

Google blocking nearly all wen content, apps on my phone now get any number of error messages but the end result is Im unable to utilize my internet service the way I want, not able to use my 1,000.00 dollar iphone and the apps available to owners of iphone's.

Further all people that have internet capable phones pay anywhere from \$29.95 and up just to access the internet from their portable devices in addition to their monthly service fees for the activation and service of the device.

Google is not the nations parent nor have the people ever given the government the authority to determine what is good for the people to know and what isnt.

It is written right into California's Government Code and Both State Constitutions which are equally valid. The first was ratified by the people and the Constitution of 1879 was not.

I dont have attachments at this moment but will have plenty by the time you respond to this complaint.

Ticket: # 1583486 - scam call re russian hacking into friends internet account.

Date: 4/24/2017 3:18:04 PM

City/State/Zip: Marathon, Florida 33050 Company Complaining About: AT&T

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## **Description**

they called my number, asked for my friend. When she answered she was told there was a Russian hacker trying to get into her account, and talked her into giving them online access to her computer, before I managed to shut her down. Texas phone number, Florida computer.

## Ticket: # 1584514 - Raised latency issues

Date: 4/24/2017 10:07:27 PM

City/State/Zip: Harrison, Michigan 48625

**Company Complaining About:** Verizon Wireless

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#### **Description**

Hello FCC and Verizon support,

I've been having some issues with my internet for the past 2 months now and it's getting very irritating. I have some predictions that it's caused by the firewall on my connection becoming more strict as I never use to have the latency issues before.

Beforehand I'd receive 70-80 with a video games server and it has now increased to 140-160 for no reason at all. If my firewall to the certain number (b) (6) could possibly be removed or lowered security that would be great.

Thank you.

Ticket: # 1585597 - Deleting passwords randomly while using AOL email service that I pay for. Then, soliciting to sell users a security program using that guise.

Date: 4/25/2017 12:21:55 PM

City/State/Zip: Ripley, West Virginia 25271

**Company Complaining About:** Frontier Communications

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#### **Description**

AOL.

Quit deleting my password without my authority!! I'm not interested in your attempts to sell me any security programs? Each time there is an 'alleged' security breach or, some other suspected event. AOL is removing/erasing my password access to my email. Then, I have to call and to set up a new password and after that happens. I try to set up a new password but AOL has that setup where you are having to call a toll free number due to that instruction not allowing a change? Then, once you call AOL a message comes on that the calls are overwhelming to try later? Or, the recording provides a temporary password. Then, interestingly enough you can change your password online where you weren't able to before? It's just a scam in order to get users to subscribe to AOL's security program they advertise in the original email, and the email you receive after you've used the temporary password AOL provides. I have a security program and AOL has been notified before about deleting my access to my email during a time I'm accessing the internet, browsing, etc.

I pay for the email service from AOL, so I'll decide when I want to change my password. And, without a scam operation to solicit their security feature they are selling while interrupting my access to the internet. Therefore, do not deleted my password, again without my consent.

(b) (6)

----Original Message-----

From: AOLMemberInfo@email.aol.com>

To: (b) (6)

Sent: Tue, Apr 25, 2017 10:46 am

Subject: Protect your identity from hackers and thieves

Dear (b) (6),

Resetting your password regularly is an important part of protecting your identity and information online, but it isn't the only part.

Trying to keep up with online security measures can be overwhelming. ID Protection by AOL, offers a great way to manage all of your usernames and passwords through AOL OnePoint. You can use it to auto-fill login fields on any website. All your details are locked behind a customizable PIN so you don't have to worry about other people logging into your accounts.

AOL OnePoint is one of the 4 top-tier products that come with ID Protection by AOL. The plan also includes Lifelock Identity Theft Protection, MyReputation Discovery and MyPrivacy. Together, they help protect your credit, identity, privacy and online reputation.

Learn More

Online security is about more than just passwords. ID Protection by AOL covers all the angles.

Sincerely, AOL Member Services

Ticket: # 1587124 - Pop Up stating with audible voice that Microsoft on my computer has been corupted.

Date: 4/25/2017 4:50:20 PM

City/State/Zip: Seattle, Washington 98125 Company Complaining About: Comcast

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## **Description**

At 13:40 I received the second pop up son my desktop computer that my Microsoft system was corrupted. I was instructed to call 1-885-622-0255 for "support" to resolve my problem. I restarted my computer as it was the only way I could get the notice off of my screen.

## Ticket: # 1587191 - Service outage more than 24hrs

Date: 4/25/2017 5:05:22 PM

City/State/Zip: Loganville, Georgia 30052 Company Complaining About: AT&T

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#### **Description**

All my services have been down since 11 a.m. 4/24/17 and I contacted the provider letting them know I had an elderly and a special needs son at home I was unable to reach due to the outage. No phone, cable or Internet were working. I was told it was resolved and it was not. I setup an appointment today left a meeting to find out the tech could not come out because the outage hasn't been resolved. I contacted them letting them know the inconvenience this was posing for my work, family and no concern from the rep. Received a call stating service will be up in 2hrs and no service. I am now unable to work and have to forfeit another pay. No resolution yet. I explained to them before signing up reliability was very important and they assured me they were. Unacceptable at this point. I left a much more reliable company to be a customer and was let down and it's now costing me financially.

## Ticket: # 1587276 - Not getting what I am Paying for. Intermittent services

Date: 4/25/2017 5:27:19 PM

City/State/Zip: Minco, Oklahoma 73059 Company Complaining About: AT&T

#### **Description**

At& T has been at my home 12 times since Jan 2017 to make "repairs" everytime they have moved footage from my line, swaped feeds etc, stating that there is "noise" on the line. I have had the exact same services at this location since 2013 without these problems. For months my service goes down multiple times a day. I have filed a complaint in the past and will continue to make complaints until AT&T fixes the problem. At&T has told me that they would repair the problem, and within 24 hours it is right back to doing the exact same thing. Currently as I type this I have service that is flashing between green and red. I have been taking photographs and documenting the fact that the service is still not working consistently and reliably. I would like for AT&T to provide me with the service that I pay for. Service that works. Service that can actually stream a video, download an email and allow me to read it. I would like to stop paying overages on my cell phone bill (also with AT&T) because our home internet will not work. We have had outside line technicians, inside line technicians and all have told me that there is Noise on the line that builds and causes it to disconnect me. The line through out my home are all less than 5 years old. This complaint is based upon not receiving the service I pay every month for.

#### Ticket: # 1587564 - Valid email address deemed invalid

Date: 4/25/2017 7:14:32 PM

City/State/Zip: Minneapolis, Minnesota 55410-2402

**Company Complaining About: Comcast** 

# Description

It is my understanding that the FCC's Open Internet rules protect and maintain open, uninhibited access to legal online content without broadband Internet access providers being allowed to block, impair, or establish fast/slow lanes to lawful content. I am not saying that Comcast is violating the law, but I am frustrated that I sometimes cannot register on websites with the xxxxxxxxxx@comcast.net email address that I have used for more than ten years as my regular address. The last was a week ago, when it was rejected as "invalid" as I tried to put a temporary hold on the delivery of my U.S. mail.

Today (4-25-17) I worked with a member of Comcast's advanced tech team, Akie (ticket no. CR699608558. Phone no. 1-855-484-1453). Like so many Comcast techs in the past, he could not help with the problem.

While waiting on the phone as he struggled to find an answer, I tried using a free gmail account. It allowed me to access the USPS's "hold mail" page and put a temporary stop on mail delivery during May, when I'll be in Europe. But using a substitute address is not satisfactory when, for example, I'm trying to buy something online with a credit card. And it's inconvenient to have to open a browser to go to a website in order to get shipment notices, alerts, etc.

Tech Akie had to admit that I had circumvented the problem, but he offered only a vague and convoluted explanation of why Comcast could not allow me to use xxxxxxxxx@comcast.net as it should.

It's shocking that a major player like Comcast will not allow a U.S. citizen to use the federal government's online tools. If you have an explanation for Comcast's behavior, I'd like to hear it.

Ticket: # 1587837 - Billing Date: 4/25/2017 9:24:31 PM

City/State/Zip: Elizabeth City, North Carolina 27909 Company Complaining About: Verizon Wireless

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# **Description**

I got direct tv now and my phone will not screaming and I have verzions pre pay and they are stopping me for using my direct tv now on my phone

#### Ticket: # 1588649 - False Advertisement

Date: 4/26/2017 11:22:08 AM

City/State/Zip: Laveen, Arizona 85339 Company Complaining About: Cox

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### **Description**

Cox internet in phoenix az. ISP speed provided is far below advertised and paid for speeds. Cox refusing to resolve matter without invading my privacy and demanding access to my personal space and homestead. All equipment that I own outright is top of the line and far exceeds their requirements to achieve the advertised speeds yet their claim only their equipment that I must pay for on a monthly basis will work - FALSE advertisement - bait and switch - invasion of privacy. Paying for 300 down/ 30 up - on average getting 150 down and 28 up 0- barely half of what I'm paying a premium for. I pay for the highest tier their offer in my area and not getting what I pay for. Cox will not fix the problem without invading my personal space.

# Ticket: # 1588919 - Xfinity Internet Constant Issues

Date: 4/26/2017 12:28:56 PM

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

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#### **Description**

To whom it may concern,

I am and have been a Xfinity customer for many years. I am a federal employee Network Analyst who works from home 100% I rely on my internet more than the average person. I need it to be fast and flawless with out outages. Once again today my internet went out without a letter, note, phone call nothing. I can not afford to have this happening over and over. I have filed a complaint before about network issues. Now another issue has arised! This is unacceptable I really need someone to help me and take of this issues. As this is not about me but my work which i take pride in, if this network drop would have happened while i was working on a switch and cause an issue, this would have affected the medical hospital and could have cause a patient care issue. I know you all have dedicated lines not sure if this will remedy my issue or not, but that is a costly upgrade that i can't afford. or is my other option that i need to leave Xfinity?

Below is my Xfinity account number. Please someone help me out with these constant outage issues. Comcast:Account Number

(b) (6)

Thank you,



Ticket: # 1589307 - Re: BRIGHTPACKET ISP UNFAIR PRICING AND CONTRACT TERMS

Date: 4/26/2017 1:55:51 PM

City/State/Zip: Vernon, California 90058 Company Complaining About: Brightpacket

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# **Description**

This is a follow-up to your previous request #1297666 "BRIGHTPACKET ISP UNFAIR PRICING AND CONTRACT TERMS"

## Ticket: # 1590256 - Internet and Phone Issues With Comcast

Date: 4/26/2017 5:57:44 PM

City/State/Zip: Fall River, Massachusetts 02724

**Company Complaining About: Comcast** 

#### **Description**

I have repeated problems with my internet and phone provider, Comcast. Comcast has sent numerous technicians to fix the problem, but the problem persists. I have repeatedly reported the issue to Comcast and they don't seem to care. The executive office has hung up on me multiple times. I have only received 1 months credit. They indicated they have sent me e-mails but they have the incorrect e-mail address on file and accused me of giving them a false e-mail address. I am tired of them not resolving the issue and charging me for a service they cannot provide. I have a medical condition that requires me to have a stable phone line and I have disclosed this to Comcast but they have done nothing. Last year I had a medical issue and could not call for help. They are endangering my life not to mention my work as I have to take time off work to call Comcast and accommodate the multiple technicians.

# Ticket: # 1590344 - Internet interuption

Date: 4/26/2017 6:39:49 PM

City/State/Zip: College Station, Texas 77842
Company Complaining About: Sudden Link

# **Description**

Constant internet interruptions on a weekly basis. Sometimes 4 and 5 days in a row of on again off again.

#### Ticket: # 1590417 - WRONGFUL INTERRUPTION OF SERVICE

Date: 4/26/2017 7:18:18 PM

City/State/Zip: Bronx, New York 10455 Company Complaining About: Metropcs

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#### **Description**

I am lodging this complaint against Metro PCS for the interruption of my services. As of April 24 th 2017, my new monthly service began, then two days later my internet is not working and my calls are being dropped. My phone began loosing service on April 26 th 2017. Metro PCS haven't sent out any notice of termination for my services. I visited a Metro PCS outlet and spoke with a representative who then informed me that I will no longer have services from today (4/26/2017) into June 2017 which he did not specify a specific date. The representative also informed me that the reason being for this interruption is because I do not posess a company phone/service carrier phone (Metro PCS). I would like this matter to be fully investigated and my services reconnected until Metro PCS change of service in June of 2017.

Ticket: # 1590534 - Comcast Denial of QOS

Date: 4/26/2017 8:48:41 PM

City/State/Zip: Detroit, Michigan 48209 Company Complaining About: Comcast

**Description** 

Will not fix issues related to Quality of Service, Have multiple support tickets about service lines hanging 6ft off the ground (Pole to Pole, and Pole to demarcation)

Here is a list of Support tickets issued from comcast (Standard tickets and Escalated tickets) for reference:

Er040518371

Spoke with camilla

Research ticket (Miguel manager)

040547099

Case # CR664197354

Name: Noe, employee # 597981

041378828 Powerline Cr448049402

## Ticket: # 1591103 - Frequent Comcast Outages

Date: 4/27/2017 9:59:03 AM

City/State/Zip: Baltimore, Maryland 21231 Company Complaining About: Comcast

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# **Description**

With Comcast as my service provider, I experience internet outages on a more than weekly basis. When I complain, nothing is ever accomplished, aside from a modest refund for the inconvenience (\$2-3 per outage), after holding indefinitely that does nothing to help the issue and is certainly not worth the time. Many people in my immediate area are experiencing similar issues, and Comcast has acknowledged this but still nothing is done. I would like to know what can be done and also why there are no competing service providers available to choose from in the Baltimore area.

## Ticket: # 1591224 - internet connection

Date: 4/27/2017 10:33:09 AM

City/State/Zip: Pembroke Pines, Florida 33024

**Company Complaining About: Comcast** 

## **Description**

Our internet 'reboots' several times through out the day. I work from home and this is a major issue. The internet was working fine for 10 months and now since Jan 25 it has been a problem. I have very detailed data log. Comcast has been contacted and they have tried to trouble shoot the issue but have had no luck. They closed the case and put the blame on me saying that I am 'over loading' there modem causing it to reset. This is impossible.

## Ticket: # 1592428 - Re: [FCC Complaints] Internet On-going Issues

Date: 4/27/2017 3:08:07 PM

City/State/Zip: Coral Gables, Florida 33134 Company Complaining About: Comcast

#### **Description**

This is a follow-up to your previous request #1498818 "Internet On-going Issues"

I totally appreciate all of the efforts done by the FCC for my behalf. Without you, I may not have ever been heard. Even though the problems are on-going, I do feel Comcast understands better that the issues are larger than my residence/business account. This issue spreads throughout this Coral Gables neighborhood. This week has been extra tough with major outages all over. Today, another Comcast technician came and stated out inside cable was old (5 years ago installed) and must be replace. This is not an easy feat, as it is in the ceiling, done with the renovation of our house. He merely stated there is no other solution at this time to rectify the chronic poor service. Please do not misunderstand my appreciation for the FCC. I am very much in appreciation. Thank you.

Sincerely,

(b) (6)

# Ticket: # 1592713 - Internet warning message blocking my access

Date: 4/27/2017 4:09:16 PM

City/State/Zip: Sacramento, California 95834

**Company Complaining About: AT&T** 

## **Description**

I have received a message telling me I need to call 1-877-767-5509 for assistance to rid my computer of a virus attack. I looked up the number and found by comments from other PC users this is a scam to obtain personal information, access to the computer, and credit card information to clear the error. The message forces the user to shut down their access to the site affected by the message. It is bothersome from a user perspective and concern about crooks gaining access to my personal information.

## Ticket: # 1592827 - Unwanted Calls

Date: 4/27/2017 4:36:05 PM

City/State/Zip: Aberdeen, Maryland 21001

**Company Complaining About: Verizon Wireless** 

**Description** 

I have been receiving numerous unwanted/unsolicited calls from the following phone numbers:

215-999-2747 Pennsylvania shows on caller ID

513-457-7603 Ohio shows on caller ID

410-581-3544 Owings Mills, MD shows on caller ID

434-205-3966 Virginia shows on caller ID

270-594-5781 Kentucky shows on caller ID

360-226-0356 Washington shows on caller ID

Ticket: # 1593106 - The internet and cable tv has never worked right in my area 2nd complaint

Date: 4/27/2017 5:53:59 PM

City/State/Zip: Fort Collins, Colorado 80521 Company Complaining About: Comcast

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## **Description**

This will be my second complaint regarding the services in my area. I pay a lot of money and it constantly goes out(daily or never works). I believe they need to replace the lines that feed the nighborhood but they never do. The costumer service rep I talked to happens to live on my street and said there is a problem with the service in that area.

## Ticket: # 1593930 - Internet outages

Date: 4/28/2017 9:55:47 AM

City/State/Zip: Bahama, North Carolina 27503

Company Complaining About: Frontier Communications

Description

## **Description**

We are having internet outages that are disrupting our business. The outages are effecting credit card sales, ability to logon to view important lab results.

### Ticket: # 1594006 - Zeus Virus Scam

Date: 4/28/2017 10:21:59 AM

City/State/Zip: Tucson, Arizona 85742 Company Complaining About: Comcast

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### **Description**

pc-crash-a9z8ls.info says:

\*\*ZEUS VIRUS DETECTED - YOUR COMPUTER HAS BEEN BLOCKED\*\*

Error: Virus – Trojan Backdoor Hijack #365838d7f8a4fa5

IP: (b) (6) Browser: Chrome ISP: Comcast Cable Communications inc.

Please call computer system technician immediately on: 855-624-0094

Please do not ignore this safety alert. Your Microsoft System Has Been Compromised. If you close this page before calling us, your computer access will be disabled to prevent further damage and your data from being stolen.

### Ticket: # 1595995 - Disrupted Service, Refusal to Rewire

Date: 4/29/2017 9:34:42 AM

City/State/Zip: Lake Worth, Florida 33461 Company Complaining About: Comcast

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#### **Description**

We contacted Comcast because our internet and cable tv was nonfunctional from noon to 5pm each day. Comcast sent out a tech, but the tech only moved the cable box from one room to another and said it would work now. It didn't. We called again, and another tech came out. He moved the box from one room to another and said it would work. It didn't. We called again, and another tech came out. He said our splitters were bad and replaced 2 of them. He said we should have the house rewired. The issue still wasn't resolved, so we called Comcast again. They escalated it to an advanced tech team. The advanced tech came out and immediately understood that there were too many accounts attached to the same hub. He separated our account and we've had no problems since. He also advised that we get the house rewired for cable because our wires were over 30 years old, so he put in a work order to have the rewiring done. The tech who came out for the rewiring didn't know why he was here. I called Comcast and was told by Erin that the work order clearly states that 6 outlets need to be replaced. The tech did nothing. He unplugged our cable and plugged it back in. He tried to leave before our internet was functioning, so I stood in front of his van and flagged him down, forcing him to return to the house. The internet works now and we have access to all services. Comcast has not offered to adjust our bill or issue a refund of any money despite not having continual access to 2 services (cable and internet) for almost a month.

### Ticket: # 1596007 - Harassment

Date: 4/29/2017 9:47:24 AM

City/State/Zip: Seminole, Florida 33772

Company Complaining About: Bright House

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## **Description**

I am receiving emails telling me that someone in China wants to use my domain name, (b) (6) in Asia. I received another telling me that my internet had been hacked, when in fact my cards were both hacked the week before.

Ticket: # 1596338 - i wish to close my linkedin account

Date: 4/29/2017 4:13:49 PM

City/State/Zip: Boise, Idaho 83701

**Company Complaining About:** Linkedin

**Description** 

i wish to close my linkedin account because i do not use it, and i want as little to do as possible with microsoft because they have systematically over a period of at least 25 years done everything they can do to destroy my attempt at a career in public accounting. or to work as an accountant in industry. i went to the linked in site and tried to close the account and i just get sent in a circle. i use the pacs in the boise public library, it is a modem but i do not know the company.

### Ticket: # 1596636 - Ads from Mapsally.com

Date: 4/30/2017 7:43:31 AM

City/State/Zip: Taylors, South Carolina 29687 Company Complaining About: Mapsally.com

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#### **Description**

I am making a complaint about the internet site, MapsAlly.com. I obtained driving directions on their site, but was told I had to agree to receiving ads from them. I said OK as I assumed that the ads would come every once in a while, but they come non-stop every time I switch to a new website. And you have to wait 10 seconds before you can erase their video ads. It disturbs my use of the internet and is very time-consuming. I hope that you will take some action against this company. Thank you.

Ticket: # 1596901 - comcast cable/internet service outtage total of 8 hr monthly!

Date: 4/30/2017 4:14:01 PM

City/State/Zip: College Park, Georgia 30349 Company Complaining About: Comcast

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#### **Description**

Today April 30 2016 i contacted Comcast around 2:30pm about the cable/internet being out again today i called yesterday almost around the same time! and as usally they always remind you that you owe this amount how would you likw to pay, i replyed i'm calling about the service been out again today? i complained that never in amonth time do i get uninteruped cable/internet for any 30 day period never! now i want it to be pro-rated for the time of reliable service vs non reliable service which is starting to add up each month over aleast 8hrs of non service that i still pay a full bill. service station don't give you 5\$ dollars of gas and ask you to pay twenty? i pay as a senior citizen \$155.00 per month for the slowest internet and the simpliest channels, no xfiniti up graded boxes my wife and i live off \$1615 per month and as a "DAV" we make do with the little we have and all we ask is give up what we pay for and at \$155.00 is a lot to pay for substandard service that we recieve from Comcast, i use to be AT&T until they promise back in 2003 \$19 dollars internet service in which i paid them a total of \$280. as they lied and strung me along for three months now they offer me \$300 gift cards and other incentives to switch back but would'nt even if yhr world was ending and att was my life line i still refuse that how must i hate att i dont but any thing associated with att ever!!! Comcast is now starting to be att to my wife and i. you think they offer long time customers like me a rate reduction for the basic stuff we pay for?

