
[Ticket: # 1404341 - terrible internet service](#)

Date: 1/18/2017 11:12:02 PM

City/State/Zip: Cherry Log, Georgia 30522

Company Complaining About: Tds

Description

4.7 mb download

.44 mb upload

from speed test from tds.

paying for 10 mb

Ticket: # 1404351 - Repeating connection problems, not even reaching 3 Mbps speed instead of 100Mbps.

Date: 1/18/2017 11:28:40 PM

City/State/Zip: Los Angeles, California 90034

Company Complaining About: Time Warner

Description

I have a 100Mbps speed, but it keeps constantly falling to less than 3Mbps. It happened once, I contacted my ISP, they "reset their signal" and it was fixed, but less than 20h later it was slow again. No other device connected, only one machine, but when I do a speed test, for Download it limits to 3Mbps and Upload goes to 12Mbps, which is normal.

Ticket: # 1404448 - POOR SERVICE FROM FEDERALLY FUNDED COMPANY FOR EXPANSION (FRONTIER COMMUNICATIONS)

Date: 1/19/2017 2:35:21 AM

City/State/Zip: Caldwell, Texas 77836

Company Complaining About: Frontier Communications

Description

I HAVE NO PHONE SERVICE THAT EVEN WORKS, THIS IS BUNDLED WITH MY INTERNET. I PAID FOR 3- 12 MPS PACKAGE I AM CURRENTLY GETTING 1.86 , I WAS PROMISED THE NEW SERVICE FRONTIER OFFERS IN MY AREA MY NEIGHBOR WORKS FOR THEM HE HAS IT! I GET THE RUN AROUND I WAS ASSURED I WOULD GET THE UPGRADE AS I WAS THE FIRST PERSON THAT ORDERED THE SERVICE IN MY AREA THE TECH CAME OUT AND INSTALLED AND TOLD ME HE DEGRADED ME TO 3MPS. CALLED FRONTIER AND THEY SAID THEY WOULD UP MY SPEED TO 12 MPS AT THE CLICK OF A MOUSE .. I KNOW THIS NOT TO BE TRUE I NEED A NEW MODEM AND THEY HAVE TO SWITCH ME TO THE NEW MAIN IN THE OFFICE, ON 1-18-17 I SPOKE WITH A SUPERVISOR NAMED NICK HE SAID THERE WAS NOTHING HE COULD DO , I ASKED NICK FOR MORE INFO ON HIM SUCH AS A FRONTIER ID NUMER AND HE TOLD ME HIS NAME WAS NICK AND HUNG UP ON ME. I DO NOT FEEL THAT I AM RECIEVING THE SERVICE I PAY FOR AND HAVE HAD ZERO LUCK ATTEMPTING TO MAKE IT WORK WITH FRONTIER. THIS IS WHY I AM FILLING THIS COMPLAINT AS A LAST RESORT. I HAVE ALSO FILLED A COMPLAINT WITH THE PUBLIC UTILITIES COMMISION OF TEXAS. THANK YOU FOR YOUR TIME AND I HOPE WE CAN ALL WORK TOGETHER TO KEEP FRONTIER HONEST ON WHAT THEY CLAIM THEY WILL PROVIDE
THANK YOU FOR YOUR TIME

(b) (6)

[Ticket: # 1404636 - Slow Speeds](#)

Date: 1/19/2017 10:56:56 AM

City/State/Zip: Bluffdale, Utah 84065

Company Complaining About: Comcast

Description

We've experienced much slower speeds recently. I'm currently on a 150 MBPS plan , but don't feel like I'm getting those speeds.

[Ticket: # 1404922 - Gigapower? Not even close!](#)

Date: 1/19/2017 12:12:18 PM

City/State/Zip: Raleigh, North Carolina 27616

Company Complaining About: AT&T

Description

I was supposed to receive Internet speeds of up to 1000 MBS. Most days I got between 20 and 30 MBS. For the five months that I had this service, AT&T could not resolve the problem despite numerous phone calls, during which they tried to fix the problem online, and despite sending me a new modem, and despite a technician visiting my home. "Up to" 1000 MBS means somewhere close to that, which I never got. They only adjusted my final bill, but other than that I paid the full price for nothing except a lot of frustration and headaches!

Ticket: # 1405052 - Ticket No. 1368783

Date: 1/19/2017 12:41:43 PM

City/State/Zip: Bristow, Virginia 20136

Company Complaining About: AT&T

Description

Your last response to me regarding subject ticket stated it has been closed and AT&T was to resolve the issue. I don't know what information you have been provided by AT&T, but there has been no resolution made or being attempted by AT&T. I have called 405-302-4390 Mr. Derrick Shaney of AT&T and left 3 voice messages but he has not returned my call to resolve the issue. What are my options to get either the reimbursement for over \$6500 paid since signup as AT&T has confirmed signal at my address is poor due to tower location and they have no plans to put any tower in the near future.

Ticket: # 1405795 - Internet speed not consistent and goes down at same time every day

Date: 1/19/2017 3:51:57 PM

City/State/Zip: Pompano Beach, Florida 33069

Company Complaining About: Comcast

Description

Original Ticket No. 1357988 was served on Comcast.

Many visits to my premise were scheduled and I provided next day access. They changed all connections in my unit and said they were going to work their way out to their equipment. The problem was clearly not a wiring issue as I would receive 89 Mbps at one point in the day and then 29 Mbps at another which I have documented. I am paying for 75 Mbps. My next-door neighbor, (b) (6), who is fed from another point is experiencing the same continuing issue. Comcast has run new cable from the street to my amplifier and then the split continues to feed each of our four buildings own amplifiers. None of this cable has been connected as of today! My line goes to a third floor apt then split to their junction box on the third-floor landing. The foreman refused to let the technician run a cable that was split and insisted on a direct run. As it turns out the technician broke my cable while testing leaving me with no service. This resulted in a call to the executive office and the technicians return and a forced rerun of one of the two legs of the cable that the foreman didn't want to split. As they had to run that leg they could have run the other but did not. They now want to run a new line from the back of the building to my unit and the property manager will not give them authorization. The technician said that the entire building should be rerun as it would have to soon when fiber optic is installed.