Ticket: # 1598905 - 2 months of bad connections

Date: 5/1/2017 3:48:45 PM

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Windstream Communications

## **Description**

(b) (6) Canton, GA 30115 is the service address Windstream maintains that the service is good and we know it is not

Ticket: # 1599162 - Slow internet service, expensive service plans for what is offered

Date: 5/1/2017 4:59:52 PM

City/State/Zip: Pittsford, New York 14534 Company Complaining About: Time Warner

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#### **Description**

My cable service provider in Spectrum (Time Warner Cable) in Rochester NY. My internet package promises 30x5 down/upload speeds. I currently am receiving 5.6x1.4. Compared to other service regions, we may more for internet and service provided is of lesser quality, lower speeds. Is currently have cable, phone and internet bundle, only because it would cost me more to pick and choose only cable/interent. Spectrum penalizes you for all carte services by having to pay more and forces you into a bundle packages costing you more for services you don't really need.

## Ticket: #1599261 - Email fraud

Date: 5/1/2017 5:37:44 PM

City/State/Zip: Asheville, North Carolina 28805

Company Complaining About: Company Name Not Mentioned In Email Except Suntrust Bank

### **Description**

On April 29,2017 I received an email from Suntrust Bank stating that I had a restriction placed om my account and that I needed to click in link to resolve this issue. I do not have any accounts at Suntrust Bank. The email address that this email came from is:<2001120499@fvtc.edu>. I forwarded a copy to the fraud department at Suntrust Bank.

# Ticket: # 1599670 - Unwanted messages

Date: 5/1/2017 9:51:55 PM

City/State/Zip: El Sobrante, California 94803 Company Complaining About: T Mobile

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### **Description**

Was on Facebook got a weird message about a video that was racey now they won't stop sending me messages after I asked him repeatedly saying when you try to contact him there was no phone number just that you seem to some unknown fox says they're going to get back to you in 24 hours but that's not real it's been over 72

## Ticket: # 1011692 - AT&T Uverse Service Interpution

Date: 6/1/2016 10:49:39 AM

City/State/Zip: Independence, Missouri 64050

**Company Complaining About:** AT&T

### Description

#### **Description**

I first contacted AT&T in 02/2013 regarding service interruptions with my internet service. Over the past 3 years, I have filed numerous service tickets and had nearly a dozen technicians out to address the issue.

In 2014, I was informed the service line to my home was not of the water-proof variety, so when it rains, the service shorts out. I was told by the technician that the line would be replaced. It was not. When I phoned to ask why, the response was that the service order was over-ruled by a supervisor and the service was now working (it had dried out since).

In 2015, I again scheduled service calls for interrupted service and was told again it was because of the wrong line being in the ground (not waterproof). In 6/2015, after numerous follow-up calls, a new line was run from my service panel to the utility pole. After 2 weeks, I phoned to ask when it was going to be connected. The representative told me it was not going to be run. She stated the cost was too much to run it across the street...and that they were going to wait until the fiber optic line was run in my neighborhood to complete the repair. She could not give me a date for this.

Last night, responding to my latest complaint, the technician informed me again that the issue was caused by the wrong line being in the ground (not waterproof). I took him to show him the dropped line that was left last year. He made a couple of phone calls and then told me he would be connecting the line. He also added that they had not run it prior because the cost was too great and they would wait for the fiber optic line to be installed in my neighborhood. Since I was still having issues (no connectivity) he was given the authorization to connect the line. After connecting the line to AT&T feeder lines, he came in to let me know of an additional problem. From his opinion, my home has never had the proper equipment to receive AT&T DSL. He stated that because a switch was never installed, the signal I was receiving was from a server over a mile away as opposed to the utility box just up the street.

While I am not a technical person, this seems to be a case of AT&T charging me for a product they knew I was not receiving. When I phoned customer service last evening to inquire, I was told I would only be receiving credit for "down time" of service. This seems quite unfair to pay for a product I was not receiving and seems unethical to know there is an issue, yet not address it. If you need further information from me, please feel free to contact me.

Ticket: # 1008907 - interference in elections

Date: 5/31/2016 2:12:46 AM

City/State/Zip: Pasadena, California 91107 Company Complaining About: Dish Network

# Description

showing election results before primaries finish

### Ticket: # 1020526 - Verizon Internet issues

Date: 6/6/2016 4:19:30 PM

City/State/Zip: Fombell, Pennsylvania 16123 Company Complaining About: Verizon

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## **Description**

My internet when it starts to rain just stops working .A Verizon tech stated that they were going to upgrade our service lines and it has been over a year since then. Everyone on our lane has these issues as well.

### Ticket: # 1024746 - Prank call

Date: 6/7/2016 10:40:42 PM

City/State/Zip: Bentonville, Arkansas 72712

**Company Complaining About:** AT&T

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## **Description**

My complaint is that a prank caller keeps calling my number. I have not answered any calls, and I feel that's the right thing. I feel like that this is a necessary report. Please take this seriously. He or she calls me

## Ticket: # 1035002 - eltromagnetic emmisions

Date: 6/14/2016 11:39:37 AM

City/State/Zip: Waterbury, Connecticut 06708-3433

**Company Complaining About:** Frontier Communications

## **Description**

9 cell antenna's located in Bell tower at 531 Highland Avenue Waterbury CT. 06708-3433 is causing interference with my am radio, FM radio, TV remote computer and high pitch sounds on my speakers.

Ticket: # 1055438 - Internet hacking

Date: 6/25/2016 3:25:04 PM

City/State/Zip: Mesa, Arizona 85201

Company Complaining About: Http://www.driverupdate.net/

# **Description**

Disruptive and hacker level harrassment http://www.driverupdate.net/

# Ticket: # 1065452 - Forced DSL shutdown for my business by AT&T

Date: 7/1/2016 2:30:19 PM

City/State/Zip: Bakersfield, California 93311

**Company Complaining About: AT&T** 

#### **Description**

I am the owner of Bobbi's Hallmark in Bakersfield, Ca. We are a high volume card and gift shop. In business for 29 years. On June 13, 2016 my internet was not working at my store. We couldn't except debit cards or credit cards over \$100.00. Employees could not clock in or out. Our 5 cash registers were haywire and our POS system was disconnected from Hallmark to replenish our product. The backroom system to check in and price merchandise was off. I reported to Hallmark and then called AT&T. The rep stated that they would get it fix immediately but when the DSL team rep came on the line, she stated that they would not restore the DSL but had a notice to disconnect DSL and switch to U-Verse. I told her that this was Father's Day week and we are a retail business and I had not authorized the disconnect. She said the earliest appt, they could have a tech out to my store was Sat. June 18th. I reminded her that we were a retail store during a critical week of business and I would be loosing a lot of sales. None the less, the 18th was the only time they could come. I had no choice but to get by with the lost sales and customers walking out because we couldn't except debits, gift cards or large credit card purchases. On Sat. AT&T tech came and spent 4 hours at the store. On line with TOLT the company that Hallmark uses to protect the stores registers and information data. AT & T was not able to switch and would have to come back on Monday, June 20th. Because of AT & T forced shutdown of my internet, TOLT was not able to switch that quickly without new programmed routers in place. AT & T on Monday, sent another tech and he, working with TOLT couldn't get it reconnected. I finally got back on line on Wed. June 23 at 3:00p.m., 10 days after the shutdown. I am still trying to calculate my losses. This has been a nightmare for us and AT & T should not be able to shut down a business at will without any notice or planning. If TOLT had been given a weeks notice, they could have had the proper equipment in place and could have at least been back up on Sat.the 18th. I you need more information, you can reach me at:

(b) (6) Bakersfield, Ca. 93311

Ticket: # 1065784 - "Please one to be removed from the list spam calling"

Date: 7/1/2016 4:45:20 PM

City/State/Zip: Vancouver, Washington 98012 Company Complaining About: Cable One

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## **Description**

I get constant calls from this number saying to please press 1 or 2 to be removed from the list. Spam advertizing 585-937-3094

Ticket: # 1067362 - Email problems

Date: 7/3/2016 9:49:18 PM

City/State/Zip: Fairburn, Georgia 30213 Company Complaining About: Metropcs

# Description

attached screen shot. Coding... suspicious.

T: 1 / // 407/4005 1 / / / /

Ticket: # 1074685 - Internet interference

Date: 7/8/2016 9:04:28 AM

City/State/Zip: Mt. Pleasant Mills, Pennsylvania 17853

Company Complaining About: Verizon

Description

I keep losing my internet to my home

Ticket: # 1104439 - Town and country ford - keep sending me spam

Date: 7/26/2016 1:47:00 PM

City/State/Zip: Charlotte, North Carolina 28270

## **Description**

Town and country ford - keep sending me spam with no unsubscribe options.

Ticket: # 1105585 - political censorship

Date: 7/26/2016 9:10:52 PM

City/State/Zip: Salisbury, Maryland 20801 Company Complaining About: Comcast

## **Description**

I was watching Michelle Obama's speech when it was blocked! This sort of political censorship is unacceptable!!!@!!

### Ticket: # 1109110 - internet scam

Date: 7/28/2016 3:37:26 PM

City/State/Zip: New York, New York 10011 Company Complaining About: Time Warner

## **Description**

Internet scam 1-855-337-0031, 1-888-446-9992 told to call numbers to free locked internet

#### Ticket: # 1116225 - Comcast and Continous Horrible Customer Service.

Date: 8/2/2016 12:47:55 PM

City/State/Zip: Miami, Florida 33155 Company Complaining About: Comcast

#### **Description**

Hello, I have been a Comcast customer for 10+ years, and generally customer service has been generally terrible. When the service works it works fine, but in my household it's all or nothing. It either works fine or is completely down. Every time it does go down according to Comcast it's not a problem on my end, it some issue caused outside causing no signal to reach my home.

The current issue is the same. I noticed after arriving home from work on Thursday July 28th I had no service. I spent about an hour on the phone through various hold times and disconnects to finally speak to an agent. Their automated menu is abysmal. It makes you answer various prompts over and over again which have nothing to do with the problem just to get to a live agent. Finally after speaking to an agent I was told a technician would be available Sunday. That's 3 days later which when it comes to this type or service is just unacceptable. Now I knew the inevitable was coming having experienced this plenty of times. The technician was going to come out and explain to me how the problem is not withing the house and that he cannot fix it, therefore he would have to schedule a maintenance team/truck to come out. So I knew this technician was going to be a worthless effort from experience, but Comcast always has to go through the motions. I couldn't dare suggest a maintenance team to come out, which is somewhat reasonable as you can't have the the consumer telling you what to do. But knowing this the time frame and the amount of motions needed to make this happen is just ridiculous. I had to wait 3 days from someone to come out and tell me he can't do anything. So on that day, July 31st after he explained he would need to schedule a maintenance team, I specifically asked him when should I expect it to be fixed. His exact words were "sometime today".

12 hours later I still have no service so I call Comcast again. The representative tells me that the technician should not have quoted me a time frame of "sometime today", and that it would take up to 48 hours from the time of scheduling. I was also told by this same representative that she did in fact see a maintenance team was scheduled, whether this is true or not, I do not know.

So now, it's Tuesday afternoon 48 hours after the technician supposedly scheduled a maintenance team . Just for clarification I was told that I would not need to be around for the maintenance team because since the problem is not at the house they would resolve it off site and my service would be fixed, and in the past this has been true. So I call today to ask what is going on with my service and the representative tells me he sees ZERO maintenance scheduled. This has me absolutely floored and in disbelief. So non-nonchalantly he offers me an appointment for Friday. Another 3 days of wait time. I start to complain about the service and this is just outright unacceptable. So the representative does something and then offers me an appointment for tomorrow afternoon. Why this couldn't have been offered immediately I do not know. They always seem to do the minimum when dealing customers. You have to get angry and you have to complain to get anywhere with their service.

This current situation is an example of the customer service over the years that I've received and I am getting absolutely Fed up with it. Another example was when I found a scheduled technician outside

my home 30 minutes after his scheduled time window of 4-6, so around 6:30. He was still in his vehicle, at the time, so I knocked on the window and said hello. I asked him if he was here to help with my outage at the time, he said he "was" but that I did not answer the door, which I never heard a knock for and he had just called the office and notified the customer was not home, therefore the job was canceled. So I asked now that he "sees" that I am home can we continue on with the job? He replies the job has been canceled nothing he can do. So the man is literally outside my home, late on arrival, as far as I know never got out of the vehicle to knock, never tried calling, and tells me the job his canceled nothing he can do. Told me call back and reschedule.

I can tell when a technician is an official Comcast employee and when they are a contracted technician. With that being said I have noticed that generally the official employee are much more accommodating and thorough while also being genuinely more caring about their work and their service. The above 2 examples have been contractors. It seems the contractors do the bare minimum and want to get done with the jobs or find any way to weasel out of the jobs as quick as possible.

I can go on and on, but ultimately I am getting fed up with Comcast and their service and I do not know what to do. Their 1 and only competitor in the area is just as bad.

Thanks for your time.

Ticket: # 1122393 - a company called BeRanked fraud and violation

Date: 8/4/2016 10:57:22 PM

City/State/Zip: Middltown, New Jersey 07748 Company Complaining About: Comcast

## **Description**

Tjird time I am writing this that the information has disappeared, Please call me at (b) (6)

### Ticket: # 1128765 - Complaint against Time Warner Cable

Date: 8/9/2016 1:58:25 PM

City/State/Zip: Leawood, Kansas 66206-1601 Company Complaining About: Time Warner

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#### **Description**

I've had so many issues with Time Warner Cable, they don't allow me open my email account; they removed my "pass word" (which has 8 digit dots), and shows "Have you forgotten your password, so i tried to reset the password, but also didn't allow it. I called the technician and spend hours to just open my email, but later, I've encountered exact same problems, which occurred over and over again.

So i was so frustrated that and gave up opening up my email, but recently, I had to use my email account to check on the response I requested.

Again, I'm facing the exact same problem, this time it has gotten much worse. In the past, they often disconnect the service, the main issue I had was, I wasn't able to open my email, but this time, my letters get "deleted" very often, or shows "mail delivery failed (electricity)" even though there was no power outrage at that time, showed, "Mail delivered and saved", but it occurred again and again.

And I emailed a letter to a court clerk, who has a email address (6) (6) but to but it showed invalid email address even though it's a correct email address which happened again when I sent an email to other officer.

Often they even block the email for me to use it, or couldn't type a letter to complete and send. So I went online and look for Executive's contact information since it has been ongoing problems, and found a phone number. But for some reason, I was connected with the customer service, and the recording said, I have an outstanding balance, which I was shocked by since it's set up by the "auto pay;" they debit from my credit card every month.

However, last July, I gave them a different card #, and requested debit from this new card. And therefore, i shouldn't have any balance left. So, I spoke with the customer service agent and asked her why I have the balance left since it's an auto pay.

She said, they were not able to "verify my email address", so didn't debit from my new card; the balance I have included the "Penalty" which was outrageous since I have Time Warner email account and "never changed", and use it almost every day.

Regardless, as long as I have funds in my credit card, why they need to verify my email? If they had, it never changed so that it shouldn't be an issue.

After I confronted this issue with her, and finally she adjusted the balance and removed the penalty. And i told her this is the second time, which is reoccurring issues. I had chase Master card, but they changed with Visa credit card, so I called Time Warner and gave them this new visa card, but they didn't debit from this card to charge the penalty.

However, one day, I was writing a letter, and tried to print it, all of sudden my computer and the printer were disabled, and also the desk lamp chord was even sparked, and cut off......

So I purchased a new printer, but i wasn't able to resister in my computer. i went online and asked for help; the technician said, "Nothing's wrong with your printer -- "driver set was removed".

And I also purchased a new fax machine, and told a store manager, i'd like to test it and fax it to you since last fax machine didn't work. I got home and sent a fax but getting a busy signal constantly.

So I called him and check the fax machine whether or not it's busy, but he said, the fax is free, so it shouldn't get a busy signal. After i talked with him, I tried it again, then I was able to fax it, which was last week.

But my gut feeling was telling me that it might not work, so I tried to fax a letter to them again, but again only busy signals, unable to fax it.

Not only I have the internet service and also I have the land line telephone service that connected with the modem.

But I've been encountering so many problems with internet service, which affects the phone line. So I even called the church and spoke with one of staffs since I know her and asked her they have any open computers since I will not have problems that I mentioned above.

On August 8th, after I talked with her, first, my phone line was completely cut off, then a little later, all modem lights were turned off even though there was no power outrage. I paid my bill for the August month, but they not only disconnected my internet, and phone and prevented registering the printer, and also didn't allow useing my fax machine, which nothing's wrong with a fax machine just like a printer.

Despite all my bills are up to date, but they disconnected the service. And I also found out many other people are having issues with Time Warner so that she said, she no longer use their service, and use her cellular phone instead.

Since i paid my all my bills, they shouldn't disconnect the service, which occurred before.

Ticket: # 1147208 - internet access interference/email hacking

Date: 8/18/2016 6:47:13 PM

City/State/Zip: Luther, Oklahoma 73054

Company Complaining About: Metropolitan Library System Public

## **Description**

When trying to read and respond to emails access interference is always incurred

#### Ticket: # 1159251 - Internet issues-Microsoft

Date: 8/25/2016 12:50:21 PM

City/State/Zip: Austell, Georgia 30106 Company Complaining About: Microsoft

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#### **Description**

When windows 10 first was offered for free about a year ago Microsoft contacted me by way of the internet offering me the download. When I went through initial staged MIRCROSOFT indicated to me my computer was compatible and could tolerate the program. EVERY SINCE I'VE HAD TO CONTACT THEM MULTIPLE TIMES FOR MONTHS AFTER THE DOWNLOAD BECAUSE IT HAD BASICALLY WRECKED MY COMPUTER, MANY APPLICATIONS STOPPED WORKING AND THEY HAD TO REMOTELY ACCESS MY COMPUTER SERVERAL TIMES SPENDING HOURS TRYING TO CORRECT. MY COMPUTER HAD NOT WORKED PROPERLY SINCE AND MY LAST CONTACT WAS WITH THEM YESTEDAY EVENING 8/24/16. THEY REFUSED TO TAKE RESPONSIBILITY FOR THE ISSUES I AM HAVING SINCE AND ONLY SINCE DOWNLOADING WINDOWS 10. I SPOKE WITH A "NESTOR" WHO STATED HE WAS GOING TO CALL TOSHIBA IN INFORM THEM I NEEDED "A DRIVER FOR WINDOWS 10 AND THAT MY COMPUTER IS NOT COMPATIBLE FOR THE PROGRAM. INSTEAD OF INTERVENING AS HE PROMISED HE DUMPED ME ON TOSHIBA EXCUSING HIMSELF FROM THE PHONE DISCUSSION AND THEY TELLING ME THEY CAN SOLVE THE PROBLEM IF I PAY MONEY LIKE THEY ARE IN KAHOOTS IN BOTH KNOW EXACTLY WHAT IS WRONG WITH MY COMPUTER. THIS IS UNACCEPTABLE THAT I HAVE TO PAY MONEY BECAUSE THEY RUINED MY COMPUTER. THE MOST RECENT CASE NUMBER WITH MICROSOFT IS 1352523341. I HAVE TEMPORARY REPLACED THE SEVERAL FROM THE PAST AND THEY ACT AS THOUGH THEY HAVE NO RECORD BY WAY MY NAME AND CELL PNONE NUMBER (b) (6) LIES ALL LIES. I FEEL OF COURSE MIRCROSOF IS RESPONSIBLE AND I KNOW MANY MANY OTHERS HAVE HAD ISSUES WITHE THEIR COMPUTERS SINCE DOWNLOADING THIS WINDOWS 10. NOW THEY WANT TO MAKE MONEY OFF THE PROBLEMS ITS CAUSING

Ticket: # 1176596 - CB Radio Operator heard when using my internet

Date: 9/4/2016 3:25:24 PM

City/State/Zip: Stockton, California 95215 Company Complaining About: Comcast

## **Description**

CB Radio Operator comes through on my speakers when I am on the internet. This occurs with greater frequency each day

Ticket: # 1183440 - FCC still in my Location settings(set by bots and

scripts<malware/hacker>)
Date: 9/8/2016 4:07:03 PM

City/State/Zip: Kalamazoo, Michigan 49009 Company Complaining About: Verizon

#### **Description**

I filed a complaint approx. a month back after which time the FBI did in fact find and shut down the server that kid in Fla was running. However, they failed to shut down the bots in my computer! just after the server released from my computer and iPhone, a hacker from N. Korea took control of my computer...

it took three weeks but then I was able to gain full control over my computer again. I had actually had the bots shut down, the Hacker was locked out for the most part.... I was working towards securing my system. I knew there were traps within my system set to go off if I opened one of them, I thought I had tracked all of them and missed two! they were the Zues trojan, set inside Bonjour Folder as the RU (russian) language.. when I went to trash those two, I accidently set off Zeus, Microsoft caught it and quarantined it, not sure if it is quarantined in my computer though. it turned out to be a good thing, FBI caught the server which is a part of this malware trojan on my computer, but they did not stop the bots. I took my computer to Apple and they thought that I put X86 on my computer! I told them to read the log files, the guys didn't even look at them! then they gave control back to the Bots!

This is what the bots originally did on my computer....

The log file showed that someone put something into my computer 3 hours before I purchased it at a mac store. when I got it home I set to work securing it and turning off unneeded services. I turned on the firewall, set the gatekeeper and did several other things. then I noticed strange activity so I looked at the log files. thats when I found the logs of someone installing into my computer a malware package at least three hours before I even looked at it. I took it back to the apple store and showed the Manager all the log files I found.

During this time, that kid kept getting in and doing things to my computer. I kept stopping him with the help of the Manager and plus what I knew about my computer and changing settings back to what they should be. Then I found the location settings and contacted you about this.

I currently have an X86 architecture on my MacBook which is a Linux OS! this is what that kid installed on my computer, it is still there, besides that the Bots removed the mount point on my HD-0 and set it to /I had system violations galore but did not know how to restore this mount point, I kept getting told that the mount point must be restored... To this date everyone is ignoring my complaint of the mount point being wrong... It is still mounting at /! with and auto home and auto net set from location auto map! the hacker took control of the majority of the log files, which I now have under my control of did until the bots took them back again last nite... network setting is still set for location:FCC, they can not turn on any networking since I do have that locked down from before apple redid my system and gave control back to the bots.

The last hacker was from N. Korea, I found their Certificate and untrusted it, I also found the certificate for the Developer that was hacking my computer... it is most likely stolen but it should not

be in my computer and is in constant use by the bots. I have tried to untwist it and it only untwists for me, not for everyone... I do not have a developers license so this makes perfect sense to me. The Developers license Serial number is #1763908746353189132

This license may or may not be stolen, but the fact remains who ever has total control over this license is in fact the hacker who has given it to the Bots in order for them to use it to make things as needed for their use in gaining control over computers such as mine.

They turn the Hard drive into 4 volumes with some code in script which is as follows... trying to make it so it does not become a command... hope I succeed... [/ignore:(liveness:4->3 (Server\_show\_windows\_for\_asns\_block\_invoke30))(liveness3->2(remove\_app\_block\_invoke))(liveness2->1(\_create\_xpc\_listener\_block\_invoke))(liveness1->0(\_run\_as\_server\_block\_invoke)/end ignore]

In my log file it also says exiting out of boredom... that is until Apple redid the system... now it is a server... I also show iPhone setup and push keys in the keystore.... the Bots have full control over making what they need. they also can tamper with items they need, I read some command in the logs which stated the bots would try to use what they needed and if they could not make something work, they should send it through the debugger and thus input the code they needed to make it work. I read a log file where they recently tried this with Bluetooth... the bot said throwing Bluetooth into debug, catch... then another notice stating that they could not reach bluetooth... then they try to push the sandbox to where they need. In my case, sandbox is refusing to write what they need or be pushed where they need it to go. they can push it from a computer to whatever they need... as in what they did to my iPhone. they pushed the sandbox from my macbook to the login of my iPhone and thus was able to give the hacker a connection in through the always on FCC connection or 911 as most of us know it... This is what the FBI needs to look for.

I wrote a letter to this Korean hacker telling him that I would never allow my computer to be used against my country or any country for that matter! They thought that they could destroy a city with this malware infestation and thought that there was no way the owners and users of the computer could gain control over their systems again.

I am quite happy to prove them wrong. although, since I can not see what is in hidden areas of my computer's HD I will not know until such time as when I have full access once again to my HD. I was really hoping that the FBI would clean this up, but it appears they have access to only one small area of this infestation. If they do not show 4 volumes on one Hard Drive, then they do not have full control.

These bots have also called out for something called "BOSS", when I looked this up on google, it showed as some sort of multi computer control software... they were setting up through bonjourn on my computer until I removed the key parts of this. BOSS is maybe the one that I missed. there also was communications through yahoo, aim, bonjour, LDAP, google at one time and Microsoft Live. iCloud is setup through macbuddy and some cloud script. my iPhone was on iCloud but no longer is there, they tried to setup my macbook on iCloud but I refuse that every time we did an install on my macbook.

We are currently attempting to get all the log files saved to a memory stick which will be locked and secured against any tampering. The Mac store Manager is helping me to secure this and we have gotten close but still not there. Oncee we have these log files in simple text, we will have several com pies and send one to the FBI, one to Apple, One to malware bytes and so on. With the hopes that someone will do the right thing and get this malware infestation stopped and gone forever. In 2003,

when the FBI stopped this infestation, they left me behind with the malware and bots still in my computer... it has taken me this long to gain control over my computer and stop them.... heres hoping I do not have to wait another 13 years to get this out of my computer! This time I am becoming the hunter with the goal of getting these bots out of my computer once and for all!

Please Lock down the 911 somehow or at least disallow opened unlocked access to the user side of the 911 system... there should be some way of doing this or I might have to insist that you remove my 911 service if I can not trust my govt to keep me safe from hackers through it.

Ticket: # 1197251 - very poor internet

Date: 9/15/2016 3:18:43 AM

City/State/Zip: Paulden, Arizona 86334 Company Complaining About: Centurylink

## **Description**

My internet is so bad I can not use it for any lenght of time without it droping out of service.

### Ticket: # 1234291 - incorrect billing and nonservice

Date: 10/4/2016 3:57:56 PM

City/State/Zip: Duluth, Georgia 30096

**Company Complaining About:** Xfinity Home

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### **Description**

My services were installed September of 2015 and I have had problems each day since

- •My internet, cable and phone price were to be \$149.00 but instead once I receive the bill it was almost triple.
- •The equipment was incorrect and some were missing-to include internet tower and 2 cable boxes. I had no service for about three week. Finally, some of the correct equipment came with very little instructions. Again, we had no service. I called and was told I would be credited and 2 months of free service was offered. Once the correct equipment was received-this never happened.
- •After several weeks, a technician came connected the service and removed all the boxes previously sent as there were still not correct.

Despite all the mishandling of the service I decided to add Xfinity home, which was only supposed to increase my bill by \$20.00 after 2 months. This never happened. My bill increased to \$250.00 and I was billed immediately. The day of the scheduled service, the technician showed up early. I was told there would be call at least 3hr before he arrived. This never happened. Instead, the technician was at my home unannounced. I waited for the appointment for week therefore, explained to the representative I was on my way. The representative was so disrespectful I wanted to cry. He told me, he was unable to get a message to the technician and would need to reschedule for 6 weeks away. I tried to talk to him but he disconnected the phone.

I called back, spoke to the manager who apologized and offered the installation free of charged. He placed me on hold, contacted the technician and told me he would remain until I got there. As I arrived 10 min later the tech was sitting in my drive way. I asked if he was there to service my home, he said no and left.

I called back. A supervisor created a go back ticket# 035823055 and explained the technician would come back before 6pm. The technician never came back or called. I missed a very important function. I called back, and another apology was give and the cameras were offered free for my inconvenient. Another ticket was completed. This time an emergency ticket# 035834415 and it was again explained the tech would out that day. This never happened. I waited until 7pm that Saturday and no one came. Another ticket was created # ESL02482275 for a go back and finally after 6 weeks the service was completed. The night before the install, I received a call and a visa gift card for \$150.00 was offered again for inconvenience. I have not yet received the card. I have not received:

- •The credit for the install, cameras, no service for the months I paid for
- •The replacement of the faulty devices(Monitor constantly fall of the wall) Xfinity home and cable
- The 6 months of free service
- The front door monitor have not worked for about 6 weeks

My services are constantly being interrupted because of the false billing as I am unable to get a representative to fix the problem. I have been called a liar, an unwanted customer because I can't pay my bill and so many horrible things. I really need this to be addressed and my services corrected.

Ticket: # 1280738 - Interference with FBI Updates, Asian store fronts -- not asian

Date: 10/21/2016 2:03:12 PM

City/State/Zip: Spokane, Washington 99224 Company Complaining About: Comcast

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#### **Description**

here is proof of the soft spoken Asian interference when updating FBI and it askas for Asian store fronts

not Asian, pacific bell, steven teraoka

WOW yellow pages, pacific bell influencing REMAX Wells Fargo and real estate

WOW, gee, miss soft spoken Asian

#### DNS resolution error

You've requested a page on a website (tips.fbi.gov) that is on the CloudFlare network. CloudFlare is currently unable to resolve your requested domain (tips.fbi.gov). There are two potential causes of this:

- •Most likely: if the owner just signed up for CloudFlare it can take a few minutes for the website's information to be distributed to our global network.
- •Less likely: something is wrong with this site's configuration. Usually this happens when accounts have been signed up with a partner organization (e.g., a hosting provider) and the provider's DNS fails.
- •Ray ID: 2f564b53c9962a79
- •Timestamp: 2016-10-21 17:05:38 UTC
- •Your IP address: (b) (6)
- Requested URL: tips.fbi.gov/Error reference number: 1001
- •Server ID: FL 28F55
- •User-Agent: Mozilla/5.0 (Windows NT 10.0; WOW64; Trident/7.0; rv:11.0) like Gecko

#### Return to the homepage

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We don't need this kind of japanase friendship which is NO FRIENDSHIP I am Caucasian and checked that off in second grade, I did not check off Portuguese

teeeepeees, yellow pee, WOW, yellow pages Teraoka, SONY, 2014 you don't practice family law, that's evident, what do you practice, what is your license number and how many big time business deals have you made?

miss Asian, book week with tennis shoes all over a chair Yoko Ono

sitting at Wells Fargo Bank AT&T Grand Junction and US Bank, Asians, I AM NOT ASIAN or JAPANESE Yoko Ono Itos and football and OJ Simpson

## Ticket: # 1238641 - so slow or down with intermittent rout

Date: 10/6/2016 7:25:38 PM

City/State/Zip: Terre Haute, Indiana 47885

**Company Complaining About:** Frontier Communications

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## **Description**

Right back to unstable connection I can not go to school with this so called hi speed that is less then dial up this is false advertising at the least if not fraud

Tielest # 4007040 Company data and

Ticket: # 1267816 - Comcast data cap

Date: 10/14/2016 6:59:32 PM

City/State/Zip: Antelope, California 95853 Company Complaining About: Comcast

Description

Data cap, throttling, no customer service

Ticket: # 1278940 - Satellite Interference Complaint

**Date:** 10/20/2016 3:04:52 PM

# Description

Postal Mail Ticket Ready For Data Entry

### Ticket: # 1375092 - Illegal account access

Date: 1/1/2017 2:40:01 PM

City/State/Zip: Highland, California 92346

Company Complaining About: Google Operates The Server For The Gmail Accounts

### \_\_\_\_\_\_

#### **Description**

Recently I've experienced and reported illegal access of my gmail account to the department of justice. Most recently on 12/31/16. I believe this is related to a legal case against my employer and may have been influenced by their legal team who boast their high level of technical skill in influencing legal outcomes. Perhaps someone who currently or previously worked for Google is involved. Now Google has not permitted me to access any of my Gmail accounts. They ask for additional information on accounts that purposely do not have any 2 factor verification set up because I don't use them for anything particularly important, just as a forwarding medium when I don't want to compromise my account by logging in on an untested network.

I reported these incidents to the Department of Justice because I believe my former employer Dignity Health is trying to manipulate the outcome of my legal case against them. Since reporting this, all sign in attempts to any of my accounts has been blocked. Even after answering questions correctly, I receive a message that google could not identify my. This am at 9:57 am I received a message: Thanks for verifying your email. You were not signed in because google couldn't confirm that .... email address belongs to you."

A stronger 2 factor verification system is needed. Phones can be cloned and calls intercepted which is why I'm uncomfortable with the the idea of using a phone number. Our phone numbers are not private. Must we change our phone number every time we realize we've made the mistake of providing it to someone who later turns out to be extremely unethical (employers/ co-workers, etc)?

### Ticket: #764973 - Complaint against Comcast Cable in CA

Date: 1/20/2016 11:31:28 PM

City/State/Zip: Redwood City, California 94065

**Company Complaining About: Comcast** 

### **Description**

hello,

I have tried numerous times (at least 50) to resolve the poor internet connection, tv reception and outrageous bill. It keeps going up every month. I pay over \$220 dollars and my service has been horrible for months. My most recent series of calls was yesterday 1-19-16 was on the phone for 40 mins. Doing the routine troubleshooting they do. Get disconnected. CAll back, start all over, complain to Brad, Operator Id# 3C8 extension 3020087. He tells me the modem is old and I should have newer equipment, I explained to him I was just at Comcast office in Foster City two weeks ago and the clerk told me he was giving me the latest modem out. Not true, Brad said I should have the XB3 dual 5G modem. Which would probably eliminate the issues I have been having for months.

Connection drops after 30 seconds, constant up and down all day lon, everyday. TV has problems. Pictures goes out, message on screen says we are having technical difficulties.

I have called the Loyalty Dept twice to complain. Still waiting for Debbie in CO Springs to call me back. Bottom line, I have been a customer for 20+ years and I can't ever get a call back or follow up. Every time I get disconnected which is every time I call, that's it even though every time they tell me they will call me back. They constantly verify every piece of my information but no one ever ever calls back.

I am so beyond frustrated so I stopped paying for my service. I currently owe \$400 and I refuse to pay until they fix my service, lower my bill, remove these excessive foreign channels I have and issue me a credit for the last 12 months of service for my time and energy, loss of wages and poor service. My ticket number from yesterday CR549999802. Brad advised me a tech could not come out for 5 days to replace the modem. I said that what unacceptable, he advised he would check with his manager and call me back and I never heard anything so I am still at square one.

I could go on and on, with my dealings with them in person and on the phone. It is beyond horrible, changes need to happen. You can google search Comcast and read the pages and pages of complaints against Comcoast. They have a monopoly on he cable industry and it is absolutely unfair and unacceptable. I can be reach by email or phone at (b) (6)

(b) (6)

Ticket: # 1572742 - Money Scam

Date: 4/18/2017 3:20:42 PM

City/State/Zip: Perry, Kansas 66073

## Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 758646 - GOOGLE- Disabled acount & Privacy Violation & ID theft and ID

fraud

Date: 1/17/2016 5:51:01 PM

City/State/Zip: Sf, California 94102

**Company Complaining About: Verizon Wireless** 

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### **Description**

FCC,

Google still 'disabled' my gmail account (b) (6) and I am not able to access it at all for about 7 days. Can you investigate for the reason and stop violating my privacy and access? No one is authorized to access my information or open my gmail account. There are people who do to obtain my information for insurance, WC information, Verizon & ATT account fraud information, Hanmi and Union Bank account fraud information with CFPB information. These are confidential with all information. Enforce all violations.

For my previous gmail account (6) (6) this happened also by Google company. Disabled and closed access to my gmail account. Did you enforce laws on Google for selling my information and ID theft and ID fraud?

I have no cell phone or landline or any service for internet, computer, TV, laptop, cable, dish, or any with any company. The cell phone number from Verizon 415/940-6849 opened by Ms. Bora (Korno) Shu in my SS# and personal information is account fraud & ID theft and ID fraud. Transunion still attaches my message phone 415/273-9108 to a terrorist this person (transgender) and there is no attached account with Verizon & AT&T, Transunion, Equifax, Experian, or Chex System. These with all companies as Hyundai and Nordstrom, Wells Fargo bank, Chase Bank, & Union Bank opens accounts for (5) (6) (SS# (5) (6) ), (5) (6) (SS# (5) (6) ) and (6) (6) (SS# (5) (6) ) as fraud business & unlicensed business & terrorist & ID theft and ID fraud & account fraud & abuse & disabled abuse. These companies are not stopped by CFPB which is also a fraud & terrorist group.

I have a restraining order on Sung Duck Kim at Hemet Superior Court in Hemet, CA from March 2006 for stealing all my Korean and US IDs with all I owned at home. Defendant still follows me to shelters in CA and rape and cause injuries. CA BBS and LA Korean Consulate does not assist me for the restraining order Case No. SWV002368.

Thanks,

Legal Name: (b) (6)

DOB: (b) (6)

CA State ID No (DMV)(b) (6)

S. Korean Citizen

Housing- Bethel AME Church Shelter in SF, CA

Mailing Address:

(b) (6) SF, CA 94102

(b) (6)

Ticket: # 759458 - verizon internet/customer dis-service

Date: 1/18/2016 1:59:11 PM

City/State/Zip: Southlake, Texas 76092 Company Complaining About: Verizon

# Description

morons can't do anything right and don't care

## Ticket: # 776287 - The Lawfare Project website

Date: 1/27/2016 1:57:50 PM

City/State/Zip: Montevallo, Alabama 35115 Company Complaining About: Charter

**Description** 

When I try to access "The Lawfare Project" website I get a blank screen. Why am I not able to access "The Lawfare Project" website? Please resolve. Thank you.

### Ticket: # 783688 - Fake emails promising millions of dollars

Date: 1/31/2016 4:34:26 PM

City/State/Zip: League City, Texas 77573 Company Complaining About: AT&T

**Description** 

Lately, I have been receiving several emails from individual(s) stating that I am to receive funds anywhere from thousands to millions of dollars. I know they're fake, but the last month or so they have started coming several times a week. Is there anyway to stop them? Below is just one of them:

United Nations <noreplyz@un.org>

Jan 29 (2 days ago)

to notice

From: (b) (6)

UNITED NATIONS OFFICE OF INTERNATIONAL OVERSIGHT SERVICES

Internal Audit, Monitoring, Consulting And Investigations Division.

It is my distinct pleasure to write you and as you are well aware many foreigners have invested thousands of United States Dollars into Nigeria transactions in Hopeless Dreams to have none of them become a reality.

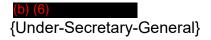
Right now, as directed by our secretary general (b) (6). We have agreed with the Nigeria Government that One Hundred Thousand United States Dollars Only would be paid to you through the Western Union Money Transfer Via special arrangement as first installment.

This is to enable you have enough funds to pay for the Tax Clearance and bank charges before you will receive the balance of your funds. Please take note that you will pay US\$185 only, being Notarization fee and this is the only financial obligation that you will undertake to receive the One Hundred Thousand United States Dollars Only through the Western Union Money Transfer.

Lastly,i will like you to reconfirm your information to me such as your full name, address and telephone number so that I will proceed with your Western Union Money Transfer within the next 24 hrs and the transaction information will be released to you.

I await your response for further proceedings.

Sincerely yours,



**United Nations** 

Ticket: # 812952 - FaceBook **Date:** 2/16/2016 10:10:16 AM

City/State/Zip: Rockaway Beach, New York 11694

Company Complaining About: Verizon

### Description

Received friend request Steven Tyler, thought nothing of it since others of my friends friends to I confirm. Rec'd message telling thanking me and telling me I was beautiful. I challenged immed. knowing it couldnt' be Steven Tyler. I tried to report it to Facebook, there was no box for it, thus I didn't, I tried to erase it couldn't so I just left it alone. Next I come back especially since the page it came from had over 3,600,000 likes I thought how could this page be hacked. I left it. Say, what if it was ST, he look it was Valentine's Day, someone for the first time in my life said I was beautiful and would could have a better first time than Steven Tyler tell you you are beatufil hah? I ask you! LOL. I come the next day seeing if there was a way to message Tyler's page to notify him there was no way I could message him, which led me to also believe the page (in the background, when you clicked on the name above the message, this is what you got, I had an outside shot it might have been him, I come home the next day to find a message from FB who deleted my friend request and confirmation record, they deleted the messages from hm, without my knowledge or consent or request, nor at any time had I reported if for abuse. Now I understand the terms and conditions but I didn't report the message to them. They were reading my private messages. They had no right to do that. I know you are going to come back on their side, because that is what anyone in power does, instead of investigating and putting an end to this abuse, yas just jump to the side of the power. I know, I'm reporting it to you anyway. I knew it wasn't Steven Tyler, and even if he was, even if he was, so what? Who cares, I didnt' respond to the comment in any fashion -- you can see that. But who in hell, and their terms address privacy. No where in them does it say they can read your personal messages at their pleasure and delete them should they be envious or don't like you receiving such a compliment from someone as big as that. that's the bottom line. FACE BOOK HAD NO RIGHT WITOHUT A COMPLAINT OR PERMISSION to remove that message and delete the friend request and my confirming him as a friend. He didn't threaten me, he said I was beautiful, hey even although I didn't believe it Steven Tyler and I did challenge it, (that page has plenty of protection from hackers, he is a powerful celebrity) but even if it were a hack, which indeed it probably was. I would have called my techs which I did to help me remove the damn comment myself. They said because it was FB they couldn't help me. I had no way to message Steven Tyler's page, no message box. But right now FCC this isn't the problem the problem is the what I consider intrusion of my privacy by facebook, without my knowledge or consent to erase a friend request and confirmation, to remove the profile picture, to erase all traces of me even getting such a message. Look, upon information and belief it came to me by private conversation and it was mine, I didn't report it to FB as abuse or anything else, now look should you talk to FB and they tell you it was Steven Tyler but he wanted to take it back YOU FIGHT FOR ME ITS HIS PROBLEM HE SENT IT NOT THE OTHER WAY AROUND YOU DO YOUR JOB AND PROTECT MY RIGHTS. I mean even if I were hack so what, its the principle that now I know I am being watched by FB. I know this because whenever I type a comment blue lines appear to the left of it. Its not right FCC. They should not be reading and tampering with private message they don't like and that had to be it. I didn't report it, which means they were reading my personal mail and they had not right. Why would they remove the "friend request and confirmation" Hmm? You tell me FCC. Why. I am starting to believe it could have been Steven Tyler for all the effort they made. ITS WRONG FCC AND YOU KNOW IT. IF I AM ON A

GOVERNMENT LIST HERE;S WHY, I SPEAK OUT AGAINST THE WAR IN THE MIDDLE EAST AGAINST ISRAEL, AND SINCE, I GET ALOT OF TROLLING ON MY COMMENTS THAT DO NOT FIT THE PUNISHMENT. I FIGHT BACK. I STAND BY WHAT I SAY. THEY DECIDED TO RUIN ME AND THEY DID AND ITS NOT ONLY FACE BOOK, GO TAKE A LOOK AT THE LIES BEING SAID WHERE IT WOULD COUNT -- MEDICAL RECORDS, ETC. DISCOVERED FOUL PLAY THERE TOO. I TAKE A LOT OF HEAT FROM IT BUT I WILL CONTINUE TO EXPOSE THEM FOR THIER ILLEGAL OCCUPATION (AND THE ICJ LISTS IT AS OCCUPIED SO I AM NOT MAKING IT UP) Look I am asking you -- I don't give a crap about Steven Tyler, wheiher it was him or not, doesn't matter, what does matter as I am being unlawfully monitored and my personal messages are being read -- please do your job and don't jump right to the side of FB, I have privacy rights and I feel they violated them.