Any analytical person would understand that the cable, when it can deliver above peak service at one time and subpar service at another time consistently from what I have speed tested, is not the cause of our problems. The speed changes seem to occur at the same times each day from my testing. This causes some of my internet reliant devices to go offline.

This is clearly a signal problem at their end. I ask that you have Comcast to do what is needed to correct my problem and give me credit for speed and service not provided for which I pay.

Many people in our community have no or other internet service providers. They do not require higher speed service or realize they are not receiving the service for which they are paying.

Thank you in advance for your help.

[Ticket: # 1405807 - Comcast issues](#)

Date: 1/19/2017 3:55:00 PM

City/State/Zip: Bluffdale, Utah 84065

Company Complaining About: Comcast

Description

Very bad connection and my rate was just raised.

Ticket: # 1406189 - Comcast/Xfinity Complaint**Date:** 1/19/2017 5:48:58 PM**City/State/Zip:** Hendersonville, Tennessee 37075**Company Complaining About:** Comcast

Description

We signed up and had Gigabit internet installed in November on 2016. Since that time we have called in repeatedly regarding issues with the speeds being terribly low. My husband and I work in Networking for a living and know that our devices are not the issue. We have had multiple technicians to the home who have not checked the root of the issue as outlined by numerous technical support representatives based on the results of the lines into our home. Connecting customer built high-end computers by ethernet cable, we are getting barely above 300mbps when we are paying for 1000mbps speeds. We have 5 devices that are plugged in and speed tests when none are connected are showing 300mbps and below speeds. Every time we call it is a run around and excuse and the technicians never address the ticket issue for which they are sent out. We are also constantly being charged a fee for these service issues that are never resolved. They are advertising gigabit speeds and while it is expected to get slightly less than 1gbps, getting less than their standard high speed package is not acceptable.

Ticket: # 1406386 - Less than Advertised Speed

Date: 1/19/2017 6:51:34 PM

City/State/Zip: Larned, Kansas 67550

Company Complaining About: Golden Belt Telephone Company / Nextech Wireless

Description

I have two wireless connections with GBTA (golden belt telephone) out of la cross Kansas. I signed a contract for two 6/1mb download/upload connections. Both worked fine when they first upgraded, too their new tech that they put in place about a year ago. the years before this i had a 3/1 with them using different tech it worked fine. over the last four months the network connection speeds have decreased and have gotten worse. I have contacted GTBA even sent them my speedtest.net logs over the last two months. they acknowledged the problem and I was told they plan to upgrade their network within a few months so I requested a price reduction in my bill until they fixed the speed problems. I am paying a premium for a bit faster speed over their base plan and i am not even getting those speeds. almost five months after the problems began, till no fixes to their network and the speed problems are getting to the point i can not even use my internet. I have no other choice of ISP.

Ticket: # 1406722 - Internet speed reduction after being told I was receiving an faster speed.

Date: 1/19/2017 10:13:30 PM

City/State/Zip: Los Angeles, California 90036

Company Complaining About: Spectrum

Description

On Monday, Jan 16, 2017, I spoke with Brandon in the retention dept of Spectrum Cable. During that call, I was told that I would be given a faster internet speed and would be sent a new modem to handle the internet speed and my phone service. The only reduction in service that I was to receive was eliminating the sports package. Today, Jan. 19, 2017, I received the new modem and, after connecting it, I lost both internet and phone service -- the modem configuration in my home has my phone modem under the house and my internet modem in my office ... the phone/internet all-in-one modem does not work in my set-up. I mentioned that to Brandon, but he said it would not matter. I did manage to get the set-up configured with the help of several Spectrum Tech advisors on the phone and after about 2 1/2 hours on my end. At that point, the last tech advisor wanted to verify that my old internet modem (which we reconnected) would handle my internet speed. Upon researching it, he saw that my internet speed had been reduced from 200 mbs to 100 mbs. I asked to speak with the retention dept, as the reason I was told that I was sent the new modem was because my internet speed was made faster and that I needed it to be current. THAT, clearly, is not what happened. I was on hold for over 15 minutes waiting to be connected. The customer service representative in the retention dept admitted that my service had been reduced from 200 mbs to 100 mbs and put me on hold to see why. When she came back, she said that Spectrum no longer offered 200mbs ... that it was either 100mbs or 300 mbs and, if I wanted the 300 mbs, I would have to pay \$35/month more to have it. I said that was unacceptable, as I was informed that my internet speed had been increased, hence their sending me the new modem ... and that I had never requested a slower speed. I asked to be put back to the 200mbs and that if that was not possible, rather than reducing my service (especially as I was paying the same amount), they should increase it to whatever service they have that is closest to the 200mbs. She said they would not do that. I asked to speak with a supervisor, and she said one would call me. This is unfair and, yet, has become standard practice of cable carriers. The bait and switch. Telling me that they are going to increase my speed and thus need to send me a new modem. And, then, when I connect the new modem, my old service no longer works with their equipment -- I was still getting the 200mbs with my old modem/equipment ... and then I have to pay more for a speed equal to or greater than what I already had. If I had not changed the equipment, I would still be receiving the faster speed. In addition, they increase fees, with no change in service or reduce services with no financial remuneration. If they are going to take away a service they offer, then they must offer a fair and reasonable substitution or reduction in price. But using deceptive means to take away service that I was had is unacceptable and should not be allowed. If they can not return me back to my 200mbs speed, then I want them to offer me the 300mbs at the current price I am paying.

[Ticket: # 1406858 - RE: Frontier Communications Victorville CA](#)

Date: 1/20/2017 12:43:00 AM

City/State/Zip: Victorville, California 92392

Company Complaining About: Frontier Communications

Description

Since Frontier bought out Verizon in our area: FIOS internet has been slower than advertised and sporadic. I have called Frontier 7 times on this issue and they refuse to send technician to remedy problem in person.

[Ticket: # 1406928 - Internet problems](#)

Date: 1/20/2017 4:57:14 AM

City/State/Zip: Crane, Texas 79731

Company Complaining About: Netwest Online

Description

Having trouble with netwest online Odessa TX. I feel my service may be getting throttled down. They keep saying to restart router each time but service continues the same for a couple months now. Service is spotty if that. Plays for a couple sec maybe 5 tops then stops and has to load for a bit. Does it constantly. Wondering if it could be looked at?

Ticket: # 1406996 - NO INTERNET CONNECTION

Date: 1/20/2017 9:28:46 AM

City/State/Zip: Houston, Texas 77045

Company Complaining About: MetroPCS

Description

There is no mobile internet connection in the area of (b) (6), Houston TX 77045. This issue has been ongoing since last year. We've had several business reps at our home who couldn't access their internet for business purposes. Our household is comprised of different mobile networks and none of us can access the internet while in this area.

Ticket: # 1407195 - Centrylink internet

Date: 1/20/2017 11:40:04 AM

City/State/Zip: Star, Idaho 83669

Company Complaining About: Centurylink

Description

(b) (6)

[Ticket: # 1407210 - Very slow internet speeds](#)

Date: 1/20/2017 11:46:17 AM

City/State/Zip: Dublin, New Hampshire 03444

Company Complaining About: Fairpoint

Description

Since August, have repeatedly called Fairpoint about slow and inconsistent internet speeds. Their technicians have told me that the sub station is incapable of providing the speed for which I am paying. They have promised action but I am not getting a response. This is my last ditch effort for them to take this seriously. Thank you VERY MUCH for your help.

Ticket: # 1408276 - Comcast Internet Service**Date:** 1/20/2017 5:32:37 PM**City/State/Zip:** Bluffdale, Utah 84065**Company Complaining About:** Comcast

Description

We live in a growing neighborhood and approximately a year ago spent month's arguing with Comcast (*who is the only internet provider in our new development) that they needed to address the lack of services provided. We have been paying for 105 mbps but rarely get those speeds. Last year, Comcast did not address or fix the problem until several people in our neighborhood had to file similar complaints to get them to respond. They had finally admitted their routing/control boxes throughout the neighborhood were not equipped to handle the usage capacity of all our new neighbors. In the last few months, we have had the same issue arising. Our internet speeds have ranged from 3.3-28.7 mbps since September (we have pictures of our speed tests if needed). I have contacted Comcast several times, 4 times sitting on hold for so long that I had to terminate the calls without ever talking to someone. Most recently, I spoke with a representative (Kevin) who had me reset my router and modem, ran speed tests and confirmed their service was extremely slow. He said he was sending technicians out to check their boxes and address as needed. However, their tech showed up at our house, told my children they only had a work order for my house, not addressing the actual issue and because we were not 1. planning on them being at our house and 2. home to even speak with them, instead left and told my children they weren't helping us and we would have to call back and start over. ***So nothing has been recognized or addressed by Comcast regarding their service boxes or their equipment being over capacity for the continual growth in our area.

Furthermore, there is a network engineer who lives in the area that ran tests (Traceroute tests from the respective home networks to Comcasts own websites (www.xfinity.com) with me to try to identify commonalities in latency and where the bottleneck might be. On the 2nd and 3rd hops after leaving the home routers, there was a consistent RTT of 20-30 ms routing through Comcasts.

We need to have our lack of services paid for addressed and

Ticket: # 1408375 - Internet Speed Much Slower Than Contracted

Date: 1/20/2017 6:00:48 PM

City/State/Zip: Atlanta, Georgia 30363

Company Complaining About: Comcast

Description

Contracted onto a Comcast plan which promises 300 Mbps of speed and only ever receive around 10% of that, i.e., ~30 Mbps. Have tried multiple times to resolve the issue with them directly, but they have failed to do anything after hours of uselessly shuffling us between their various departments.

Ticket: # 1408516 - Century Link Delivering Bandwidth Exhausted Internet With No Plan to Replace it

Date: 1/20/2017 7:17:44 PM

City/State/Zip: Olympia, Washington 98502

Company Complaining About: Centurylink

Description

Since around December 25th of 2016, I have been experiencing extreme network latency that is in the range of 3000-4000ms when pinging Google DNS servers at 8.8.8.8. Internet service at my house is currently sporadic at best and the speed is (almost) slower than dial-up every was.

I had a field technician from Century Link scheduled to come to my house today who called me, said he was in my neighborhood, had tested the lines, and that they are "clean" but, "everyone in my area is experiencing the same latency from bandwidth exhaustion" I asked what can be done; "until they run fiber, this is how it's going to be"

I have complained before about my Internet speed to the FCC and it has gotten worse since then as more devices are added to the Century Link network in my area. I cannot VPN into work with this terrible service, I live down a 500ft driveway and Comcast wants to charge me \$2,500.00 to run cable. I ask myself; "what am I paying Century Link for?" They do not and cannot provide the speeds they advertise and they cannot support the infrastructure they deliver their product on.

Now that Internet has become more of a utility than a luxury, I feel as if many in the last mile are being taken advantage of as ISP's focus on densely populated areas to deliver real high speed Internet while placating the rest of us and charging the same monthly fee for diminishing service. I want my money back.

[Ticket: # 1408733 - Frontier lack of internet access](#)

Date: 1/20/2017 11:39:45 PM

City/State/Zip: Long Beach, California 90808

Company Complaining About: Frontier Communications

Description

Frontier is failing to provide acceptable ISP service to its customers in Long beach, CA. Several neighbors have tried to have Frontier provide the internet service we are being charged for. Frontier personnel have given us different explanations and are not fixing the problem.

[Ticket: # 1408861 - Internet service rip off](#)

Date: 1/21/2017 8:18:13 AM

City/State/Zip: Imlay City, Michigan 48444

Company Complaining About: Air Advantage

Description

Air Advantantage based in Frankenmuth Michigan continues to take our money monthly while the service they provide is severely inoperable. Either they have too many people on the tower or their equipment/antennae is not working. Every time we call to complain they deny there is a problem. This service is the only one offered in the region. They will not come out to test their equipment. They always say, "We show everything is working fine. 9 out of 10 times we get online we must perform a reset on their antennae system, and when we finally get on line it is slower than dial up. They are not providing us with the amount of speed they are advertising and we are paying for.