Ticket: # 810563 - Ongoing internet issues not resolved from comcast

Date: 2/14/2016 4:35:09 PM

City/State/Zip: Boca Raton, Florida 33433 Company Complaining About: Comcast

## **Description**

Internet continues to go out throughout day. Issue never resolved

## Ticket: # 823770 - Unwanted text messages

Date: 2/21/2016 8:37:45 AM

City/State/Zip: York, Pennsylvania 17404 Company Complaining About: AT&T

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## **Description**

I have received four messages I'm not sure of the meaning. They just say something along the lines of hey (b) (6) at, then statell my address.

Ticket: #833685 - Commercials

Date: 2/25/2016 6:34:49 PM

City/State/Zip: Lexington, Kentucky 40516 Company Complaining About: Dish Network

# Description

Commercials are extremely loud!!!!

Ticket: # 846196 - Presario@outlook.com

Date: 3/3/2016 5:06:15 PM

City/State/Zip: Los Angeles, California 90061 Company Complaining About: Comcast

# Description

(b) (6)

Ticket: #875005 - Comcast/Xfinity Fort Myers Florida Lies, Dehumanizing behavior

Date: 3/23/2016 6:10:41 PM

City/State/Zip: Fort Myers, Florida 33971 Company Complaining About: Comcast

#### **Description**

After having just moved into a new address and transferring my Xfinity internet over, I proceeded to experience intense internet issues that diagnostic tests on every computer in the household showed intermittent packet loss and outages and essentially quantified all of the performance issues I had started experiencing. Not realizing at this point (Approximately a month ago) that the issue was so deeply rooted and "unfixable", I found the number for my local Comcast technical support center and began what would become the most horrid and belittling experience of my entire life (mind you, nothing has actually been fixed or resolved as I write this). So to cut a month long story semi-short, Comcast has repeatedly missed technician appointments (today was the 8th technician showing up, while 4 appointments have been missed), repeatedly lied to me about actually scheduling appointments and given false promises that "Oh, we know exactly what to do to fix your issue." and then fail to do so. Keep in mind this has happened over 20 times this month. I have not stopped calling them and trying to get this resolved because I really just want to have functional internet service that I am paying for. Anyways, the reason I am filing this complaint now is because the final straw was drawn by this evenings technician visit. Not only was this the wrong technician, as I was promised an SRO/Re-wire tech that would re-wire the house, this technician was a cocky, rude, condescending, and overall horrible person to me. He went as far as holding up his toolbelt right infront of my face and telling me that he knows that if their diagnostic equipment is not showing the issues that my network diagnostic tools from my computer's end, as well as the actual performance of the service, then "There is no problem." I have never been belittled by another adult in such a way. I was pushed to nearly crying at this point. Something needs to be done about this company's horrible service and employees. For the sake of anyone else who has had similar experiences, please blacklist these people or do something that isolated them as horrible providers before they are able to cause more grief in people's lives!

### Ticket: # 889740 - SURFING

Date: 4/1/2016 1:02:02 PM

City/State/Zip: Houston, Texas 77007

**Company Complaining About:** Virgin Mobile

## **Description**

I am hardly able to even suff the internet now Virgin(Sprint) has slowed down my UNLIMITED plan to a CRAWL. I can not even watch Videos on line it keeps "refreshing"... forget watching a movie.

### Ticket: #901279 - SPAM from GTT

Date: 4/7/2016 8:24:40 PM

City/State/Zip: Dacula, Georgia 30019 Company Complaining About: Gtt

### **Description**

To the FCC.

It has come to my attention that an IP Address of a server in Virginia based GTT at [5.39.221.15] is being using to continuously send SPAM in violation of the CAN SPAM ACT despite multiple attempts to unsubscribe at an average rate of 15 emails per hour to my personal email address. Please see traceroute below. As a result, I must take it that GTT is complicit in permitting this SPAM. The SPAM continues to ensue despite repeated attempts to select the option to opt out. This has been occurring for several weeks without resolution.

I am this point pursing this complaint in parallel with reaching out to GTT in hopes of addressing the issue by permanently shutting down the offending server.

Evidence is below in the form of the consistent Source IP4 Address that is the source of the SPAM and a Trace Route to this IP4 Address that indicates IP4 Addresses consistent with servers behind GTT's network.

Thank you for your time and assistance.

Content-Transfer-Encoding: 8bit

```
EXAMPLE EMAIL HEADER WITH CONSISTENT SOURCE IP OF [5.39.221.15]
Return-Path: <HARPQualify@riu5w29j71.maskdi.top>
Delivered-To: (b) (6)
Received: from localhost (localhost [127.0.0.1])
      by ruberte.com (Postfix) with ESMTP id 320ADE690EB4
      for (b) (6) ; Thu, 7 Apr 2016 19:54:56 -0400 (EDT)
X-Virus-Scanned: amavisd-new at ruberte.com
Received: from ruberte.com ([127.0.0.1])
      by localhost (xserver.ruberte.com [127.0.0.1]) (amavisd-new, port 10024)
      with ESMTP id 2eXVWbZiUGJN for (b) (6)
      Thu, 7 Apr 2016 19:54:55 -0400 (EDT)
Received: from riu5w29j71.maskdi.top (unknown [5.39.221.15])
      by ruberte.com (Postfix) with ESMTP id 26D55E690EA3
      for (b) (6) ; Thu, 7 Apr 2016 19:54:55 -0400 (EDT)
Date: Thu, 07 Apr 2016 16:54:09 -0700
Mime-Version: 1.0
To: (b) (6)
Message-ID: <24116828-Astonishment12237253-
15f2a31dc8e6db949099477fc23579db<mark>(b) (6)</mark>
From: HARP Qualify <HARPQualify@riu5w29j71.maskdi.top>
```

Content-Type: multipart/alternative; boundary="24116828 12237253 24116828"

Subject: Obama's New HARP Program Will Lower Your Mortgage - Video No.24116828

#### TRACE ROUTE INTO GTT.NET

```
), 64 hops max, 72 byte packets
traceroute to (b) (6)
1 tardis.ruberte.net (b) (6) 1.722 ms 0.326 ms 0.258 ms
                1.050 ms 0.805 ms 0.980 ms
                     64.436 ms 29.413 ms 21.017 ms
3 (b) (6)
4 xe-10-0-o-sur02.k2gwinnett.ga.atlanta.comcast.net (b) (6) 27.485 ms 12.591 ms 10.200
ms
                      25.039 ms 12.454 ms 15.190 ms
5 (b) (6)
6 hu-0-4-0-2-cr02.56marietta.ga.ibone.comcast.net (b) (6) 25.884 ms 35.048 ms 29.569
ms
                    14.070 ms 32.085 ms 54.735 ms
7 (b) (6)
                           20.971 ms 28.770 ms 16.727 ms
8 ip4.gtt.net (b) (6)
9 xe-1-3-3.ams20.ip4.gtt.net (b) (6) 130.890 ms 124.674 ms 121.598 ms
10 serverius-gw.ip4.gtt.net (b) (6)
                                      133.289 ms 161.917 ms 189.613 ms
                            151.740 ms 129.309 ms 126.954 ms
11 (b) (6)
12 (b) (6)
                            133.043 ms 146.120 ms 152.006 ms
13 (b) (6)
                          176.976 ms 151.475 ms 145.222 ms
                          250.796 ms 229.705 ms 187.792 ms
14 (b) (6)
                          596.518 ms !H * *
15 (b) (6)
                          121.883 ms !H *
17 (b) (6)
```

## Ticket: # 922249 - phone number 855-902-4667

Date: 4/19/2016 5:45:25 PM

City/State/Zip: Monument, Colorado 80132 Company Complaining About: Comcast

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## **Description**

I keep getting pop warnings the my computer is infected with virus and I must call 855-902-4667 for help!

Ticket: # 997314 - Internet shut down

Date: 5/24/2016 1:24:39 PM

City/State/Zip: Sedona, Arizona 26336

## **Description**

Postal Mail Ticket Ready For Data Entry

Ticket: # 540851 - solitation Date: 9/21/2015 10:47:46 AM

City/State/Zip: Cartersville, Georgia 30120

Company Complaining About: Facebook Users

**Description** 

FB-USER157 TELEPHONE # (b) (6)

FB-USER060#(b) (6)

FB-USER738

### Ticket: # 626615 - Comcast will not do anything to fix my packetloss

Date: 11/1/2015 11:23:58 PM

City/State/Zip: Forked River, New Jersey 08731

**Company Complaining About: Comcast** 

### **Description**

Around the end of September I started having noticeable packetloss. Multiple programs would report loss from 2-6% packetloss. I used independent ping test sites as well as software to run trace routes. The packetloss is stemming from their regional router in bayville. The 2 addresses that have been dropping packets are: te-18-10-cdn04.bayville.nj.panjde.comcast.net and te-9-4-ur01.bayville,panjde.comcast.net

I have tried calling their support lines multiple times and have received the following from doing so: I was told bands were missing from my account and they were added, I was told it would be reported to a network tech and fixed in the hour, I had a tech come out to my house and tell me it was not a home issue but one with their infrastructure and he would give my message to his boss who might contact someone. In addition I was hung up on multiple time while trying to explain this to the phone representatives. None of what they have said/did has worked and I still have the same packetloss issue. All they offer to do is reset my modem or replace it when it is not the problem. There is no way for me to speak to a network tech or track if anything is being done.

I am not the account holder I am her son but I am authorized to talk to the phone reps I am not sure if I need to say I'm filing this on behalf of my mother because she is the one the bill is addressed to but I will do it anyway just in case.

### Ticket: # 651136 - Comcast Complaint

Date: 11/11/2015 8:09:42 PM

City/State/Zip: Saltville, Virginia 24370 Company Complaining About: Comcast

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### **Description**

On or about October 28th, 2015, I was having issues with my internet. I use Comcast, so I called technical services to see if we could have the issue resolved. I spoke to the Comcast employee, who said he would send a technician out the next morning. I specifically asked him several times if there would be a charge, and he assured me there would not be, since the issue with the internet had been an ongoing issue. The technician came out the next day, and proceeded to let us know that the problem was a "bad line in the cable box'. He then proceeded to "fix" it, but then had to run it under my carport, instead of the way it was originally ran to the house. Needless, to say, internet is very needed for work for my husband, who works from home, and this did not fix the issue. We continue to have intermittent phone, cable, and internet issues. The next issue was when we got our bill. We were billed \$74.00 for a service call that I was assured multiple times was going to be no charge. I called the 1-800 number for Comcast, who then told me that there was always a charge for a service. Needless to say, technicians have been out to the house before, and there was never a charge. I explained to several people, including a supervisor, that I was told there would be no charge. All they could say was that the employee would be "properly trained" from now on, and there was nothing they could do, and would not credit me for the charges since a work order was supposedly signed by my husband the day the technician came out. My husband does not remember signing a work order, so we asked the supervisor to email a copy of it. He "couldn't do that", but told us we could go to our nearest Comcast office, and they would provide us with a copy of the "signed" work order. I then drove up to our local office, which is approximately 50 miles round trip, and was informed that they do not have copies of the work orders in the offices. Never have, and never will. Those stay with the technicians. So not only have I wasted my time and gas to take care of this, but I have no end result. Comcast is nothing but a bunch of liars; not only was I lied to once, but TWICE!! I demand something be done about this. They are taking advantage of common people, treating them as if they are trash. I work hard for my money, and while \$74.00 may not seem like a lot, it is to me. I want this credited to my account, and I think they should do so.

### Ticket: # 659495 - Intermittent Internet and slow.

Date: 11/16/2015 8:53:09 PM

City/State/Zip: Daytona Beach, Florida 32119

**Company Complaining About: AT&T** 

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## **Description**

Internet has been going in and out for the past month. already tried several restarts of the router as they said over the phone. Still, Internet will stop working and come back 30 min later. Problem is in all devices.

Ticket: # 686233 - FW: Attention

Date: 12/2/2015 7:20:50 AM

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### **Description**

Email header info:

Delivered-To: (b) (6) with SMTP id d75csp3193ivb; Wed, 2 Dec 2015 01:55:17 Received: by (b) (6) -0800 (PST) X-Received: by (b) (6) with SMTP id y80mr1590315ywd.281.1449050117048; Wed, 02 Dec 2015 01:55:17 -0800 (PST) Return-Path: (b) (6) Received: from 10ibl21ser04.datacenter.cha.cantv.net (10ibl21ser04.datacenter.cha.cantv.net. (b) (6) by mx.google.com with ESMTPS id i205si1373403ywb.1(b) (6) (version=TLS1 cipher=AES128-SHA bits=128/128); Wed, 02 Dec 2015 01:55:17 -0800 (PST) Received-SPF: pass (google.com: domain of mingevecol@cantv.net designates as permitted sender) client-ip=(b) (6) Authentication-Results: mx.google.com; spf=pass (google.com: domain of mingevecol@cantv.net designates 200.11.173.10 as permitted sender) smtp.mailfrom=mingevecol@cantv.net X-Virus-Scanned: amavisd-new at cantv.net Received: from webmail-03.datacenter.cha.cantv.net (webmail-03.datacenter.cha.cantv.net (b) (6) (authenticated bits=0) by 10ibl21ser04.datacenter.cha.cantv.net (8.14.3/8.14.3/3.0) with ESMTP id tB29sPBJ012443; Wed, 2 Dec 2015 05:24:55 -0430 X-Matched-Lists: [] Received: from (b) (6) webmail-03.datacenter.cha.cantv.net (Cantv Webmail) with HTTP; Wed, 2 Dec 2015 05:24:24 -0430 (VET) Date: Wed. 2 Dec 2015 05:24:24 -0430 (VET) From: (b) (6)

Reply-To: (b) (6)

To:(b) (6)

Message-ID: <2068464395.1486860.1449050095379.JavaMail.gess@webmail-

03.datacenter.cha.cantv.net>

Subject: Attention MIME-Version: 1.0

Content-Type: text/plain; charset=UTF-8

Content-Transfer-Encoding: 7bit

X-Mailer: Cantv Webmail

X-Originating-IP: [41.216.48.96]

----Original Message-----

From: (b) (6)

Sent: Wednesday, December 02, 2015 4:54 AM

To: (b) (6) Subject: Attention
Attention,
We have deposited the check of your fund (\$1.200`000`00USD) through Western Union department
after our finally meeting regarding your fund, All you will do is to contact Western Union
director Mr. Mike Ego,via E-mail:(b) (6) He will give you direction on how you
will be receiving the funds daily.Remember to send him your Full information to avoid wrong
transfer such as

Though, Mr. Mike Ego has sent \$5000 in your name today so contact Mr. Mike Ego or you call him +229 99917784 as soon as you receive this email and tell him to give you the Mtcn, sender name and question/answer to pick up the \$5000 Please let us know as soon as you received all your fund Best Regards.

(b) (6)

Receiver's Name\_\_\_\_

Address: \_\_\_\_\_

Country: \_\_\_\_\_Phone Number: \_\_\_\_\_

#### Ticket: #706174 - Horrible Customer Service/Constant horrible svc

Date: 12/13/2015 8:56:58 PM

City/State/Zip: Renton, Washington 98056 Company Complaining About: Comcast

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#### **Description**

Where do I begin? First off I got yelled at for 5 minutes by a customer svc "supervisor" before I finally had enough and had to raise my voice. Her name was Shandy, and her employee ID she gave me was: QU2. She also refused to let me talk to her supervisor, which is completely unprofessional. After 3 phone calls in two days, totalling 3.5-4 hours with family from out of town and a house full of people for a PPV, a payment made and intermittent cable and Internet service, I am finally filing a complaint. The payment that was made the night before over the phone with and agent, said they had no record of any payment being made. For a household where we work LONG hours, 60+ and with the need to work from home, there are constant issues with the equipment and Internet service, that interrupts our work from home. Every single time I have ever called comcast, it has costed at least 1.5 hours of my time that I don't have. I have been hung up on, lied to and called a liar multiple times. Unfortunately comcast is essentially a monopoly and there are no other providers for cable, and Internet that is "promised" from comcast. Also, when first moved in to the new address a few months ago, the equipment mailed to us that we had to wait for didn't have the proper firmware, wasting even more time without Internet and cable working for a total of 2 weeks before we could get a from the beginning technician out to the house to fix the problem, oh and 2 stops to a local store. Total estimated amount of wasted time for that issue: 8.5-9 hours. We were told we would have 50% taken off our next bill, which never happened. I don't have the time to go through the cooperate strategy of attrition via horrible customer service and extremely long wait times. These are only issues I've faced in the last couple months, and would be willing to share even more horrible stories, but I think whomever is reading this will get the hint. As a conclusion, I would HIGHLY recommend avoiding comcast at all costs if possible. CONSTANT and CONSISTENT horrible customer service and cable/Internet for the price paid. They do not even come close to meet the customer expectations of just ensuring the cable and Internet works at least a few days a week without issues. If I called in every time I had an issue, I would spend at least 1.5 hours per day of my life. If there was another cable provider that broke up the reigning monopoly, I would choose them in a blink of an eye and never look back at the horrible experiences from one company. Hopefully this actually gets to someone that can make a difference, and is worth that small chance to spend the time completing this formal complaint. Thank you for reading.

Ticket: # 728457 - Comcast Date: 12/29/2015 12:58:30 PM

City/State/Zip: Brunswick, Maine 04011 Company Complaining About: Comcast

Description

## **Description**

The 300 gb data cap per month is absurd and I feel that the FCC should do something about it.

### Ticket: # 1234298 - incorrect billing and nonservice

Date: 10/4/2016 3:59:18 PM

City/State/Zip: Duluth, Georgia 30096

**Company Complaining About:** Xfinity Home

#### **Description**

My services were installed September of 2015 and I have had problems each day since

- •My internet, cable and phone price were to be \$149.00 but instead once I receive the bill it was almost triple.
- •The equipment was incorrect and some were missing-to include internet tower and 2 cable boxes. I had no service for about three week. Finally, some of the correct equipment came with very little instructions. Again, we had no service. I called and was told I would be credited and 2 months of free service was offered. Once the correct equipment was received-this never happened.
- •After several weeks, a technician came connected the service and removed all the boxes previously sent as there were still not correct.

Despite all the mishandling of the service I decided to add Xfinity home, which was only supposed to increase my bill by \$20.00 after 2 months. This never happened. My bill increased to \$250.00 and I was billed immediately. The day of the scheduled service, the technician showed up early. I was told there would be call at least 3hr before he arrived. This never happened. Instead, the technician was at my home unannounced. I waited for the appointment for week therefore, explained to the representative I was on my way. The representative was so disrespectful I wanted to cry. He told me, he was unable to get a message to the technician and would need to reschedule for 6 weeks away. I tried to talk to him but he disconnected the phone.

I called back, spoke to the manager who apologized and offered the installation free of charged. He placed me on hold, contacted the technician and told me he would remain until I got there. As I arrived 10 min later the tech was sitting in my drive way. I asked if he was there to service my home, he said no and left.

I called back. A supervisor created a go back ticket# 035823055 and explained the technician would come back before 6pm. The technician never came back or called. I missed a very important function. I called back, and another apology was give and the cameras were offered free for my inconvenient. Another ticket was completed. This time an emergency ticket# 035834415 and it was again explained the tech would out that day. This never happened. I waited until 7pm that Saturday and no one came. Another ticket was created # ESL02482275 for a go back and finally after 6 weeks the service was completed. The night before the install, I received a call and a visa gift card for \$150.00 was offered again for inconvenience. I have not yet received the card. I have not received:

- •The credit for the install, cameras, no service for the months I paid for
- •The replacement of the faulty devices(Monitor constantly fall of the wall) Xfinity home and cable
- The 6 months of free service
- The front door monitor have not worked for about 6 weeks

My services are constantly being interrupted because of the false billing as I am unable to get a representative to fix the problem. I have been called a liar, an unwanted customer because I can't pay my bill and so many horrible things. I really need this to be addressed and my services corrected.

Ticket: # 978524 - Fraud Date: 5/14/2016 1:47:36 PM

City/State/Zip: Broomfield, Colorado 80020

Company Complaining About: Intended Victim Well Fargo Bank

# **Description**

Misrepresentation of a Banking Institution for the purpose of Fraud.

Ticket: # 1035060 - Internet interference

Date: 6/14/2016 12:02:51 PM

City/State/Zip: Waterbury, Connecticut 06708-3433

**Company Complaining About:** Frontier Communications

### **Description**

Internet interference from Verizon located at (b) (6) Waterbury CT 06708-3433

Ticket: # 1056364 - Internet Interference Complaint

Date: 6/27/2016 7:46:22 AM

City/State/Zip: Mountain View, California 94040

## Description

Fax Ticket Ready For Data Entry

### Ticket: # 1046469 - Apple reset

Date: 6/20/2016 9:00:13 PM

City/State/Zip: Carol City, Florida 33055 Company Complaining About: AT&T

### **Description**

Someone has the reset email blocked in apple. The password was enter however the email was supposedly send five hours ago. No email in the in box. Unblock the spam or postmaster of all Narda N Phillips emails. apple and att.