Ticket: # 1408888 - Inferrer Service**Date:** 1/21/2017 9:45:47 AM**City/State/Zip:** Palmetto, Florida 34221**Company Complaining About:** Bright House

Description

I had 200 mbps service through Brighthouse cable company in Palmetto Fl. back in 2013. They were bought out by Spectrum recently. So of course service changes and different sales promotions. I asked to have another cable TV box and upgraded to 300 mbps. I had a Echo system in my son's room which has a Ethernet port for online gaming and Wifi booster for the back section of the house. When the service man came out yesterday and switched my service. That's where the lies started. Now that everything is hooked up my download speeds have dropped to 12.72 mbps download and 22.69 upload speed. I'm paying for 300 mbps. Now my Echo system does not work (their equipment) the service man said now that Spectrum took over this is no longer a offered service. But when I talked to the sales person on the phone he said yes it will no problem. The download and upload speeds he said as long as I'm wired and not Wifi I would get the 300 mbps. Well I'm not. I talked to another sales person last night and he said that it is not their problem the signal is not coming through as strong as they said it would and that I'm paying for, he also said we just sell you the service we don't promise or guarantee you will get those downloads and uploads in your home. I do not understand. It is there coaxial cables. their router, their modem, their echo system, it is all their equipment but they can not guarantee any of it. Sounds like a rip off to me. If they offer a service and provide "ALL THE EQUIPMENT". How can they not guarantee it. Is there anything you can do to help me.

[Ticket: # 1408896 - Internet provider](#)

Date: 1/21/2017 10:14:41 AM

City/State/Zip: Lavonia, Georgia 30553

Company Complaining About: Windstream Communications

Description

(b) (6)

Ticket: # 1409158 - Internet speeds are not what I'm paying for

Date: 1/21/2017 3:38:46 PM

City/State/Zip: Huntington Beach, California 92649

Company Complaining About: Frontier Communications

Description

I have FIOS through Frontier (formerly Verizon), and I pay for a 25/25 internet package. I have been having problems over the past month with slow speeds and low bandwidth on my connection, and I have contacted Frontier and had them reset everything. When this was done, the problem was fixed for a couple of days.

Today I am having the same problems, and I did a speed check of my service - I am getting 9.8/5.4 instead of 25/25.

I am not getting what I'm paying for.

[Ticket: # 1409425 - Consistent packet loss / signal loss without resolution - inability to provide listed services / paid services as such](#)

Date: 1/21/2017 5:02:34 PM

City/State/Zip: Brandon, Mississippi 39042

Company Complaining About: Comcast

Description

Several months ago, I got a call with an offer to upgrade service. Long story short, did that, there were issues, misrepresentation, got that squared away, is what it is. I only reference that for sake of having a starting point, as my real issue started around the same exact time (maybe within a few days).

Since then, I've been having the following issues:

1. Intermittent packet loss that typically ends up being about 4% outgoing only packet loss. The highest it has been is around 8%-9%, the lowest is about 2%. Average is within the 4%-5% range, and while intermittent, it's consistent. To put that in context, I'm a gamer, among other things I do online - every 10 minutes or so, I'll have a spike for a few seconds, and it will go back to normal. If you're familiar with Overwatch, there's an actual indicator for packet loss and connection instability - the packet loss indicator was never there before the upgrade, and hasn't vanished since. This has happened across multiple platforms (PS4 & PC, wired & wireless, different games / servers, as well as hindering remote access sessions I utilize for work), which rules out that as a commonality.
2. Over the past three - four weeks, the issue has progressed from being upstream only to downstream loss as well. This causes full connectivity loss, but does not cause the gateway to restart. I've also noticed that this causes issues with my actual cable as well.
3. Over the past few months, I've noticed a very steady decline in my speed. Currently, I'm sitting at about 35 - 40 down, of the 150 I'm subscribed to (wired and wireless).
4. I have had, to date, at least five, I think actually six techs out. I've been told that I have no choice but to have another one come out, since the last one was out in November (though he successfully narrowed down the issue to the node or the main line, so I don't understand why that information wasn't conveyed). The last communication I had with the tech that came out in November was "So I see an underground line replacement in for a resolution meaning they are setting a job up with our bury crew to replace a stretch of our main line", and since then he's been trying to get information on when that's going to take place, but has been unsuccessful ("The unfortunate part is I'm a tech and they don't have to reply to me so I'll have to get my supervisor to get his manager to ask"). [[Mind you, that particular tech has been excellent, but he can only do what he can do. As can you, and I understand that fully.]]

This is where I'm at currently, and I honestly don't know what else to do. I let Chat talk me into setting up another tech appointment, but I know that won't do any good whatsoever (and honestly, am likely going to cancel it in the morning, unless you suggest otherwise). I am in IT - I know issues take time to resolve. I can deal with some packet loss as long as I know the issue is actively being worked on.

My main issue is, though, I have no indication of that. No one at 1-800 or Live Chat seems to know anything about the above-mentioned main line replacement, so I can't even verify with them that it's going to take place.

I have tried numerous times to get this resolved through Comcast, to no avail. I have done my due diligence. With these issues, however, Comcast is unable to appropriately provide the service that is being paid for.

Ticket: # 1409432 - Real Broadband Internet Service for Rural Areas. Availability & speed

Date: 1/21/2017 5:05:05 PM

City/State/Zip: Franklinton, Louisiana 70438

Company Complaining About: Reach4 Communications

Description

This complaint is not aimed at any one service provider, but rather an attempt to find some help pertaining to service that is not available to certain consumers by their address. We have contacted all the providers who basically adhere to the same resolution, which is that certain areas are not feasible for them to run hard wired internet to these locations because they don't have a large enough customer base per square mile. This dramatically limits options for consumers and creates a monopoly by these providers. Local officials reply that they only get X amount of funds both federally & state provided to assist with running wired internet to these locales.

Providers seem to feel is not economically feasible to offer high speed broadband internet service through in line (ground or power line) service to these type rural areas. Some of these areas are close to metropolis's by just a few miles. These consumers are forced to use satellite, radio comm; wireless; etc; which are expensive, unreliable, and offer much less bandwidth than in ground services such as DSL, Cable, or Fiber Optics. Furthermore the providers have data limits which are 30 yrs behind the times.

These limitations put consumers who reside outside rural towns in a "far behind" category with options that could & should be available to them.

We have already attended town hall meetings, council meetings, contacted state Sen. Beth Mizell, and the Gov. of Louisiana office. Many replies are basically the same, when we even get a reply & that it's up to the providers to discern where they run the wires an which locations are "left out".

We have (2) home based businesses which rely on internet service to operate and are restricted to a speed of .08mbps (Slow as dial-up)and the service provider company advertises on their website a speed of 10mbps is being sent out. We have all the updated equipment to nullify the idea that the speed is being lost locally. It is not, the provider is either over loaded with customers for their equipment or they have out dated equipment.

As I stated at the top of this description is that our provider is at no fault and is not the reason for this letter. This letter is a desperate attempt to find some agency who can provide information on when the FCC or some other agency that will get involved in the issue of providing funding so that service to all areas of the United States who are reasonably close enough to the grid that running wired service won't be so difficult to attain.

We are just one family in a ocean of consumers that have the same identical problem, maybe this is a question for President Trump, but we need help since we have been contacting officials for more than 10 years on the matter with no results.

One provider AT&T, has DSL service offered less than a mile from our home, nut it turns and follows a highway and leaves our community out. We are forced to pay \$103 a month for 0.08mbps, while just down the road the service is 66.2mbps for unlimited data plans that are \$30 a month.

So, it is not hard to understand the frustration of the left out consumers in these communities.

If you can just direct me to the agency or person to contact who can give oversight on this subject, so the citizens of our area can at least begin to hope for some resolution of this extremely important

matter. There is many families who want the service to bring the fast changing technologies of the future to their households.

(b) (6) [REDACTED]

[REDACTED]

Franklinton, La. 70438

Owner/Operator of 3D Blueberry Farm

Owner/Operator of WildPig Master

[Ticket: # 1409536 - Unacceptable Frontier Communications Broad Band Internet Service](#)

Date: 1/21/2017 6:59:10 PM

City/State/Zip: Clear Lake, Minnesota 55319

Company Complaining About: Frontier Communications

Description

Please see attached letter concerning my issue.

[Ticket: # 1409633 - Getting terrible Packetloss and inconsistent speeds](#)

Date: 1/21/2017 8:40:56 PM

City/State/Zip: Atlantic City, New Jersey 08401

Company Complaining About: Comcast

Description

Been getting terrible packetloss and inconsistent speeds this whole week and comcast has done nothing. I pay for the blast! package which i should be getting 150 down / 10 up but, instead i'm getting 5-10 download and 6 upload.

[Ticket: # 1409658 - Slowed down my speed](#)

Date: 1/21/2017 9:25:29 PM

City/State/Zip: Huntsville, Alabama 35806

Company Complaining About: Mediacom

Description

I signed up with Mediacom for Internet and phone. I was given a price of 61 dollars and an additional 10 dollars for a higher speed of 100 mbs. I initially did receive the speed on a external IP of 100 or a little more mega per second. However, I was later switched to another External IP and my speed was lowered to about 60-70 mbs. and the company will not increase my speed and the will not put me back on the faster network and they will not decrease my bill by 10 dollars if I decrease my speed to 60 mbs. I have attached the Speedtest results. and you will see the varying external IP corresponding with the varying speeds. The 173. Is the faster IP and the 50. Is the slower IP. Bait and switch.

Ticket: # 1409680 - unbearable internet speed, current speeds are nowhere near of what we should be getting.

Date: 1/21/2017 9:50:43 PM

City/State/Zip: Mcclure, Pennsylvania 17841

Company Complaining About: Verizon

Description

Me and my family have been having internet issues for a very long time now. At first it was a very high ping. The ping was around 300-400. That has been going on for over a year now. The internet speed has been awful for about 2-3 months now. the last time I ran a internet speed test it was around .33Mbps download and .33Mbps upload speed. We currently pay for 3Mbps download and 1Mbps upload. i have tried contacting them several times. non of which have solved the issue. They have sent out technicians, sent us new routers and basically either say our lines are to bad, or there's an outage. Even when Verizon calls back to tell us the outage has been fixed, the problem is still there. If this complaint is followed up on id be more then happy to provide pictures of conversations, past speed test and more.

Ticket: # 1409681 - Cable One business practices

Date: 1/21/2017 9:56:03 PM

City/State/Zip: Boise, Idaho 83713

Company Complaining About: Cable One

Description

Internet speeds are never even close to what is advertised and paid for. Constant internet outages. Added very low data caps without warning to accounts that previously had unlimited data and will automatically put you into a more expensive plan if data caps are exceeded by any amount. Data caps that are restrictive to normal modern internet use and are solely meant to force you to pay for more expensive Cable/Internet bundle package. Monopolistic business practices that are very harmful to consumers and businesses alike. The equipment (modems) they rent to account holders are often not in fair working condition, need to be constantly reset or unplugged. Dishonest in their communication with customers. Only exist due to a lack of competition. It's pathetic that you can get better internet in the slums of Eastern Europe than in The United States. What a national embarrassment that the FCC allows and actively supports these extremely harmful yet common practices.

Ticket: # 1409691 - Paying for 200 Mbps internet, barley getting 1/4 of that speed

Date: 1/21/2017 10:04:54 PM

City/State/Zip: Austin, Texas 78753

Company Complaining About: Time Warner

Description

Currently have Time Warner Cable (Spectrum) as my internet provider. The issue with them is I am getting slower speeds than advertised. I had 100 Mbps internet and was only getting 25 Mbps, upgraded 200 and now I'm getting ~55 Mbps. I have contacted TWC in the past about this issue and nothing gets resolved. I feel that this is very misleading product and a bait-and-switch tactic that TWC is doing.

Ticket: # 1409716 - Unreliable internet(spectrum)

Date: 1/21/2017 10:34:49 PM

City/State/Zip: Kyle, Texas 78640

Company Complaining About: Time Warner

Description

My internet keeps going down for no reason. I have a 200 mbs plan that went from \$45 to \$60.40 when Spectrum took over TWC and its more unreliable than ever. This is my 2nd complaint. I'm at my wits end.