Ticket: # 1085939 - stingray, ulin and other disruptions on various IL vendors

Date: 7/14/2016 6:12:30 PM

City/State/Zip: Libertyville, Illinois 60048 Company Complaining About: AT&T

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#### **Description**

I am writing to seek your assistance in investigating the numerous mobile and internet disruptions and corruptions that I experience in the last 5.5 years that began in my local neighborhood when I returned from my graduate studies and out of state thereafter. Because the number of incidences have been unusually and undeservedly high, the next section serves as a summary before a conclusion on the legal steps that are in-progress which need the regulatory power from your commission to research for stop-gap measures that would close the loopholes which have enabled these abuses to occur on innocent professionals.

#### TELECOMMUNICATIONS OBSTRUCTION AND FRAUD

Since early 2011, I experienced increasingly egregious phone spoofing and interception. Male callers with Mexican-Hispanic accented English have left me voicemails for unfamiliar Hispanic names with caller-identification appearing from state penitentiaries even though I am unfamiliar with Mexican or Mexican-American communities. I have had male callers identifying themselves as policemen from precincts leaving me voicemails asking for dubious names when none of my work or personal life would warrant such intrusive calls. On a Friday evening after walking into my family's kitchen that has a long and wide window and removing some food from our refridge, I noticed in the dark a four-door sedan with running engine loitering at our townhome cul-de-sac. Within a minute, I received a text message 'U ready to eat? I'm hungry' on my mobile from an unfamiliar number. By the end of 2012 as the number of incidences and scope of denial of honest services began to pile up such as missing credit card and retirement planning statements in my postal mailbox, I phoned for suggestions the mobile number of a longtime college friend, who was as placid as a pacifist. As I began telling him of the strange intrusions we were experiencing at home, such as strange vehicles pulling up to and loitering at our home or uncommon cigarette butts left on our property, and service disruptions, the person who answered my call to my friend's number said very little, which was very unlike my friend's behavior. Meanwhile, I heard several rounds of shots as if the person on the other line was standing in a gun range. When I prodded the person on the other line with couple questions, the male quickly rushed off the phone and hung up. I successfully reached my upstanding friend at the same number a few months after that call. Before even rejoining industry in the latter part of 2011, unknown American sedans would appear shortly after I log-in online with its driver sitting in the hot car operating his laptop or a car would arrive and be left running near where I am for the entire time; after which I experienced file corruptions of my own documents which then become inoperable. During these years, regardless of whether I was at residence on our own private network or at a cafe, the obtrusive individuals would loiter within a short distance from where I was sitting.

Without due-process, I remain uncertain which area in or affiliation with the public sector these individuals were from. Attachmt 1 provides one possible source based on markings on these vehicles. In our neighborhood and surrounding municipalities of Lake County, IL, active programs that involves non-uniformed civilians in police work, such as Latino Police Academy and Youth Explorer's Program, lack transparency into the nature and equipment used for the civilian participants' police-directed activities. Pervasive fear mongering of N.E. Asian minorities not only permeate

popular media and CSPAN-broadcasted domestic security seminars but has also motivated policy creation of City Welcoming Ordinance and its abusive implementation in the form of predatory profiling of innocent Americans of Asian-descent. Any transparency into police-led activities using civilian programs would otherwise account for any and all business or personal damages to innocent but unwitting victims of Asian-descent when those privacy invasive tactics were applied without sufficient cause or warrant. Decades earlier civilian community awareness group against police misconduct and civil rights activism against police misconduct, such as the EFF, have since been dissolved in the Chicago metro-suburban areas. It is abuse laced with false good will when countystate prosecutor initiated 'diversion program' in July 2015 that removes charges on first-time nonviolent civilian only after she or he pays a restitution to have the charges or conviction tossed in a county that has had a long history of wrongly charging as well as convicting innocent people by both witness and evidence tampering. It is a well-discussed concern, in private phone calls or social media exchanges, among USA college-educated professionals that the prerequisite of our professions is a clean criminal record. Learning of such a prerequisite and misusing that information against a subpopulation of taxpayers as leverage to extract additional funding for the county's public offices is a precedent that has only been set with the ballooning budge for the police for hiring, training, and equipment leasing. Using police and civilian police to stage and incite violence against well-to-do business professionals under pretext of immigration or any other baseless security concern is an abuse of policing and investigative powers; recent teleco technologies have helped identifiv lowrisk vulnerable individuals for them to target, such as drug-free non-White American professionals without crime. Tarnishing their record with a staged crime was for profit and gratification.

And meanwhile, internet and mobile standards in USA remain open for vulturous attacks on innocent vulernable civilians who are working in business services. From my mobile phone, I experienced several disruptions in reaching one of my former classmates and USA PhD graduate who is currently working in the pharamaceuticals industry. When returing her call to meet for lunch near where we live, a male from Capital One in TX answered the number to her company that was correctly dialed from my mobile phone. As her current profession remains in quantitative science, her trustworthy account of also not getting my voicemails were all the more concerning. For context, among entities who have been guilty of loose enforcement of American privacy standards against American minorities and police SOS corruption, their denials of abusive teleco disruptions are based on dishonesty and opportunism. In early 2013, three unknown SUV's arrived past midnight one evening in a few days after our switching our internet provider. I was woken up by loud slamming doors of the SUV's and the American-English voices as they walked across the cul-de-sac in front of my family's residence. Because our local police has been consistently unresponsive to earlier concerns, I was without help. And while I registered the portable router with the SprintPCS service provider, I staved off using the service and device before sufficiently understanding which precautions to take to prevent recurrence of denial of service attack and other hackings done on our previous home internet network. However, in that late evening, our newly purchased and unused device and service was spoofed before we could even start using it. Only in the next day when we left our home to ease the tension of these unwanted late night intrusions and our signing onto the network for the first time to examine its property, did I discover that our device and service was used in the middle of the night without our knowledge after the SUV's first arrived. When I phoned SprintPCS that evening to confirm and clarify what my readings on the device were indicating, the technical support informed us that a technology, calls-over-IP, was done using our service to contact locations in NYC, Chicago, and a city in CA that we were unf

Ticket: # 1490505 - Problems Deleting Email Accounts

Date: 3/7/2017 8:58:46 AM

City/State/Zip: Greensboro, North Carolina 27408

# Description

Postal Mail Ticket Ready For Data Entry

#### Ticket: # 1145769 - Comcast Internet

Date: 8/18/2016 11:37:06 AM

City/State/Zip: Huntsville, Alabama 35803 Company Complaining About: Comcast

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#### **Description**

Report Comcast horrific customer service practices and ethics. Allow third party to interrupt services without consent.

#### History:

13 Aug 16 approximately 5:00pm established internet services with Comcast.

15 Aug 16, approximately 09:30am I received call from unknown number and where an individual asked for my name, social security number, and address. I declined request. He (b) (6) said "well I will interrupt your internet services". I said "I don't know you", hung up.

09:36am I called back to verify number. Comcast automated services transferred me to a representative whom asked for my name, last four of my social security number and address. I provided this information. Next I explained what had happened. Charlene (Comcast rep) informed me that the \*notes show that I requested to turn off my internet. This is not true. Then she told me that Comcast delegated a third party business to verify customer information. Next she called the person responsible for my account at the third party company, Chris W but didn't get an answer. She promised to contact him and call me back.

17:00 (5pm) I arrived home and my internet was turned off.

17:15 (5:15pm) I called Comcast back, verified my information, explained what happened again and no-one could help me. Charlene tried to contact Third Party, (b) (6) to no avail.

16 Aug 16, approximately 11:20am received call from Charlene (Comcast rep) whom contacted third party (b) (6) He advised to that I would have to go to a Comcast office to verify myself.

16:20 I took off early from work and went to the Comcast office, 2047 Max Luther, Huntsville, AL and provided my ID. Comcast rep advised that my services were restored.

18 Aug 16 8:58am I received a call from third party, (b) (6) whom again asked for my address, name and social security number. I asked him Why was he calling me because I had already verified myself at the Comcast office. He again told me that my internet services would be interrupted. I asked for his supervisor. He forwarded my call where I left a voicemail. I have not been contacted.

09:01am I called Comcast back and requested how to get another third party representative and they did not know.

09:05am I called back to (b) (6) and and did not get an answer but left a voicemail. My message informed (b) (6) that I consider his actions unprofessional and that consider this harassment.

I'm certain my services are interrupted.

Ticket: # 676051 - internet not working

Date: 11/24/2015 9:42:10 PM

City/State/Zip: Phoenix, Arizona 85033 Company Complaining About: Centurylink

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#### **Description**

11/13 tech came to install services at my new location. Which all he did was run a phone cord from the phone jack across the room and left. After the tech left I went to check the phone only to find a AM radio station on my line I called century link that very second and let them know what I was hearing in my phone. Century link scheduled for a tech to come out the next day on 11/14 the tech came out and advised me that there was nothing he could do that the wiring outside the home needed to be replaced because the wires were acting as an antenna and causing the AM radio station to come into my phone lines. The tech also advised that I needed to call the Radio Station and they needed to send a filter for my phone jack. I called the radio station on Monday 11/16 and spoke with someone who told me that the phone company needed to take care of the issue and that they had not had any calls like mine since 2011. I called century link back and made them aware of what was said century link then scheduled for another tech to come back out on 11/17 the tech came out and added some filters and also advised that the cables needed to be replaced but he could not find the phone box to replace the cables. I called century link back and told them what that tech had said they scheduled for another tech to come out this time it was 3 field supervisor they added more filters and advised that the issue was resolved. The next morning I got up to use the phone and the AM radio was back on the phone. I called century link field supervisor back and let him know that the radio station had returned. He then scheduled for another tech to come back out on 11/18 the tech back out and stood at the door and stated the cables needed to be replaced outside the home and left. I called century link back and told them what was said by that tech century link scheduled for another tech to come back out and take a look on 11/19 I received a call from one of the field supervisor that told me that he was going to be sending a sub contractor out to take a look at the cabling the sub contractor showed up and advised that he heard a noise in the lines and that he had replaced the DSL port on the line and that should resolve the issues after he left I tried to use my internet and also my phone only to loss all internet access and also still have the am radio station on my line. I called the field supervisor back and told him what I was looking at he also advised that he was see the same thing I was seeing and that he was going to be sending the sub contractor back out which never happened. On 11/20 I reach back out to century link and let them know that no one showed up and that I needed some one to come out and take care of the issues I was having. Another service call was scheduled for a tech to come out . On 11/22 I received another call from the field supervisor telling me everything that he had done and that I should not have anymore issues. on 11/23 I went to use my telephone and internet again only to find that the am radio station was back and that internet had dropped again. At that point the field supervisor advised me that he was going to do some calling and see what he could come up with. On 11/22 once I had noticed that no one showed up I called back and was told that my service call was canceled not because I asked for it to be . I spoke with a tech supervisor at that time who also then advised me that the cables needed to be replaced. I told the supervisor that was to have been done on 11/14 and never was. As of Today I have lost my job because I work from home and was not able to return to work because of connectivity issues. That taken from 11/13 and still waiting for the issues to be resolved. I reached out to century link today about compensation only be offered 50.00 credit and to be release of my

contract. I am looking for lost wages as well as hardship behind losing my job and still not being able to use the services that I have been paying for

### Ticket: # 1151569 - internet interruptions

Date: 8/22/2016 10:15:01 AM

City/State/Zip: Geneseo, New York 14454

Company Complaining About: Frontier Communications

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### **Description**

repeated and regular internet interruptions causing loss of vital information. Service provider insists there is nothing wrong.

### Ticket: # 1188029 - abuse of authority

Date: 9/10/2016 4:37:09 PM

City/State/Zip: Middlesboro, Kentucky 40965 Company Complaining About: Time Warner

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#### **Description**

Someone with us treasury department and

IRS is watching me on TV, using radio signals, and stalking me to abuse me. They took me to an audit and stold data to my brain which is my memory, education, etc. I am forced on intelligence equipment to make mistakes. They mark my footsteps and control me like a human puppet. I am at , middlesboro,ky. My children are at (b) (6) tn37924.we are being held hostage and our brains controlled by them on audit fraud and tax evasion errors with IRS and us treasury dept employees. I have by my ex husband (b) (6) fought them harder than I have ever had to fight. They treat us like slaves and force us to live in sewage to cover up abuse.we are forced to make decisions based on what they want and to keep using us to avoid federal convictions in court. Extortion is a serious and dangerous matter when trying to lie to FBI agents and they can see them doing it.turn your signals off. The department of defense has caught you and is watching as well. This is federal. I don't owe taxes. I called IRS and they sent me my income tax check in June 2016. I got 723.00 dollars. They are lying and causing me mental damage. They want people to play in feces on a movie. Turn your movie off displaying my conscience with a parrot on my shoulders that you control my thoughts to alter lie detector tests and brain thinking. I can't do nothing because you are caught discriminating and sexual harassing me. Using my parents (b) (6) and (b) (6) my brother and (b) (6) my brothers girlfriend

Ticket: # 1196552 - Report to U.S. Senator Patrick Toomey, FBI, U.S. Senator Jeff Merkley

Date: 9/14/2016 6:02:30 PM

City/State/Zip: Portland, Oregon 97205 Company Complaining About: Comcast

#### **Description**

Honorable US Senator Patrick Toomey, all of United States Senates: Restricted Releases to White Attorney in East Coast in all charging serious matters helping (b) (6) out of this bad public housing:

I require authorizes to Nick with US Senator Patrick Toomey authorizes release to Philadelphia white Attorney required works with me in Ethic Complaint Forms request and restore Legal Sheild requirements to work in confrontation with White Male attorney in high charging complaints against fit in Oregon resident, Federal Bureau Investigation, Federal Communication Commission, US Department of Housing Urban Development, US Senators Jeff meekly and Ron Wyden that they made neglect against me of (b) (6) as a skill me off at requirements to be record forwarded to Legal Shield in Philadelphia because bad Attorney in Oregon addresses as notification requirements. I'm not happy with US Senators which they made lot of neglects against (6) (6) let me in death as they laughed at me report to Attorney request. In serious charging of Ethic complaint that I required US Government removes Park Tower Apartments spied and watched via utility room hooked office's computer in the office. I am monitored against (b) (6) very awful complaints against Park Tower Apartments office in having two-faced in awful federal housing point periods. I do not interest in public housing in final notification of anger stopping Park Tower Apartments involved between my case situation and U.S. Senators, MyChart, and general emails of comment/complaints. I file in Federal Communication Commission complaint against Park Tower Apartments and U.S. Department of Housing Urban Development both monitored my documents through Internet via office's computer reading about between U.S. Senators and my documents had been stolen informants about my journal writing to U.S. Senators. Please remove from public housing and enforced removed from Oregon and Washington resident make noted addressed notification to Philadelphia requests. Thank you for taking your time! Sincerely, (b) (6)

NOTE: Federal Communication Commission requires forward this document to U.S. Senators in Senate Chamber for your report in serious mandatory responses: copy carbon to U.S. Court for appoint (b) (6) to White Attorney through Legal Shield in vast enforcement addresses: Thank you for your taking cooperation with Federal Communication Commission' restrict policies to be follow up contacts with appoint male Attorney in Philadelphia Requests as inform me to be meeting with a male Attorney in following up then they can remove me from bad public housing as if not work then I will take suicide-attempt procession information to appoint white male attorney upon requests with no delaying responses as that I want getting other new home more than public housing requests. Thank you much for information! Have a good day! smile. Sincerely, (b) (6)

Ticket: # 1202200 - Not able to call Charter Support

Date: 9/16/2016 10:06:30 PM

City/State/Zip: Wellsville, Missouri 63384 Company Complaining About: Charter

## **Description**

No way to get on internet to call Charter Internet to help

Ticket: # 1100821 - disruption of certain programs

Date: 7/24/2016 10:56:52 AM

City/State/Zip: Dayton, Ohio 45417 Company Complaining About: Directv

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### **Description**

Week of 18th thru 22nd of the daily show and larry Wilmore show was fuzzy 90 percent of the time, we had no or very little storm at those times. this is not the first time this has happen. I await dem. convention to see if this censorship continues

Ticket: # 1109094 - internet scam

Date: 7/28/2016 3:33:57 PM

City/State/Zip: New York, New York 10011 Company Complaining About: Time Warner

# Description

Internet scam

#### Ticket: # 1138070 - unlawful signal jamming

Date: 8/14/2016 2:08:12 PM

City/State/Zip: Everett, Washington 98204 Company Complaining About: Cable One

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#### **Description**

I,I am in a bitter battle over an inheritance issue where my sister is. My name is (b) (6) Missing along with family?y members from a dairy farm they own in an snohomish ,WA.Members of the Everett WA courthouse are tampering with records and changing information on my family members wills.local police are refusing to assist or file police reports on the fraud and identify theft being carried out in my name. I have been attempting to contact the FBI cyber division to report that some one is to!!owing me and as I attempt to send e mails the Sig am is immediately blocked. Whoever is responsible is also tampering with my e mail accounts and blocking and intercepting my faxes and e mail trans issions sent from the Everett.WA public liferary at 2702 Hoyt ave. This includes e mails to the justice dept., central intelligence agency. State dept., WA state patrol office, US Attorney s office, Social Security Administration, and the Federal Trade Commission, to name a few.I request someone notify the Everett, WA police de ept. and inform the. That this is a violation of the FCC and that not even police are permitted to use a signal jammer of any sort. I am also requesting that the FCC carry out an investagation since those responsible are blocking me from requesting the aid of the Federal Bureaus Cyber division. Since my e mail and phone is being tampered with I cannot provide any contact info but I intend on going to the FBI field office in Seattle after I hire an at attorney in the next few days.thank you for your time, sincerely, (6)

Ticket: #758303 - Poor connection quality.

Date: 1/17/2016 1:15:12 AM

City/State/Zip: West Chicago, Illinois 60185 Company Complaining About: Comcast

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#### **Description**

For as long as I have had Comcast as a service provider I have been plagued by poor connection quality. These problems have been present at all locations I have had Comcast as an ISP, whether I lived in Wheaton, West Chicago, or the City of Chicago itself. In all three locations I have experienced prolonged periods of high-latency, internet speeds that slow to a crawl and stay that way for anywhere from an hour to a day, periods of severe packet loss that last for similar lengths of time, and flat-out loss of service that persists for minutes or even hours. Each of these problems has occurred independently of a large internet outage in my area.

In addition to these problems, Comcast internet has a tendency to behave in a way that I can only describe as "rapidly intermittent". This problem is by far the most persistent and frustrating, and consists of extremely frequent and very brief periods of time where my internet speed drops to 0/Kbps and then returns to normal speed almost instantly. As far as I can tell, this phenomenon is constantly occurring to a certain degree, and on a bad day it will repeatedly interrupt any internet service I am using, often multiple times a minute. I have never received an adequate explanation of this problem from Comcast's tech support, and have experienced this issue at all three locations I have had Comcast internet.

Switching ISPs has not been an option at any point. The next fastest provider in all three locations has been AT&T, which simply does not offer speeds that are remotely close to what is required for me, let alone a 3+ person household.

I have called Comcast tech support dozens of times over the years. If I called every time I had a connection issue that number would be in the hundreds. These problems have persisted through every power cycle, change of equipment, and provision performed on my modem.

I have had the cable rewired from the telephone poll to my home at two of the three locations I've lived. These problems have persisted each time.

My primary issue with the quality of my internet is the frequency with which my connection exhibits extreme latency, packet loss, and intermittence. These issues don't matter as much in the context of browser surfing or online video, but for real time applications, such as VoIP programs, online games, and livestreaming (on services such as twitch.tv), a poor quality connection is the same as no connection at all - as the frequent interruptions result in disconnection from, or inability to use, the service in question. It's like driving a road where the speed limit is set very high, but the potholes are so deep my car gets stuck. As these activities become a larger part of my general internet use, as well as my financial livelihood, these problems have gone from frustrating to deeply concerning and potentially damaging.

I have made no headway on these issues even though I have called customer support roughly half a dozen times in the last 2 months. My internet plan has been upgraded. My equipment has been

replaced. My modem has been provisioned multiple times. The exact same issues occur with the exact same frequency. It is not an issue on my end.

In addition to the complaints above, I have had previous issues with their installation of services. By and large, the representatives that are sent to a customer's home are unhelpful, and seemingly unqualified for the job they are sent to do. In one instance we purchased a home security system from Comcast which was installed without a router and never actually hooked up correctly. They billed us monthly for it anyway.

I have exhausted my options with Comcast themselves. At this point I feel my only option is to file a formal complaint with the FCC as I am unaware of any higher-level representatives at Comcast that I can speak with about this.

I have looked into these issues extensively and have found a great deal of customers that echo the same problems I am having, specifically in regard to livestreaming. I am unsure if links are appropriate in this complaint, but I will include them in case they are.

This post on xfinity.com is precisely about the same issue I am having:

http://forums.xfinity.com/t5/Basic-Internet-Connectivity-And/Upstream-constantly-dropsto-0-kbps-when-streaming-to-twitch/m-p/2644928#M235789

And these links also relate to the same issues, some specifically having to do with the Chicagoland area:

https://www.reddit.com/r/Comcast/comments/3ycvkl/nw\_chicago\_suburbs\_anyone\_else\_seeing\_pack et loss/

https://www.reddit.com/r/Twitch/comments/3xpggk/my\_stream\_keeps\_going\_offline/

https://www.reddit.com/r/Comcast/comments/3tkm5x/live\_streaming\_video\_gameplay\_to\_twitchtv/

Thank you for your time.

# Ticket: # 763526 - ASSAULT VIA SCALAR WAVE TECHNOLOGY OVER THE

**INTERNET!!!** 

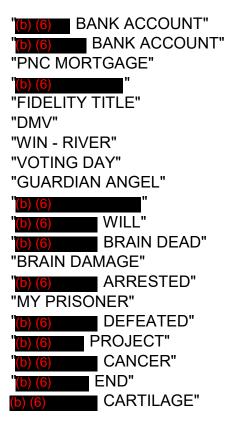
Date: 1/20/2016 1:58:20 PM

City/State/Zip: Redding, California 96001 Company Complaining About: Scio

#### **Description**

WWW.QUANTUMLIFEPRODUCTS.COM

SELL A "LIFE MACHINE" WHICH IS A LABTOP WITH SCIO - PREINSTALLED. SCIO IS SIMILAR TO QXCI AND EPFX. THEY ARE USING MK ULTRA ASSAULT APPLICAITONS ON THIS NETWORK. YOU NEED A SCIO PROGRAM TO ACCESS THE SCIO NETWORK. YOU NEED THE PASSWORD: "WHITE STORM" TO GET INTO THE NETWORK. PLEASE SEE ATTACHMENT. THE FILM, MUSIC INDUSTRY USES THIS TECHNOLOGY. SCIENTOLOGY BROUGHT THIS INTO THE INDUSTRY THROUGH LEON PANETTA WHO WAS IN THE CIA DURING THE REAGAN ADMINISTRATION. THEY ARE USING IT TO EXPLOIT, EXTORT, EMBEZZLE MONEY AND CONTROL FINANCIAL INSTITUTIONS AND TAKE OVER REAL ESTATE, WILLS, ETC. PLEASE LOOK AT THESE PAGES ON SCIO NETWORK AFTER TYPING IN: "WHITE STORM". THIS IS ORGANIZED CRIME.



THE FILM INDUSTRY IS USING THIS TECHNOLOGY TO CREATE AN AFFECT THROUGH REPLICATING ANOTHER PERSON'S INJURY OR DISPOSITION AND THEN USING IT IN AN APPLICATION TO ACHIEVE A SPECIFIC CHARACTER AFFECT. LOOK ON THESE PAGES ON SCIO:

"INTO THE WOODS"

THEY USED MY SISTER WHO WAS BED RIDDEN AND IN A COMATOSE CONDITION TO CREATE AN AFFECT FOR MERYL STREEP'S MOVIE: INTO THE WOODS! LOOK AT THE DELETED VIDEOS AND DIAGNOSTICS ON THIS PAGE!!!

PLEASE HELP.

MY BLOG IS: "HIGHTECHKIDNAPPING.BLOGSPOT.COM"

THE FCC MIGHT BE THE ONLY ONE TO DO SOMETHING. THEY ARE USING DANGEROUS FREQUENCIES OVER THE INTERNET THAT ARE HARMING PEOPLE. PLEASE DO SOMETHING AND TAKE THIS SERIOUSLY!

THANK YOU



#### Ticket: # 799057 - AT&T Internet and Cable Issues

Date: 2/8/2016 8:19:06 PM

City/State/Zip: Milwaukee, Wisconsin 53220

**Company Complaining About:** AT&T

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#### **Description**

Hi,

I have had repeated issues with my AT&T U-Verse service. For the first few years I had U-Verse, I didn't have many problems, but since March of 2015, my service has gone out 20 times (I have dates). Most often, the service goes out for 1-5 minutes and then comes back, but it's also gone down entirely. I've had U-Verse technicians over to my house to attempt to fix the problem 6 times in that span. Nothing has worked. They've replaced the modem and the cable boxes, they've checked my wiring, they've checked the box outside my house, they've checked the box down the street; and they've individually moved various items in the house to make sure that there was no interference. All of these problems have been documented by AT&T. I've been told by the technician that they have verified that I'm losing service. The last technician who was out recommended that I call AT&T and tell them that it was his opinion that I needed a Bonded Pair connection, at which point AT&T would arrange for that to happen. So I called AT&T and requested to speak to a supervisor (1/25/16). They hung up on me.

I called again and this time spoke to a supervisor who said that he would schedule a bonded pair install for the following day. I waited the next day but no one ever showed up (1/26/16). I called after the window they provided me had lapsed and spoke to another supervisor. He apologized, stated that it was inexcusable what happened, told me that the first supervisor hadn't put the right paperwork through, and that the technician was scheduled for the following night. Then he told me that even though the technician was scheduled for the following night, the technician couldn't come then as they only do bonded pair connections during the day. So we scheduled an appointment for a technician to come out on that Saturday (1/30/16) to do the bonded pair install. That supervisor also said they would send someone out to check the exterior lines the next day and that I didn't need to be home for that.

Saturday came, and again, no one showed up (1/30/16). The problems continue. I called AT&T today (2/8/16) to let them know that, again, no one had showed up when they were supposed to. I spoke to yet another supervisor (Armando), who told that he disagreed with the technician and other 2 supervisors and that he would not authorize a bonded pair connection. I asked why, after the technician and other supervisors thought it was a good idea. He said that I don't qualify for it. He then said he would alert some managerial level technician in my area who is scheduled to come out tomorrow. I asked him why such a person wasn't consulted before, considering the loss of service 20 times over the last year, as well as the repeated visits by technicians, but he just told me he didn't know. Armando then sent me to a woman to schedule the appointment for the new technician. I asked the woman if I could have a copy of my records e-mailed me and she refused. She told me that she checked with Armando, and that Armando said that, "for my privacy," they could not release the records to me without a subpoena. I asked her if she was telling me that, for my own privacy, AT&T would not release my records to me unless I sued them, and she said yes.

I have tried very hard to work with AT&T on this issue. I've called them repeatedly, and I've had technicians out repeatedly. I'm not sure what to do now, as every time I talk to a supervisor they tell me something different. I don't want to have to file a lawsuit to get my records, but I guess I will if that's the only way to get them to release the records. I'm an attorney, so that won't be a huge problem for me. But before I file a lawsuit, I just want to make sure that I've exhausted all my options first. So I'm writing to the FCC to report AT&T's conduct. I hope that you will bring this to their attention and that I have the problems rectified.

Please don't hesitate to contact me if you have any questions or wish to speak with me on this matter.



#### Ticket: #822766 - REOCCURRING ONLINE SCREEN ACTIVITY

Date: 2/20/2016 6:26:34 AM

City/State/Zip: Columbus, Ohio 43215 Company Complaining About: Tracfone

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#### **Description**

Something invasive has occurred again as of tonight while handling some recent matters regarding a local Columbus, OH Domino's franchise that delivered meals with semen, blood and other contaminates as of 01/30/2016. Went online to yp.com and posted my experience and rating. Only been a bit over 24 hours and it's not seen. Their message when I started to view the rating was they didn't keep it posted because of needing my email confirmation. The email was not in my inbox. So when I went to yp's website to try and communicate about the confirmation and my post, there was a strange black tab on the left side of my screen moving up and down. This was the same thing seen on my display the night I paid for my cell phone service. Something went terribly wrong that night - my card payment resulted as a complete transaction showing the wireless communication received my money, but that company said they did not! It's important I engage in sharing my experience with neighbors and people who are likely to have the same experience as I just encountered. I would want to know if such a place did such things. That's what the reviews are for. Regardless, it appears as if someone's hacking into my computer/Android and interfering with communication features, such as email. There seems to be a strong effort on someone's part associated with my residential location who desires that I NOT have ease of use of my cell phone or none at all. I was without phone use for over two weeks as a result if that crazed cell phone service payment incident. Had to miss arrangements with legal advocates about water contamination issues and illegal entries into my home (stolen lease papers, stolen and body fluid contaminated clothing, injuries, etc.), phone service cut off one night after 1 a.m. because someone tried to change my carrier service Verizon and I woke up one morning and saw that someone had destroyed my phone 's charger. Many of these situations occurred AFTER a worker in the building illegally accessed my phone number and everything has been a mess ever since. Most of these events were reported to the police/hospital administrators and legal advocates. I've been in the process of planning my move out of this property. ALWAYS INTRUSIVE REGARDING WHATEVER I DO and I'm sick of it. So I wish to ask if you would please assist me with this matter of these people wrongfully using some technology to view my activity, efforts to steal money, identity or cause obstruction. It's after 2 a.m. and I've family issues to handle and due to privacy invasion or just simply insanity in their parts, I can't get the rest I need and plan my exit with much need confidentially, safely. I'm sick and tired of these people and I want them out of my life. I've had some upsetting events - email and online banking accounts' user i. d. and/or password(s) compromised. I would check such things occasionally while on the premises of the residential property only. So obviously someone or people associated with the property have watched my activities and made it so I can't use such accounts from the convenience of home or anywhere else. I've not used that office where the desktops are located since July 2013 with exception to researching tax information late summer 2015. But not having use of the ISP/Yahoo! email account with many family and friends' contact information makes it hard to remain in touch. Had to change my phone number three times for this Android as a result of what's been happening with it and my funds since some of their personnel got their hands on such information. Things have recently happened associated with other southern states where my landlord has offices and properties. I've never really shared information about my family with these people. They collect their residential and personal information if they should visit my location. (I prefer they not come into the building at all since that's

the case.) But due to some recent critical events in that southern region that could affect my family, it's vital I have the ability to communicate privately without the landlord's employees and other associates gaining access to my family affairs. Something is horribly wrong with how some of these people do what they do. A terrible board game. I declined tenancy offers to this place three times. I sought traditional fair-market housing and was offered six of them. It was organized/arranged for me to live here. Information has been withheld, water has been unclean, home invasions, food tampering, mail issues, interferences with medical appointments and hospitalization, damaged or stolen clothing as well as hygiene products and money! I'm disabled. Made efforts to move because the property is not conducive to my health needs. I can't reasonably leave my apartment due to people habitually coming into it even I just need to check mail. So I mostly have to make use of my phone while watching over my household. I'm suffering and I'm losing momentum and will also lose my life because of the harmful things taking place here. Much damage they have and cause simply due to interference with communication, privacy and frequencies. Can you do something so that I can utilize my phone/internet connection without the invasions?

Ticket: # 856364 - Email request to unsubscribe are ignored

**Date:** 3/9/2016 5:00:09 PM

City/State/Zip: Baltimore, Maryland 21210 Company Complaining About: AT&T

# Description

MSG SPAM

Ticket: #917917 - Corey Harris, Verizon Employee Hacked the Fed Govt and State

**Government Server** 

Date: 4/17/2016 3:59:12 PM

City/State/Zip: Little Rock, Arkansas 72204

**Company Complaining About: Verizon Wireless** 

### **Description**

Thank You

Your form has been submitted to the OIG Hotline. You may wish to print a copy of this page for your records.

Release and Identity Preference: Anonymous

VA facility or office involved:

CAVHS NLR AND LR

Names of wrongdoers: COREY HARRIS

Names of victims:

#### (b) (6)

Alleged legal or policy violation(s) or other misconduct: ILLEGALLY HACKING

Effect of the wrongdoing, such as dollars lost, delay produced, etc.:

Date(s) when the event(s) occurred:

Names of witnesses:

Has this allegation been previously reviewed?:

If yes, please provide the dates and who did the review:

Have you contacted the VA OIG about this issue before?:

If yes, please provide date contact was made and to whom:

Additional Comments: Corey Harris, who is employed with Verizon Wireless, has repeatedly hacked the Federal and State Government Server then accessed the OPM and changed the name of (b) (6) to reflect her name change now that she has been married since January 21, 2006.
Corey has tried to file criminal impersonation charges against (b) (6) for not changing her records to reflect her marriage to (b) (6) . Prior to making that change, Corey, (b) (6) via CAVHS computers accessed (b) (6) work history and deleted her time she worked with USPS from September (+,-) 1998 to Decemberr or January 1999. (b) (6) was a contract worker and with her military records, she was considerd full time with USPS as a contract worker because her records depicted she was active USPS and stationed at US Airforce Base in Jacksonville.
It was later discovered that (b) (6) worked the exact same time at another location in Arkansas and had the same military status as his wife/fiancé (b) (6).
Upon further inestigation, (b) (6) used (b) (6) social security number to enter the military and (b) (6) used (b) (6) social security number to enter the military. (b) (6) served 30 years in the military and (b) (6) served between 30 and 35 years in the military and (b) (6) has been employed with CAVHS for 24 years. During the last 7 to 10 years of a service man active duty status, they are allowed to work at a VA facility and still be considered military and then retire after 8 years from active military duty. The only way one would be considered for this is if they were an Adjutant General which (b) (6) were when they retired from the US Airforce.
Susan Price who is an FBI Special Forces Investigator uncovered this and provided this information to FBI Special Forces Lewis and (b) (6) who is (b) (6) father and it was hand delivered to President Barack Obama and USDOJ Attorney General Loretta Lynch.
Corey also deleted files that show (b) (6) and (b) (6) were to be awarded compensation for the criminal acts committed by (b) (6) who hacked Verizon and AT&T Network and created additional accounts using (b) (6) and (b) (6) social security number for (b) (6) and other members of the Guardians of PeaceCorey also devsed a plan that coincided with her mother (b) (6) , counsin (b) (6) , cousin (c) (6) that updated the original plan of December 12, 1966 to kill (b) (6) and the plan of March 14, 1967 to kill (c) (6) and the plan of March 14, 1967 to kill (c) (6) and the late (b) (6) was provided with your information 6 hours before she died via US mail as well as documentation that President Reagan had name (b) (6) Bronze Medal of Honor for Standing Guard at his bedside for three days after an attempt was made on the life of former President Reagan, Newt Gingrich remembered this and President Obama recently issued the process to award (5) (6) , who had been selected by President Barack Obama to head the FBI Special Forces Forensics Investigations, which is a new division with intense intellectual forensics investigation, as well as having military service grandfathered to him for his service to President Jimmy Carter, President Ronald Reagan, President Clinton, President Bush Sr., and Jr and

President Obama...

### Ticket: #975747 - HACKING

Date: 5/12/2016 9:29:46 PM

City/State/Zip: Little Rock, Arkansas 72032 Company Complaining About: AT&T

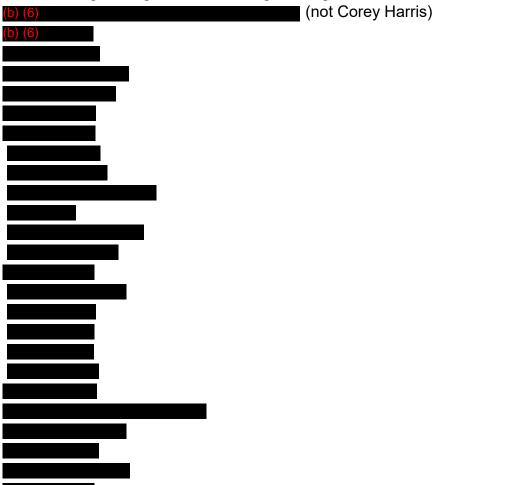
\_\_\_\_\_\_

#### **Description**

The following individuals have repeatedly used the Federal Govt Network Server, State Government Server, City Government Server, County Government Server to hack various citizens as they are resting in their homes, watching television, paying their bills on line, connecting your agency, FBI Tip Line, USDOJ.GOV WHERE THE FOLLOWING HAVE BEEN REPORTED TIME AFTER TIME FOR THEIR MALICIOUS WICCA PRACTICES.....

Please cover the staff Central Arkansas Veterans Healthcare System, that are in the process of being delivered from the spirit of WICCA located at 4300 West 7th Street and 2200 Fort Roots Drive in NLR. Arkansas.

The following among others are being investigated as WICCA Practicioners



Over 80% of thee names listed have numerous felony conviction and use WICCA Practicies to cover up their criminal acts that they used WICCA to do and WICCA to cover them from being exposed...

Skip to Content
skip to main content
Department of Veterans Affairs
Office of Inspector General
OBJOB)
@Search
Home
About Us
Contact Us
Reports and Publications
Press Releases
Site Map
Home > Hotline > Hotline Contact Form
OIG Hotline Anonymous Complaint Form
Thank You
Your form has been submitted to the OIG Hotline. You may wish to print a copy of this page for your
records.
Release and Identity Preference: Anonymous
VA facility or office involved: CAVHS LR and NLR
Names of wrongdoers:
(b) (6)
and her daughter (b) (6) who have been banned from CAVHS Nationwide for 28
years and they recently visited (b) (6) father and ex-husband and gave them both the Narcotic
Cocktail twice every other time they visited. Both gentlemen crashed and are currently in MICU.
(6)
, have had sex with 7 deceased veterans within the last 10 days.
These ladies as well as others will be arrested and held without bond.
(b) (6)

Names of victims:

Alleged legal or policy violation(s) or other misconduct: Extortionist over \$19 million dollars saying they could remove WICCA.

Violation of VA Directive 6000

Hacking Federal and State Government Server to access Verizon Wireless Server and play games that are downloaded onto (b) (6) and her husband (b) (6) mobile devices.

The following signed a Performance Improvement Plan where they agreed in lieu of yeinayion, they would no longer hack, defraud the Federal Government in order to use extended leave, they would remain in line with the Ethics Standard established for all Federal and State Employees.

They would use the monies given to them to remove all Felony convictions, they would no longer practice WICCA on or off government property. If any of the requirements they will be terminated and prosecuted.

It has surfaced that no one did as they promised. The wrongdoers listed have displayed malicious behavior, portrayed themselves as WICCA Professionals that could remove WICCA and each has been given to this date over, \$19,500,000.00 and nothing has been done.

Their signature appears on the flip side of this report...

Effect of the wrongdoing, such as dollars lost, delay produced, etc.:

Date(s) when the event(s) occurred:

Names of witnesses:

Has this allegation been previously reviewed?:

If yes, please provide the dates and who did the review:

Have you contacted the VA OIG about this issue before?:

If yes, please provide date contact was made and to whom:

Additional Comments:

Department of Veterans Affairs, Office of Inspector General - Release 20160502-01 Home | Security & Privacy Notices | Contact Us | Site Map | VA Website | IGnet | Adobe Reader

Your form has been submitted to the OIG Hotline. You may wish to print a copy of this page for your records.

Release and Identity Preference: Anonymous

VA facility or office involved:
CAVHS LR AND NLR CAMPUS
HEALTHSCOPE
UAMS
STEPHENS INVESTMENTS
ST. VINCENT HEALTH
BAPTIST HEALTH

Names of wrongdoers: GUARDIAN OF PEACE

Names of victims: SENIOR CITIZENS

#### (b) (6)

Alleged legal or policy violation(s) or other misconduct: VIOLATION VA DIRECTIVE 6000

HARRASSING COMMMUNICATION TOWARDS SENIOR CITIZENS

TERRORISTIC THREATENING

WICCA PRACTIVIONERS

Effect of the wrongdoing, such as dollars lost, delay produced, etc.:

Valerie Stuart-Wilson, who is currently underinvestigation for insurance fraud, sexual abuse of a corpse, credit card fraud and identity theft, has hired different people to call senior citizens and (b) (6)

to record their voice, then later contact the authorities and make reports that (b) (6) sexually abused them.

There is software available that allows you to record a conversation and then from that recording, make whole new conversation. (b) (6)

cousin that is an LRPD Officer, (THIS OFFICER RECENTLY LIED ABOUT HER EXPERIENCE IN THEMILITARY,, BY USING (b) (6) INFORMATION TO BECOME A LT. UNDER A NEW PLAN WHERE SERVICE MEN ARE PROMOTED LIEUTENENT WTIH THEIR

LOCAL POLICE DEPARTMENT, THIS PLAN WAS DEVISED BY (b) (6)
HER COUSIN (b) (6)
UNSUSPECTANTLY AND THEN SHE WOULD FORCE THEM TO HAVE ORAL SEX WITH HER.

THESE LADIES HAVE TAKEN THE PRACTICE OF WICCA TO THE EXTREME. FORMER USDOJ ATTORNEY GENERAL JANET RENO, HAS A DETIALED REPORT OF THIS INCIDENT THAT HAS BEEN FORWARDED.

THE NAME IN THAT 3 YEAR INVESTIGATION ARE VERY FAMILIAR TO THE NAMES ON REPORTS FILED WITH THIS AGENCY FOR THE PAS 48 MONTHS......

HUMAN RESOURCES IS NOT DO A VERY THOROUGH JOB WHEN IT COMES TO CHECKING THE IDENTITY OF PEOPLE TO MAKE SURE THEY ARE WHO THEY SAY THEY ARE AND NO JUST PRESENT ANY SOCIAL SECURITY NUMBER THAT BELONGS TO A PERSON THAT HAS NO CRIMINAL HISTORY.

THE CAVHS/FED AND STATE GOVERNMENT NEEDS A MORE STRONGER TELECOMMUNICATIONS POSITIONS SO THAT IT CAN'T BE EASILY HACKED, ACCESSED OR LINKED ACQUIRED.

(b) (6)
AND HER STAFF PERSON BY THE NAME OF (b) (6)
AND
(b) (6)

Date(s) when the event(s) occurred: June 2015 TO PRESENT

Names of witnesses:

(b) (6)

Has this allegation been previously reviewed?:

If yes, please provide the dates and who did the review:

Have you contacted the VA OIG about this issue before?:

If yes, please provide date contact was made and to whom:

#### **Additional Comments:**

The witness informed (b) (6) that members of the Guardian of Peace have contacted various employees at the locations listed, provide them with a phone number to contact anyone at random and then contact (b) (6) to make her think she is getting her job back m, then curse her out for getting staff at the companies listed terminated.