Ticket: # 1409725 - Poor service from internet service provider

Date: 1/21/2017 10:58:25 PM

City/State/Zip: Alabama, Alabama 36319

Company Complaining About: Centurylink

Description

I have been with CenturyLink for the past 12 years. The entire time I have had their internet service it has been subpar. I live in a rural community and the service is supposed to be 768 K. When conducting speed tests, the maximum download speed is generally 350-400K, and upload speed 1/2 of that. The best offer they have made is to take \$5 off monthly bill, with no estimated time of fixing/improving. It is unacceptable to be paying \$54/month for a service that is nonexistent. In fact, to even send this email, I am using my work laptop with an air card just to have service.

Ticket: # 1409854 - High Speed Internet**Date:** 1/22/2017 2:56:02 AM**City/State/Zip:** Dallas Center, Iowa 50063**Company Complaining About:** Centurylink

Description

We live in a rural area less than a mile from city limits. There are approximately 20+ homes within a mile radius. Our current DSL speed at its high is 1.5M. Internet providers are given tax incentives and other payments for providing high speed internet to less populated areas. How can 1.5M be considered high speed considering we now have 1G speeds? There are people not too far away from us who have 20M, 50M, or even 100M available to them. We have contacted CenturyLink numerous times and each time, we get the run around. No one can, or will, tell us of any future plans of updating internet service in our area. We've been told that it's up to the city where we live, and they determine the plan. Then, when we contact the city, they know nothing about this, and turn it back to CenturyLink. When we approach CenturyLink again, we're told that the plan is not available in our area. We are paying more money per month for 1.5M than people a mile away are paying for 20M or higher.

This has been going on for over four years. No one at CenturyLink will give us a straight answer, and they say that 1.5M is high speed internet still, and that we are getting a low price, even though 20M plus is currently now available for half of what we are paying from the same company! This disparity is too large. We are contacting you to see if there is some action that we can take to correct this unfairness. Can the FCC readjust the threshold of what is considered "high speed internet" since 1.5M is NOT, in 2017, high speed? And force companies like CenturyLink, who take the tax advantages, to truly provide high speed internet to less populated areas. Can the FCC force companies like CenturyLink to treat their customers with fairness and equality for the services that they purchase, and require them to bring all customers up to 20M instead of continually increasing services in one concentrated area, especially since they are receiving tax incentives to provide this service? For example, provide at a minimum in rural areas, 10M for ALL Century Link customers before 1G is available to a metro area. It just seems at some point those of us on the edge of being rural or even rural areas should at some time see internet speeds increase to keep up. As more devices become internet capable it is difficult to impossible to take advantage of these devices with 1.5M speeds.

[Ticket: # 1409903 - Internet](#)

Date: 1/22/2017 8:32:40 AM

City/State/Zip: Holland, Michigan 49424

Company Complaining About: Bloom

Description

My apartment Internet is horrible. Always goes out, never get the speed I pay for.

[Ticket: # 1410048 - T-mobile throttled speeds](#)

Date: 1/22/2017 1:40:46 PM

City/State/Zip: Hillsdale, New Jersey 07642-2209

Company Complaining About: T Mobile

Description

I have used all my high speed data with tmobile so they have slowed me to 128mbs which is to slow to stream video content, i can't even load images that go with the new your times articles. I understand a why i am being throttled but 128mbs is unacceptable. we live in a modern world i should be able to recieve faster than dial up speeds even when throttled.

Ticket: # 1410203 - No Internet Speed - Customer since August 2012

Date: 1/22/2017 5:33:57 PM

City/State/Zip: Philadelphia, Pennsylvania 19115

Company Complaining About: Comcast

Description

My dad has been a comcast customer since August 2012 and I have helped him call customer service to complain about internet speeds many, many times in the 4.5 years since we've had comcast as our internet service provider. Until November of 2016, we were on a plan that offered 50mbps. After several months (maybe a year) of comcast giving me excuses for why my dad was not getting the advertised speeds (I think I was getting 6-7mbps at the time and was told that neighbors using internet at the same time, time of day, etc.) were the reasons for the low speeds. Finally in November, a customer service rep offered to send a technician out to check what the issue was and to upgrade him to the 100mbps plan. The technician came and found a wire that was not grounded and also told us that our modem would not support the higher speeds. He replaced our modem with one that supports higher speeds, grounded the outside wire and we had good service again (getting about 60mbps in most of the house when we were promised 100) for a few days. The past few weeks, the internet speed was again deteriorating (while his bill kept increasing with increased broadcast tv charges, modem rent, etc!). Today I called again due to frustration that he was getting 15-18mbps (again when we are being promised 100mbps...) and the initial agent that I had the opportunity to talk to offered to have internet services troubleshoot my modem before crediting my bill for lack of proper service. During the call, they troubleshot the modem and we were back to getting around 60-70 mbps in most of the house again. However when I was transferred back to billing, the agent that I spoke to (different from the first) was very rude... When I told her what the previous agent had told me (that my dad would be issued a credit for being provided with less than a fifth of the speeds that my dad is paying for) she told me that she could only issue a credit for a few days. I was credited back for a week's worth of internet. I am done fighting about the billing issue for this month but I have a big problem with such a big ISP going around advertising speeds of 100mbps, etc when us current customers are still barely getting a fifth of the promised speeds on a regular basis. My parents are working full time jobs (as am I) and none of us have time to be calling customer service every month to complain about our wireless speeds only to have them have us reset our modem each time. The other option is having them send a technician to our house which is good for getting problems resolved quickly unless (like in the case of comcast) the time spent waiting for the technician to come and work on our modems, wires, etc. is wasted because the problem comes back within 2 weeks of the appointment. We have been dealing with comcast and their lies for the past 4.5 years. We can't have ISPs going around advertising high speeds and then ignoring the customers issues when we complain about not getting the advertised speeds! I have included my dad's account number below (I list my relationship to company as other since he is the account holder) since I am filing on his behalf.