If staff have been terminated, it has been by his or her own doing and not anything (b) (6) has don

### Ticket: #755401 - Forced Internet Bandwidth Caps

Date: 1/14/2016 10:32:48 PM

City/State/Zip: Denison, Texas 75020 Company Complaining About: Cable One

#### **Description**

CableOne, without consulting its customers and going against the terms of the service contracts that we signed with them, and also going against what multiple representatives of the company have told me over the years, has placed a bandwidth cap on internet usage.

This cap has hampered our ability to use the internet in a normal manner. In the age we're living in with streaming being a primary way of watching movies and games being anywhere from a few gigs in size up to around 60 gigs in size, the cap has made it to where we can't do much of anything on the internet. They have currently placed a 300gb per month cap on my internet usage and are charging outrageous prices to increase that cap by just a small amount. Watching a 1080p movie or two each day that totals 1-2 gigs each, and downloading, updating and playing several games per month that can be anywhere up to 60gb each uses up all of that allocated bandwidth very quickly. I've even had to stop video conferencing on skype because in one single night of video conferencing with several friends on skype it used up almost half of my monthly allotted bandwidth.

CableOne's response is that we should start finding ways to conserve our bandwidth, such as lowering video quality. This is not acceptable. Not only is it practically impossible, we should not have to go out of our way to diminish the quality of things in an attempt to stay within a forced limit.

Countries such as China are on internet watchlists of countries that are overly repressive of their populations internet service. I was under the impression that, being a democracy and not a communist country, the United States would never allow a US based company to repress the internet usage of its customers. I have a very large amount of friends on the internet using US based ISP's and not one of them has a bandwidth cap. Due to the cap that's been placed on my internet usage I've, on multiple occasions, had to decline playing certain games with my friends because downloading them would put me over CableOnes bandwidth cap.

Please do something about this. Bandwidth caps should be illegal. They are the equivalent of the phone company telling us we can only make so many calls per month, the cable company telling us we can only watch so many minutes of tv per month, or the electric company telling us we can only use so much electricity per month. From my understanding, internet is now considered to be a basic utility like electricity and water. If this is the case, please treat it as such and remove the ability of businesses to force bandwidth caps on customers.

Thank you.

Ticket: # 758381 - Spam
Date: 1/17/2016 10:27:37 AM

City/State/Zip: Sault Sainte Marie, Michigan 49783

Company Complaining About: Shaw

Description

I repeatedly unsubscribe from these lists and continually get re-added.

Ticket: # 774159 - Someone is accessing my e-mail account and changing information

Date: 1/26/2016 2:42:58 PM

City/State/Zip: Henderson, Nevada 89052 Company Complaining About: Yahoo

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# **Description**

Someone has accessed my e-mail account and changed my name from (b) (6) to (b) (6)

Ticket: # 876312 - Rf

Date: 3/24/2016 2:39:25 PM

City/State/Zip: Carson City, Nevada 89706

**Company Complaining About:** Xxx

# Description

High RF

# Ticket: # 888529 - Internet Harassment and Tampering

Date: 3/31/2016 6:01:39 PM

City/State/Zip: Haltom City, Texas 76117 Company Complaining About: AT&T

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# **Description**

My allegation is of fake browser pages, harassment consisting of being locked out of online accounts, occurring at the browser level with my Uverse Internet service.

#### Ticket: # 925490 - Data Packet Theft

Date: 4/21/2016 10:20:33 AM

City/State/Zip: Portland, Oregon 97266 Company Complaining About: Centurylink

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#### **Description**

I am here to complain that there is not much being done about the blitz attacks and continual abuse of listening devices in my area. There is a specific device that started this all and it is an easily affordable machine called the "Bionic Ear".

This device has utterly torn apart families because of how this device allows the user to use it with other devices called "swatting" to utilize that devices amplitude and frequency to intensify the listening capabilities of the Bionic Ear. There has been a boom in the popularity over buying and using these types of listening devices and holosonic audio voice projectors. This has been especially for areas in which I have lived that has a high unsolved burglary rate. In fact this makes it way to easy for burglars to know if their target homes residents are in the home or out of the home down to the millisecond.

I am voicing a complaint that with the multitude of users of listening devices in my area and for the reasons they are using them...to think they are doing a good thing when they are actually the cause of all the sound pollution in the area.

I am also complaining about the devices that have been confiscated by LEA's across the country including America's Most Wanted for catching back in the act sex offender's offending with white collar crime, are getting stolen by the owner's of these devices. There is a direct relational pattern to the users of these types of devices, the behaviors that they have been caught for with the usage of these devices, and the area's of where there are known complainers of sound noise and sound pollution on a daily basis enough for the look into what is causing these surges in sound in a relatively quiet neighborhood for being close to the max and freeway entrance, exit.

I have complained about these issues with IC3.gov/ with no answer and no call from anyone to get this issue resolved. I believe this is because there is a cop that is suffering from his PTSD and is not following the protocols that he regularly would because he doubts the need to create a public outcry. Well, the public is out-crying because they feel that there are damages to be made amends to. The silence seems to scare everyone, and if it was legitimately investigated by an agency that would force the LEA's of the United States to have to act. Let this be you that gets this message, and turns off the faucet instead of letting it run.

Ticket: # 938938 - Echo Wireless Early Texas

Date: 4/28/2016 1:48:47 PM

City/State/Zip: Brownwood, Texas 76801

Company Complaining About: Echo Wireless. Early Texas

Description

# **Description**

Illegal operations. Using too much bandwidth in the area. Illegal frequencies.

Ticket: # 959552 - unending problem

Date: 5/6/2016 2:12:25 PM

City/State/Zip: Vienna, Virginia 22182 Company Complaining About: Cox

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#### **Description**

May 6, 2016

I have been having problem with my phone and internet service for a long time. I have tried to solve the problem through Cox Communication staff from customer service level to supervisor to executive officer level. Of course, the only time they have tried to work on the problems was when they received order from executive office. Otherwise, it is a waste of time going through regular channel (customer service, technical support). They make an appointment for a technician to verify the problem and supposedly fix the problem. Yet either technician does not show up without any announcement or technician comes and replaces the existing modem with another one.

Couple a month ago when I had continuing problem with my home phone and new set of crisis with my internet, I ask for an appointment with a technician that without any notice did not attend on scheduled time.

Next day ,I called executive office and I talked Mr. Frank Holt and explain the situation .he put me in touch with another supervisor ,Mr. Steven Douglas who put me in touch with another supervisor Mr. Macy who send a technician to take care of the matter. The technician came replaced the modem with a new one that was worst than the one I had and finally another one.

Since my telephone problem could not be resolved, I canceled my phone service. Nevertheless, my internet service keeps disconnecting, I contacted two supervisors Mr. Douglas and Mr.Macy who had offered to help in case there are any problems, and they never returned my call. Consequently I called customer service ask for an appointment with a technician, couple of hours before scheduled time, a Cox representative called and cancelled the appointment and rescheduled for another time which I had prior engagement and I cancelled it and requested for another day which was Wednesday May 4, between 3 to 5 which never happened. Technician did not appear and nobody notified me before or after the scheduled time of the cancellation. I called at 5:15 and ask the representative if he can give me any reason why technician did not come? He had no idea. It is Outrages that they schedule, cancel, reschedule on their own without customer knowledge and lie if necessary, claim they have attended, and no one was at home.

As a result, I feel helpless to work this out with Cox Communication and requesting FCC to take a necessary action to assist with this situation.

I do know many people who are having constant problems with Cox services in and out of state. I wonder if Cox managements are aware of the low quality service they are offering their customers.

Best Regard,

Ticket: # 979043 - locked up start screen.

Date: 5/15/2016 7:51:27 AM

City/State/Zip: Lone Jack, Missouri 64070 Company Complaining About: Time Warner

\_\_\_\_\_\_

# **Description**

Microsoft will kept start screen locked up until you answers question about start up screen picture, what more control do they need over ones computer.

Ticket: # 979570 - Tech Date: 5/15/2016 10:03:55 PM

City/State/Zip: Semmes, Alabama 36575 Company Complaining About: Tracfone

Description

# Description

It is too unsafe to type. I will record and submit an attachment.

Ticket: #985648 - Microsoft scam

**Date:** 5/18/2016 10:30:17 AM

City/State/Zip: Grosse Pointe Park, Michigan 48230-1511

Company Complaining About: Microsoft Corporation, Redmond Washington

# Description

(b) (6)

Ticket: # 732437 - spam
Date: 12/31/2015 1:14:20 PM

City/State/Zip: Hewlettt, New York 11557 Company Complaining About: Verizon

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## **Description**

VA loans: VA.Mortgage.Alert <KGAwT7c@BtgeSuH.yewerbs.com> is harassing me again - they stopped for a week or so, after I complained & these people need to be put out of operation! What gives! What a harassing annoying company. I want to sue them, if they DON'T STOP!

### Ticket: # 1030041 - Unreliable Internet on Whidbey Island, WA

Date: 6/10/2016 2:02:46 PM

City/State/Zip: Coupeville, Washington 98239

**Company Complaining About:** Frontier Communications

#### **Description**

Frontier Communications' DSL service around Welcher Road in the south of Coupeville, WA has been amazingly unstable with frequent disconnections whenever the network is stressed. The network has not been upgraded in decades, and is still copper-based. The neighborhood is expanding! New houses are being built every year, and new families move in every year on Whidbey Island, and the internet service is not keeping up with this.

Whenever I try to stream a video or watch a show, the connection dies. I mean it. It just OUTRIGHT dies. The connection is owned by my mother, and I'm visiting her house as I try to secure new housing (AND THE LACK OF A STABLE INTERNET CONNECTION IS INTERFERING WITH MY SEARCH FOR A PLACE TO LIVE, SINCE I AM DEAF! IT IS NOT THE KIND OF STRESS I NEED!). My mother told me that she's already talked with Frontier about getting the connection fixed up, etc...and Frontier has shown reluctance or inability to do so.

I had to reboot the modem five times in the last three days alone because the connection could not re-establish itself.

Also, the network only provides at most roughly 300 kB/s of bandwidth over the DSL connection, which is below national standards in spite of Whidbey Island's proximity to Seattle.

I have been haranguing them over Twitter trying to get Frontier to upgrade the network so that people on DSL can get the promised speeds as-advertised. All I'm getting is shitty customer service responses that amount to fuck-all.

What will it take for ISPs to understand that investing in upgrading the infrastructure early will yield greater benefits over waiting for government regulation to kick them in the ass?

Copper connections are trash for a neighborhood of 100+ houses and only one hub.

EDIT: The internet connection died right as I clicked to file this complaint...WHAT IN THE PISSCRAP IS FRONTIER DOING!?

### Ticket: # 1000059 - Unwanted SPAM marketing emails

Date: 5/24/2016 9:23:28 PM

City/State/Zip: Stanford, California 94305 Company Complaining About: The Studio

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#### **Description**

I requested a price quote on a minor purchase (a custom patch) and the company has since refused to remove me from their spam email list. Once or twice a week I receive an email from TheStudio (www.thestudio.com). They do not have any way to unsubscribe inside the email. After the first two emails, I replied asking them to remove me from their email list (the emails come from "ashley.collins@thestudio.com"), but no one replied and the emails continued (I believe the ashley collins address does not belong to a real person). Later I called the phone number the company listed in the email address ((877) 647 6447) and requested to be removed from their list for marketing emails. The woman who answered their phone requested my email address and then told me I had been removed. Less than a week later, I received another email and replied to it instructing them that I had requested repeatedly to be removed and that, as I understand it, they must cease emailing me within 10 days of my request to be removed and again requesting that they stop. Since then , I continue to receive unsolicited emails and am unable to unsubscribe from them. The company has not responded to any of my requests to be removed, except over the phone - wherein they confirm that they will remove me - but I continue to receive the emails.

# Ticket: # 1000087 - AT&T Data Cap

Date: 5/24/2016 9:37:42 PM

City/State/Zip: Houston, Texas 77089 Company Complaining About: AT&T

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### **Description**

I found out a data cap of 600 GB was imposed on my service today. By doing a little math I found out that with my 18Mbps data plan I am only getting about 10% of what I am paying for. 600 GB / 18Mbps ends up being 5,000 minutes (or 3 and a half days). Am I really only getting 3 and a half days worth of my internet now?

# Ticket: # 1000110 - Our time Dating iLne

Date: 5/24/2016 9:59:54 PM

City/State/Zip: Umpqua, Oregon 97486 Company Complaining About: Dfn

# **Description**

Every time I choose someone they are scammers and plenty of them. On time does monitor most of them but it is difficult sometimes to decide who is real or not???

Ticket: # 1000131 - Microsoft wiped my laptop clean because I would not accept the windows 10 upgrade.

Date: 5/24/2016 10:17:13 PM

City/State/Zip: Fairview Park, Ohio 44126 Company Complaining About: Microsoft

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### **Description**

I have been getting repeated pop ups requesting that I upgrade to windows 10 which I promptly deleted, On May 16 2016 Microsoft replaced my windows 7 with windows 10. Thats it Like It or not. I thought I found a way back to my Windows 7 but what I got back it was windows 7 sans all my files, documents, libraries, everything that was on Microsoft 2013 office, quicken and Malwarebytes I called microsoft, I think they said they were sorry, but everything was gone.

## Ticket: # 1000232 - Internet down intermittently

Date: 5/25/2016 12:07:19 AM

City/State/Zip: Mason City, Iowa 50401 Company Complaining About: Mediacom

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### **Description**

I came home after a long day of work to play an online match of League of Legends, and throughout the game I had to deal with many disconnects, which made the game incredibly difficult, and resulted in a total stomp. This was not a fun thing to deal with after a long day of work. There were no reports made to me that the internet connection would have been down. This is unacceptable.

This is especially terrifying as I rely on my connection to complete many things for work and school.

#### Ticket: # 1000321 - OUTAGES/Credits

Date: 5/25/2016 7:53:54 AM

City/State/Zip: Doral, Florida 33016

**Company Complaining About: Comcast** 

#### \_\_\_\_\_\_

#### **Description**

I had Comcast services at our previous business location. One April 21, 2016 we moved to a new location and ever since we moved to this new location our services has had "outages" at lease once a week for periods longer than 4 hours during business hours. This is impeding us from working so our employees are sent home and we are loosing clients aside from not being able to attend to current clients. Every time I've called they say they're going to issue a credit and the last time I called I told one of the representatives to check and see the history of my weekly problems and they informed me they can find it nor have record of those credits. Comcast needs to repair the services for good in our area to make it a consistent and reliable service. Also they need to issue those credits.

Ticket: # 1002616 - consistent internet issues - goes down all the time

Date: 5/26/2016 1:46:29 AM

City/State/Zip: Gilbert, Arizona 85234 Company Complaining About: Cox

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# **Description**

I have called Cox 19 times since May 11 because of consistent internet issues, internet always going

### Ticket: # 1000844 - Barracuda Networks hijacking emails

Date: 5/25/2016 12:13:09 PM

City/State/Zip: San Bernardino, California 92401 Company Complaining About: Barracuda Networks

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#### **Description**

I would like to report Barracuda Networks and EmailReg.org for running a protection racket. Barracuda Networks has hijacked our ability to reach our clients via email, and they direct us to EmailReg.org to register our domain and be put on a whitelist that will prevent us from "inadvertently" being put on Barracuda's blacklist. EmailReg.org charges \$20 a year to be kept on the list. While \$20 isn't a lot, it is the principle of the matter. EmailReg.org brags to have had 400,000 preregistered domains, which, if they never got another victim to register, represents an annual income of \$8,000,000! How do they keep a .org domain with such obscene profits? How much does it take to maintain a simple list on a server? Do they pay their officers salaries of millions of dollars? Why can't email.org charge the customers of Barracuda for their "administration" fee rather than hit businesses who want nothing to do with them? This is a two-pronged protection racket by Barracuda and EmailReg.org and it should be shut down. How are they allowed to hijack my legitimate emails and prevent them from reaching their intended recipients?

## Ticket: # 1001342 - wi-fi interference

Date: 5/25/2016 2:41:10 PM

City/State/Zip: St. Paul, Minnesota 55103 Company Complaining About: Xfinity

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## **Description**

-- Recently Xfinity came into our market and must have a super hot-spot near our house. Most of the time, we are not able to access the internet with our wifi provider, and when we do, Xfinity often replaces our wifi provider. I am able to manually switch back to our provider, but by then we may have lost contact. Xfinity also has pop-ups that appear when we want to access the Internet, which is an annoyance.

### Ticket: # 1001451 - 314-650-5403

Date: 5/25/2016 3:03:52 PM

City/State/Zip: Florissant, Missouri 63033 Company Complaining About: Directy

\_\_\_\_\_\_

### **Description**

Hello, I believe that my next door (b) (6) neighbor is using some sort of signal jamming device to interfere with my household's security cameras. Neither he or most of the cars that frequently visit his house are recorded by our security system, yet they pass by a camera in our driveway to get to the neighbor's house.

Also, our Internet service is periodically interrupted whenever one of the suspects' cars pull up, knocking us off our own network and either opens or closes their doors.

# Ticket: # 1004692 - mx31.distributordeals-email1.com

Date: 5/26/2016 8:48:52 PM

City/State/Zip: Ft. Lauderdale, Florida 33315 Company Complaining About: Linode.com

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# **Description**

This company has sent out over 200,000 emails spoofing/spamming/phishing my company. He is continuing to do so. My company is virtualwebtradeshow.com

# Ticket: # 1001621 - AT&T Internet cap

Date: 5/25/2016 3:58:40 PM

City/State/Zip: Austin, Texas 78735 Company Complaining About: AT&T

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# **Description**

Complaint about the new AT&T Internet cap almost forcing people who work from home and use an enormous amount of usage to get cable.

Ticket: # 1006977 - Service failure

Date: 5/28/2016 10:25:30 AM

City/State/Zip: Shelton, Washington 98584 Company Complaining About: AT&T

# Description

Log books inoperative can not log in.

# Ticket: # 1001864 - No internet connectivity for months

Date: 5/25/2016 5:17:49 PM

City/State/Zip: Miami, Florida 33133 Company Complaining About: Comcast

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#### **Description**

No internet connectivity for months. Apartment complex is located in high-construction area. Unknown if Comcast is being forward about the source of problem and their willingness to fix the issue. Initially phone support stated it was a modem issue. It is not. Then stated it was provisioning issue. It is not.

A supposedly free-of-charge Tier 1 technician showed up at the house and stated rewiring had to be redone outside the unit and a Special Request Order (SRO) would be put in for that.

After two days had elapsed, I called into inquire about the SRO. It had not been scheduled. Rep stated an appointment would be scheduled. I received a call later in the day that an appointment had been scheduled. After calling in to verify that is for a rewiring SRO/Tier 2 tech, I was informed that the appointment for scheduled for another Tier 1 tech to come out.

I spent the next 55 minutes being transferred between multiple departments, over multiple calls, and several hang ups. No one would/could schedule the correct appointment.

There is still no internet and Comcast has an exclusivity contract with the apartment building's management so they are the sole option. Erroneous billing for the tech visits is probable.

I am requesting the FCC's help in determining the cause of Comcast's unwillingness to fix the internet issues at my mother's apartment unit.

#### Ticket: # 1002066 - Unsolicited installation of Windows 10

Date: 5/25/2016 6:18:21 PM

City/State/Zip: Mentor, Ohio 44060 Company Complaining About: AT&T

#### **Description**

Microsoft repeatedly requested thatactswitch over from Windows 7 to Windows 10. And just as frequently responded "no." However, today (May 25) I was running a virus scan. When I came back to the computer I discovered that Microsoft had installed Windows 10, all in spite of my repeated "no." We tried to get Microsoft to tell my wife and I how to uninstall Windows 10 but its request appeared to be intrusive regarding personal information. I spoke with a "Marlene"whose foreign-sounding voice was difficult to understand. The supposed Microsoft conve.station route number is 1340888494. At present my LA.prop is unusable. I cannot emphasize enough how predatory is Microsoft. In spite of my repeated " no" to Microsoft's badgering it ignore.d totally my insistence that I do NOT want Windows 10. Since when should I have to say " no" to a service that I do not want and repeatedly have to inform Microsoft of my decision only to be rebuffed and then FORCED into accepting a product I specifically have rejected. My complaint center's on Microsoft's predatory practices; such action is despicable and I am requesting the FCC's assistance in stopping Microsoft's illegal and\or unethical action.

# Ticket: # 1002618 - Spam text from campaign

Date: 5/26/2016 1:47:23 AM

City/State/Zip: Clearfield, Utah 84015 Company Complaining About: AT&T

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### **Description**

I received the attached text on my cell phone. I have zero connection to Gov. Herbert other than he is the Governor of the state I live in. I am a registered Democrat and have never voted for, campaigned for, or given money to Governor Herbert. From what I saw on twitter a lot of people got the unsolicited spam texts.

### Ticket: # 1002411 - internet disconection issue since 8 months

Date: 5/25/2016 9:38:08 PM

City/State/Zip: North Wales, Pennsylvania 19454

**Company Complaining About: Comcast** 

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### **Description**

Internet gets disconnected frequently.

I have called Comcast so many times about the connection issue and nothing has been taken care of they made me increase the speed and BIII and then now they changed my modem and put one of theirs and still. I have the same issue of internet disconnection

## Ticket: # 1002453 - Virus locked my computer

Date: 5/25/2016 9:50:21 PM

City/State/Zip: Yellville, Arkansas 72687 Company Complaining About: Natco

### **Description**

A virus locked up my computer with a text and audio message saying it was from my ISP. I called my ISP and they said it wasn't from them. The text message...that locked up my computer said to call this number and they would tell (sell) me how to fix it. the phone number was 855-311-9632. I was able to take my pc to a computer repair shop and they were able to disable the virus.

#### Ticket: # 1002522 - stealing bandwidth

Date: 5/25/2016 10:50:20 PM

City/State/Zip: Canton, Texas 75103-7422 Company Complaining About: Hughes Net

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#### **Description**

Someone has gotten into our home network and are streaming thru the VM and Hyper V technologies . Once they were able to get in a back door

I believe a root kit was installed and then our laptops became Servers. I firmly believe from the programs loaded into the laptops that they are using our bandwidth for their ISP Co. Our bandwidth somtimes is gone in three days. We have begged Hughes Net to please help us and they ignore us. I filed a report with ic3 the investigation source for consumers who are victims of computer hacking predators and online crime and a division of the FBI. I found a.an address url in the form of a DSN number and reported it to them. Since doing so I get these txt msgs that start with my address and continue with a website. The dsn was supposedly a man in Saudia Arabia with a computer co but I believe it is Japenese because of the files that end up being for a Japenese gamesite. Microsofts chat with an agent supervisor was who told me to file this complaint after looking at some of my files. We dont have access to the whole laptop and are only allowed to play our favorite games do searches but we have no control of making adjustments or things like that. Though microsoft actually gives away and teaches about the software that is being used to steal our bandwidth but doesnt teach how to overcome it. Hughes Net gives us back our bandwidth but doesnt help or acknowledge that the bandwidth is used or gone thereby not having to try and help us determine who is using it. When you think you have it turned off for a day or two and it renewed while off and there is none there then someone has used it. I have taken the hard drives out of all the laptops we have save one that my husband plays a couple of games on when he finally is finished for the day and ready to relax. We do not download anything or upload anything but if we delete any of the umpteen adapters from the list in device mgr. leaving only the original two those magically disappear. We see that our internet is being used because the lights blink on the modem that hughes net hooked up. I have started turning it off and disconnecting it but do not know if in those times if the bandwidth is still being used. There are no less than 10 pci to bridge listed 3 fans 1 lid 1 sleep button, which the laptop a HP des not have and several Toshiba devices listed in Device Mgr. The original equipment that came in the laptop is gone and replaced with microsoft equipment. For every PNP device there is 20 or 30 siblings when you open the driver details which we only have mice)

Ticket: # 1002599 - Windows 10 upgrade not optional, ruins older software

accessibility

Date: 5/26/2016 12:49:16 AM

City/State/Zip: Tucson, Arizona 85730 Company Complaining About: Centurylink

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#### **Description**

Someone needs to look into Microsoft and their Windows 10 upgrade. Thursday night 5/19/2016, my husbands business computer upgraded without permission, even though he had been closing the pop up to opt out of the upgrade. He is an author, and does his own layout work. Our legal copy of Microsoft Office stopped working, claiming to not be valid. So I bought another license (not the first time for this problem). While waiting for that to arrive via mail, he tried his art program, and it had an error that was due to a coding problem. I uninstalled that software, and tried again. Still an error. Now, it is an older version (2012) of the program, but it had been superceded and is no longer supported. Last night, I reverted the machine back to Windows 7, where we previously had no problems. But Windows 10 doesn't actually revert, it runs as a Win 7 emulator. So the error code still existed. Then the keyboard stopped working. Tonight, we rewrote the hard drive, taking the system back to Windows 7 with boot disc. Now, we don't have a driver for his internet connection, so we cannot use the internet, retrieve the lost software, load microsoft office or register the product. We are the proud owners of a \$2500 paperweight, and my husband has been at a standstill for a week, with no end in sight. This is unacceptable. Plus, we have no real way of complaining to Microsoft about this.

This is a predatory situation, with citizens being left holding the bag. No longer are people allowed to use the software they have, they are being required to upgrade to the latest greatest, that will be out of date next month. We cannot afford the roughly \$800 it will cost to buy new software to accommodate the Windows 10 debacle. The sad part is, this cannot be undone. Please look into this. 99% of your constituents are at risk, because they do not have the means to buy new every year. They are too busy trying to make ends meet.

### Ticket: # 1002882 - data speed / internet service

Date: 5/26/2016 10:31:43 AM

City/State/Zip: Saint Paul, Minnesota 55119 Company Complaining About: T Mobile

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#### **Description**

Hello, my name is Linda warren. I am writing you based on the service I am get from t-mobile. I am unsatisfied with the service I am being provided. I am a victim of throttling and blocking,etc. My data speed is being slowed down no matter what data plan i chose. My calls are being blocked. I can't call certain people from my line. I have not agree to participate in any studies and is not understanding what is going on with the service i am being provided. My phone has also been hacked and i am having troubles with getting t-mobile customer representative to unhack my service. They refuse to untamper my phone. My phone randomly cuts of. My ring don't work from time to time. When using my apps they error. I want my service look into. I will get back to you soon. Thanks for your time.

### Ticket: # 1002999 - Comcast Data Cap

**Date:** 5/26/2016 11:14:46 AM

City/State/Zip: Oakland Park, Florida 33334 Company Complaining About: Comcast

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### **Description**

I signed a 1 year contract with Comcast/Xfinity and 3 months into our "contract" they instituted a data cap without my consent. I have done extensive research on the data cap they implemented and it is completely inaccurate. We "used" 61gb of data in a single day when my roommate was on another continent and I was at work the entire day. No PS4 updates or chromecast streaming. Just an arbitrary 61gb of our monthly allowance taken away without just cause.

# Ticket: # 1003017 - internet blocking

Date: 5/26/2016 11:20:34 AM

City/State/Zip: North Miami Beach, Florida 33162

Company Complaining About: T Mobile

### **Description**

I was at the NRA convention on May 20-22 as a vendor. Smart Citi was the Wifi service provider. I had a very faint cell phone signal in a wide open convention facility at the Kentucky exhibition center and could not use the internet. Many other merchants complained they could not connect . I was forced to purchase a 3 day wifi package from smart citi for \$159.00 in order to process payments.

Ticket: # 1003257 - 6 Weeks of internet outage on the same day at the same time

Date: 5/26/2016 12:28:11 PM

City/State/Zip: Cascade, Virginia 24069

Company Complaining About: Chatmoss Cable Company

#### **Description**

Over the past 6 weeks on every Tuesday around the same time my Internet goes out for an hour and half. When I call them, I get the same responses each time, "lets troubleshoot your modem", "there is no issue in your area", "we will send someone down". They have sent one tech down to my home who checked my inside wire, he said it was ok. He went outside changed a "piece" at the box and a "piece" at the pole. After the fixes the internet went out again 2 weeks in a row around the same time. I called and asked if they had schedule maintenance every week on Tuesday and was told no. So at this point either they are not telling the truth or don't know what's wrong. At this point I don't know what to do. I am loosing money because I depend on the internet for my job and I am tired of getting the same responses and tired of my internet going out!

#### Ticket: # 1003503 - Unwanted email

Date: 5/26/2016 1:36:16 PM

City/State/Zip: Hewlett, New York 11557 Company Complaining About: Verizon

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#### **Description**

Erect-on--Demand <info@aljernetru.com> Unsubcribed - this is Porn - offensive & they should be sued: here's what I sent them: From: Scott & Lisa Alper. I sent as an attachment the OFFENSIVE PORN ADD - I swear, if I had a child & be suing them & then some!!! I want them NOT only to STOP bothering me - BUT TO BE SHUT-DOWN. WHY SHOULD ANYONE HAVE TO BE SUBJECTED TO THIS......? REALLY!!!

LISTEN UP – IF WE HAD A SMALL CHILD & THAT CHILD SAW YOUR SITE – I WOULD BE SUING YOUR CABOOSE OFF – HOW DARE YOU – YOU WERE UNINVITED

NEVER NEVER EVER SEND US AN EMAIL AGAIN. I'LL SO BE SENDING THE FCC, BBB & CONTACTING THE ATTORNEY GENERAL!

DO YOU UNDERSTAND – DO NOT UNDER ANY CONDITIONS RESPOND TO THIS EMAIL – GO OFFEND YES I DO MEAN OFFEND SOMEONE ELSE –

THIS IS PURE PORN – GET YOUR PORN BUSINESS FACE OFF MY COMPUTER – WE CONSIDER THIS HARASSMENT – HOW DARE YOU – YOUR COMPANY HAS A REAL SET OF KAHUNAS – AGAIN, NEVER NEVER NEVER AGAIN HARASS ME MY HUSBAND & MY COMPUTER AGAIN --- GOT IT – I HOPE SO . This is the picture they send: They send a pornographic picture with a Man's hands in his pants - they should be SUED!!!

### Ticket: # 1004044 - Internet hender, radio chatting and drop calls

Date: 5/26/2016 4:21:14 PM

City/State/Zip: Long Beach, California 90805-1260

**Company Complaining About: Sprint** 

Description

### **Description**

Hi comma for the last 10 months I've had new neighbors and within in then needs 10 months I've had problems with my phone. Overheating, false roaming, and also phone drops and sometimes voices. I have reasons to believe their is a radio / scanner involved.

I have filed also a complaint with FTC and Sprint. I was not having this problem at this address until These two neighbors moved in.

Ticket: # 1004246 - Bad service

Date: 5/26/2016 5:17:52 PM

City/State/Zip: Abilene, Texas 79604

Company Complaining About: Nts Communications

#### **Description**

We have had several outages with phone and internet through NTS Communications. My business is fully dependent on internet because of credit cards use as well as invoices get emailed at the times of a sale. This is not something automatically sent upon the restoration of the internet. There was a fiber optic line cut by NTS on a maintenance upgrade in April 2016 and we were not able to place our truck order deadline and did not get our merchandise. This was a problem because we had special orders for customers that would now wait another week. We are a small local hardware store that competes with the big box stores. We had another outage on May 11, 2016 due to a maintenance update again and had a hard time reaching anyone local or their corporate office. I finally contacted a VP on her cell to assist with the issue. The following day we had weather in the area that flooded the warehouse where their equipment is stored and again we were down. Each time we are down we have no phone lines or internet for credit card use, and as I explained to them hardware stores are not for casual shopping but a necessity. I reached another manager that said he was aware of our outage and replied "sorry about that". I had many customers walk out due to not being able to charge on their credit card and again also no phone lines to answer customer calls. I have emailed several times back and forth (attached) and they are offering a small credit. I would like to cancel my service now to have a more dependable provider and not have to pay an \$8000.00 cancellation charge which is their termination fee if I terminate early until my contract expires.

## Ticket: # 1004401 - Hackers

Date: 5/26/2016 6:07:45 PM

City/State/Zip: Albuquerque, New Mexico 87108

**Company Complaining About:** Xfinity

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## **Description**

This person, who lives in Madiera Court Apartments, has been hacking my internet connection for far too long. I will do anything you need me to to help you catch them. They are a couple and I've got two machines you can do whatever is necessary to help catch them and prosecute them.

Ticket: # 1004626 - DDOS attack

Date: 5/26/2016 8:01:02 PM

City/State/Zip: Tyler, Texas 75704

Company Complaining About: Sudden Link

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## **Description**

There is somebody booting me and my friends offline it has been going on for 2 weeks now can't use internet as soon as it comes back up the person boots me again.

Ticket: # 1004625 - DDOS attack

Date: 5/26/2016 8:01:00 PM

City/State/Zip: Tyler, Texas 75704

Company Complaining About: Sudden Link

## **Description**

There is somebody booting me and my friends offline it has been going on for 2 weeks now can't use internet as soon as it comes back up the person boots me again.

# Ticket: # 1004703 - AT&T Digital Life and Uverse aren't compatible

Date: 5/26/2016 8:57:00 PM

City/State/Zip: Cumming, Georgia 30041 Company Complaining About: AT&T

### **Description**

I cannot use my U-Verse TV if my Digital Life System is plugged in because it takes up all of my bandwidth. I tried to cancel Digital Life because of this and I was rudely told I would be charged huge termination fees. I am being charged for services I can't use.

Ticket: # 1004944 - RE: [FCC Complaints] Re: Cox - 6 months of problems

Date: 5/27/2016 1:35:11 AM

City/State/Zip: Henderson, Nevada 89044

**Company Complaining About:** Cox

### Description

## Description

This is a follow-up to your previous request #958108 "Cox - 6 months of problems"

I called in and spoke to a tier 2 rep on Monday night. He was seeing the same issues on their end, and dispatched a network engineer to come test the line from the cable box at the street back to their end on Tuesday after 1pm. He agreed their is nothing in my house, wiring or modem/router than would be causing the issues he saw on the Cox end.

I called tonight with the same issues, and the tier 2 rep had no idea what I was talking about, and said she did not see the service request from tuesday.

I am getting really fed up with the run around, and disappointed in the Cox, FCC and PUC lack of handling these issues.

Please call me tomorrow. (b) (6)

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: FCC <consumercomplaints@fcc.gov> Date: 05/24/2016 6:34 AM (GMT-08:00)

To: (b) (6)

Subject: [FCC Complaints] Re: Cox - 6 months of problems

Ticket: # 1004970 - Ddossing Terroristic hacks and real life threats.

Date: 5/27/2016 2:01:50 AM

City/State/Zip: Morganton, North Carolina 28655

Company Complaining About: Charter

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#### **Description**

of Manchester England IP address Sky Broadband is his internet service provider (b) (6) keeps making an identical server name (Runescape Universal Gaming Domain) on TeamSpeak as ours then proceeds to Knock us off line constantly and hacks and knocks anyone who comes on that server thinking it is us we have been denied service for off and on for over 5 years this has been going on when he just threatened to RAPE my dying Mother he pushed it too far. Please stop the SCUM out there on the internet from any more harassment the denial of service suffered is out of control. Gameservers and Vilayer provide us TeamSpeak servers voice chat and have been unable to do anything about this guy so far. Please for the love of GOD help us.

Sincerely,

(b) (6)

### Ticket: # 1005005 - Harassment

Date: 5/27/2016 8:00:07 AM

City/State/Zip: Shelton, Washington 98584

**Company Complaining About: Verizon Wireless** 

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### **Description**

Watching GPS and turning down down cell phone signal from LTE to 3G when using the restroom . Included are two photos notice the reception of service. The difference of location is inside and out of restroom. Second occurances second location separate facilities.

### Ticket: # 1005244 - Dlink in area blocking wireless connections in area

Date: 5/27/2016 11:06:36 AM

City/State/Zip: Harriman, Tennessee 37749 Company Complaining About: Verizon Wireless

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#### **Description**

I have determined that whenever someone in my area has their Dlink on that it is block cellphones and other wireless network connections in the area. I do know that Germany has already sued Dlink for this before due to the GPL blockage. And, someone in my area is also running Dlink with the wireless address of dlink-9A3E and my neighbor is known to run a wireless camera and other things and I believe that it is them. Please, assist because me and my neighbors need access to our cellphones and networks

## Ticket: # 1011187 - DSL Complaint

Date: 5/31/2016 9:48:23 PM

City/State/Zip: Mclean, Virginia 22102 Company Complaining About: Verizon

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## **Description**

The DSL was working below standard speed rates for 6 months and suddenly stopped today. I called to explain my issue and they are charging me \$90 for a technician to fix what they broke.

## Ticket: # 1005610 - Extremely poor Internet reliability

Date: 5/27/2016 1:08:59 PM

City/State/Zip: Pace, Florida 32571 Company Complaining About: AT&T

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### **Description**

Our internet from AT&T has had extremely poor reliability. We have outages about one or twice a month, some lasting over a week. The company never fixes the problem and doesn't invest in the required equipment to take care of the issue. There is no competition in our neighborhood and it seems that AT&T knows that we have no other internet choices.

## Ticket: # 1005632 - attempts to hack my Logmein account

Date: 5/27/2016 1:17:25 PM

City/State/Zip: St. Petersburg, Florida 33708

Company Complaining About: Charter Communications

### **Description**

I received two separate notices that someone tried to hack my Logmein account. Both ip address traced back to a company called Charter Communications. The ip addresses are (b) (6) and (b) (6)

Ticket: # 1005938 - Ongoing Issue

Date: 5/27/2016 2:54:58 PM

City/State/Zip: Little Elm, Texas 75068

Company Complaining About: Grande Communications

#### **Description**

I have called Grande multiple times over a 7 month period to fix the internet issue. These are the remedies that were taken to resolve the same internet issue. 1. replaced cable in attic. 2. replace cable at the street 3. was told the whole street was out and someone would come and restore it 4. replace cable in home, reset modem and parameters 5. add splitter and filter to new modem for internet and have a separate modem for phone, Additionally, was told a dedicated line would be put in at no charge since I was having constant issues (this did not happen) Technician said he was "trying to keep it simple" 6. undo filter and reset parameters 7. Technician replaced internet modem 8. Called 5/27/16 and requested the original agreement of the dedicated line be honored and was told no. I would have to pay for the additional outlet. I should not have to pay for another outlet/line to resolve an issue caused by Grande Communications.

### Ticket: # 1017729 - Wifi Date: 6/3/2016 10:03:33 PM

City/State/Zip: Laporte, Indiana 46352 Company Complaining About: Knights Inn

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## **Description**

Signal strength high no connectivity at (b) (6) Michigan City IN 46360. Problems with 4 devices. Began when customer at hotel with license plate 480MJI arrived management made aware 3 times.

#### Ticket: # 1006073 - Canceled internet service

Date: 5/27/2016 3:43:26 PM

City/State/Zip: Glendora, California 91841

**Company Complaining About:** Frontier Communications

#### **Description**

On May 22 I spoke with a representative at Frontier Communications. I explained that my contract was ending on June 20th and, due to the fact that I would be moving on that same day, I would like for my contract not to automatically renew. I asked that it be canceled on June 20th. I was reassured that that would be taken care of. However, on May 26th my internet and television service was canceled. When I spoke to a frontier representative a second time, on May 27, I was told that they could not remedy the issue. Instead, I was told to open a new account for the Internet service which would take several days to process and have a technician come out to turn on the service. I explained again to the representative that I already had an account with them, but that it was canceled by one of their representatives and that I would be moving I just a few weeks. I did not have time to wait for the processing of a new account. However, he said that was the only way to get me connected to the Internet again. He did not apologize for the error on their part, nor did he find a way to remedy the situation.

### Ticket: # 1006317 - Spam messages to my cell phone

Date: 5/27/2016 5:13:10 PM

City/State/Zip: Woburn, Massachusetts 01801 Company Complaining About: T Mobile

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#### **Description**

I recently contacted (T-Mobile) my cell phone carrier. The reason for my call was because I have been receiving a lot of spam on my phone. Text messaging, calls, and voice messaging. In the past I was able to use the code 7726 or (spam) from my cell phone to report spam sent to my phone. And in the past, utilizing this service solved the problem of the amount of spam I was receiving. Now for some reason, when I tried to text the number to 7726 it is not allowing me access. When I spoke to three different representatives from T-Mobile, they advised me to file a complaint here with the FCC. The supervisor told me that the FCC could handle this matter as the spam is handled by them. The supervisor also told me to add my name to a Do Not Call list. Which I am already on and have been on since 2015. I've had the same number for 7 years and I really do not want to change my number. I have had spam issues before, but like I said, they have been resolved when I sent the numbers on to 7726 from my T-Mobile phone. I was hoping you could tell me why I can no longer utilize that service? As I was told by T-Mobile the service is still utilized by their customers. And they do not know why I cannot use the service anymore from my phone. I also wanted to know if there was any way you could help me find a way to rid the spammers from calling my phone. They are calling from out-of-state numbers. They are not blocked numbers or private numbers. They are just various numbers. They keep leaving voicemails of recorded junk mail. I really hope that you can help me with this issue. Thank you for your attention to this matter I appreciate your time. (b) (6)

#### Ticket: # 1006744 - Corporate complaint

Date: 5/27/2016 9:29:22 PM

City/State/Zip: Castro Valley, California 94546
Company Complaining About: Comcast

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#### **Description**

We have services with Comcast since 2013. Our initial contract ended recently.

I told him that our internet has been only intermittently working since we signed up in 2013. I spoke to supervisor Joseph who offered us a new 2 year contract for \$ 99 plus \$13 for the increased internet speed. Joseph said that we the rate included a landline. He told us that we would get the phone.

supervisor Joseph who offered us a new 2 year contract for \$ 99 plus \$13 for the increased internet speed. Joseph said that we the rate included a landline. He told us that we would get the phone egipment and a new router for free. we however never received a confirmation with new contract details. So this week I went to the Union City. In Union City, Sag, told me that there was no new contract and so I asked to speak to his supervisor Manuel. Manuel confirmed that supervisor Joseph had indeed not set up the new contract. Furthermore he explained the phone equipment is not fre and we would get a new router to accommodate the landline, the router fee would be an additional \$ 10 month. we finally agreed to a new contact for \$99 per month plus \$13 internet increased speed. This would include free home security. There were no additional equipment fees for the home security and the\$ 99 initial installation fee would be credited back after 3 month in form of a gift card. I called the corporate office and I spoke to Ayana. I filed a corporate complaint and mentioned the unreliable internet service and the failure to confirm the initial new contact with supervisor Joseph. Ajana told me that Eric the Californoa corporate associate would handle the complaint. I tried at least 14 times to reach Eric. I asked him to call me back and provided a good time to reach me. I again contacted Comcast corporate headquarter. I told the associate Sheila that I was unable to speak to Eric in order to resolve the issues. The complaint remains unresolved.