Ticket: # 1410258 - HughesNet

Date: 1/22/2017 6:32:32 PM

City/State/Zip: Old Town, Florida 32680

Company Complaining About: Hughes Net

Description

I am writing to file a complaint against HughesNet for not allowing me to get out of my contract without having to pay a penalty. I have NUMEROUS times called them to file a complaint with them about not receiving the speed I was promised when I signed up. I have three ticket numbers so far and my own personal documents showing the lack of speed I am receiving. T002366, #102265458 and 102374728 which was with the technical floor supervisor Ian Jacobs. I told him I wanted out of my contract because of the lack of service they have been providing me. He put me on hold and told me the issue to my home was coming from their home office and that there was indeed an issue with my service and that there was no estimated time of being restored, yet when I told him I wanted out of my contract he said I had 14 months left and had to pay \$280. I told him no way! They have not been able to provide the service they said I would get when I signed up and he said the best he could do was give me credit for the month \$71.48 and he would meet me half way on the fee for cancelling my service. I told him NO way, that was totally unacceptable since they had not provided me with the service I was promised. So I hung up not cancelling and instead told him I would be filing a complaint with the BBB and the FCC. I have even had an installer come back out on a trouble ticket and change out all their equipment and told me he would follow up with me within the week. Of course, he did not follow up. Nor did the service improve! Each time I call to file a complaint I am on the phone for at least 45 minutes going over the same thing we go over each and every time I call! Still my service NEVER improves. I want to file a formal complaint that I have not gotten the service I was promised not even for a day yet they want ME to pay them to cancel my contract. Please help me in this issue. Thank you for your time.

Ticket: # 1410383 - Poor service

Date: 1/22/2017 9:28:00 PM

City/State/Zip: Roanoke, Virginia 24018

Company Complaining About: Cox

Description

Greetings,

I'm filing a complaint against Cox Communications Roanoke. We pay close to 100 dollars a month for high speed internet, with an advertised speed of 150mbps...repeated speed tests, the best I have gotten is the low 30s late at night. Usually it is in the mid teens...

I also wonder if this is purposeful as we dropped their TV service due to ever increasing rates...

On top of that we recently moved and they insisted that we needed "professional" installation. Two separate CSAs stated that our new address hadn't had service in eight years...we schedule the service and they never show...we call frustrated and third CSA tells us not only did the prior owner of our house have Cox service, but that likely I could plug in my modem and they could start service immediately...which is what happened...to add insult to injury we later received a bill for the service call they never showed for. After much frustration they abated the bill, but honestly!

So to my question and issue, are they purposely slowing my internet so I can't stream the new services replacing cable TV. How can I be sure they aren't doing this? We have the same service pack as our prior residence and are getting less utility...EVEN with brand new Apple routers in my new residence...really hope you take a hard look at Cox, especially since they have the Roanoke market largely cornered!

Ticket: # 1410541 - Slow and not providing internet speed that was/ is being paid for.

Date: 1/23/2017 1:29:31 AM

City/State/Zip: Willard, Utah 84340

Company Complaining About: Rise Broadband

Description

Called multiple times and this is the evening average in south Willard UTAH. I currently pay for 15mbps this is a rip off. Have Calle day multiple times about lagging service in evenings.

[Ticket: # 1410579 - Service provided is below billed speed](#)

Date: 1/23/2017 3:02:07 AM

City/State/Zip: Lexington, North Carolina 27292

Company Complaining About: Windstream Communications

Description

I am subscribed to a DSL line from Windstream Lexcom Comm 336 746-4683 for 3 MB connection. I have checked my speed over the last several months and it has never exceeded 1.2 MB. I pay \$48/month for this service and feel I am being defrauded by Windstream. Can you help?

Ticket: # 1410589 - Internet is lower than Dial Up.

Date: 1/23/2017 3:33:49 AM

City/State/Zip: Ontario, California 91761

Company Complaining About: Frontier Communications

Description

We had paid service for Verizon and Verizon sold us to Frontier. Our speeds are supposed to be of 5 MBps. However our highest speed that we have gotten on the past 6-10 months is of 1200Kbps. We are charged \$59.99 a month for this contract, which is not offered anywhere in their website or promotions which we get by mail. In turn we get to pay more for a whole lot less. Various attempts have been made to contact them and solve the problem and every time we are told that there is nothing else they can do, and if we don't like it, we can cancel our plan. Which other companies won't even let us talk business because they insist that it's a Frontier only zone.

[Ticket: # 1410908 - ATT Data](#)

Date: 1/23/2017 11:57:41 AM

City/State/Zip: Houston, Texas 77017

Company Complaining About: AT&T

Description

Att not only has slowed my data but rewired me to get a bigger data package to compensate for my data usage. I had to go from 6gb to 25 gb to support my bussines and personal needs. My wife has unlimited data and the have raised her rates 10 dollars and 2 years. Why isnt anyone doing anything about this while we all get ripped off millions.

Ticket: # 1411038 - Centurylink

Date: 1/23/2017 12:33:13 PM

City/State/Zip: Headland, Alabama 36345

Company Complaining About: Centurylink

Description

Centurylink has a monopoly on service for rural areas, such as ours (southeastern Alabama) and they charge for high speed internet while providing service that is too slow to even run streaming services such as Netflix. They flat out state that they will do nothing to fix the issue when you report it to them. They should be fined for lying about internet speed and charging for fast internet while providing services that are barely faster than dial up. And they should be forced to make the repairs/additions necessary to make their service truly high speed. We are no longer customers. We moved and when we tried to get service with them, they took forever to come out and never installed service properly so it never worked at our new house. They do manage to harass us monthly for bills we do not owe though.

Ticket: # 1411063 - Frontier DSL Internet

Date: 1/23/2017 12:39:40 PM

City/State/Zip: Daniels, West Virginia 25832

Company Complaining About: Frontier Communications

Description

Frontier is not providing the level of internet service they have promised. Frontier has cancelled 2 appointments to come out and fix the internet service. They are now saying they are overbooked and do not have enough technicians. Their service is so bad they cannot keep up with the complaints and repairs.

Ticket: # 1411115 - Complaint against cox cable**Date:** 1/23/2017 12:56:26 PM**City/State/Zip:** Newberry, Florida 32669**Company Complaining About:** Cox

Description

I am a disabled woman, hired cox cable to install tv, internet/wifi, home phone bundle. They came out and the people they sent tore up my grass with their trucks, were not careful as I explained about the dogs, which due to them leaving my door open as they worked, I had trouble keeping them inside, they did not clean up after themselves, left attic insulation, which is still hanging out the attic hatch, cut wires which my grandson choked on, I saved what came up when we heimliched him, they didn't put cover plates on the wires they installed leaving wires hanging out, left wires all over the floor, moved stuff around without asking or securing them which broke a painting that fell because of it, then that hit a vase with a lid I have and it fell over and broke, I am paying for 50megs of wifi but I am only getting between 15 to 20 megs. It took them about 2 weeks to finally fix the installation, on one of the visits I open the door to have 3 guys standing there and I look down at my porch chair and a large wad of spit was dripping down the chair leg, when two feet to the right was grass he could have spit on, I asked who did that? And they say oh I'm so sorry. But that was it. Disgusting. Then they had to go in the closet for some reason and pulled everything out of it, put it on my bed dirtying my clean sheets, plus the stuff was heavy and couldn't move it, they installed stuff and left their trash everywhere. I complained to cox cable and a supervisor said she was appalled at all this, and took pictures of all and saved the piece of wire my grandson choked on. She said she would credit 2 months service for all the trouble and since installation a still haven't had the speed I am paying a very high price for. I am disabled and right now I have a surgical knee, can barely walk, have 4 herniated discs in my back, so this unprofessional treatment, was very damaging to me as far as my pain, stress and aggravation. I just want what was promised to me. I filed escalation as instructed by cox and jumped thru all their protocol hoops to no avail, it's been about three months and no one has called me to clear up the problem. Most recently in Jan 11, 17, I talked to corporate customer service and they said to file another escalation but don't worry at this level they take this very serious and you'll hear from them in 72hours, that was on the 11th, today is the 23rd. Then I spoke with a Shane and he threatened me to sue me, to charge me even more money for a service I'm still not getting, and he refused to do anything to help clear it up. I talked with Stephanie on the 11th, Amy on the 17th, daniel on the 18th and all assured me they would get in touch with who is suppose to be handing this and they will call me in the next day or two. That never happened. Please any help with resolving this issue would be appreciated. They also told me I had free installation but was charged twice for it in some other mistake. They have my bill at some crazy amount over \$400. Thank you, sincerely. (b) (6)

Ticket: # 1411355 - Throttling, slow internet and lack of tv service

Date: 1/23/2017 2:01:06 PM

City/State/Zip: Cortland, Ohio 44410

Company Complaining About: Time Warner

Description

The account holder is (b) (6) and he has internet, phone and tv with Time Warner for 3 years. He has requested that (b) (6) be put on his account as an authorized user but has never been done. His issues are with internet and tv. He is paying for 50 internet speed but only receiving less than 30. He also feels they are throttling his internet since it is so slow. The tv service goes out all the time. Lost picture and no sound. Several techs have come out but can not fix the issues. Now, Time Warner has put a block on him as to when a tech comes out, he is charged for the call. He wants (b) (6) authorized on the account, stop throttling the internet and give him the speed he is paying for, fix the tv services and take the block off the account so he doesn't have to pay for the tech call.

Ticket: # 1411447 - internet highspeed

Date: 1/23/2017 2:30:10 PM

City/State/Zip: Wolcott, New York 14590

Company Complaining About: Hughes Net

Description

hughesnet has not try anything to take care of my highspeed issue but I am paying every month. On tuiiter last friday I wrote to the ask hughesnet , My first text to them they wanted more information in private. 4 nights in a row and nothing back. Months ago with out the highspeed promise ,i was told a service call would cost about 75 dollars, i have a 2 year contract but i am paying my part on the contract , But they are not living up to their side of the contract

[Ticket: # 1411456 - Horrible internet](#)

Date: 1/23/2017 2:32:49 PM

City/State/Zip: Paw Paw, West Virginia 25434

Company Complaining About: Frontier Communications

Description

I have been expressing to frontier telecommunications that I'm having serious problem with my internet. They did address there is an issue and after a week of trying to resolve the issue they quit contacting me plus they never showed for scheduled appointments.

[Ticket: # 1411494 - False Advertising](#)

Date: 1/23/2017 2:44:54 PM

City/State/Zip: Johnson City, Tennessee 37604

Company Complaining About: Comcast

Description

I am paying for internet service advertised and billed as 75 Mbps download speed. I am consistently experiencing service slowdowns to as little as 1.80 Mbps.

[Ticket: # 1411545 - Frontier](#)

Date: 1/23/2017 2:57:55 PM

City/State/Zip: Paw Paw, West Virginia 25434

Company Complaining About: Frontier Communications

Description

Very slow internet speed, constantly times out and freezes, can not watch any kind of video, nothing loads. Very frustrating .

[Ticket: # 1411574 - Internet provides not honoring contract speed or availability](#)

Date: 1/23/2017 3:06:15 PM

City/State/Zip: Long Beach, California 90808

Company Complaining About: Frontier Communications

Description

Since Frontier took over Verizon phone and internet in my area due to a court ruling the service has been awful. The internet is slow or just not working. We are constantly told it is a known problem in our area and will be fixed. Yet it is never fixed. We did not have these problems when Verizon was in control of the system so what happened?

Ticket: # 1411694 - Comcast charges me for a trip, after promise it would be free + service performed? 5 min discussion with a guess

Date: 1/23/2017 3:42:52 PM

City/State/Zip: Rochester, Michigan 48306

Company Complaining About: Comcast

Description

14 year customer and pay my bill every month on-time, in other words - AN EXCELLENT CUSTOMER.

Approx 1 year about our sub-division internet was upgraded. This is where all the trouble started. I upgraded my modem (my own equipment, 14 years it is smarter to buy then rent the modem) to a DOCSYS 3.0 and made sure it was on the COMPATIBILITY list. Didn't work so great. Bought another one. Worked better, but still not experiencing the advertised speeds.

Technician arrives on-site June 2016, does a bunch of stuff. No charge. Service works better, but still not great. I make a follow up call in July. Live with the pain. I make a few other misc calls in the ensuing months. This December, I can't take it anymore.

I call back and this time with tenacious to get to the bottom. I buy another modem. I buy another modem. Working better, but still not getting the advertised speeds. Tech support says, a technician needs to come on-site. I ask the cost? FREE. Sir you have had so much trouble. OK.

Technician comes on-site. Walks through my house with wet shoes on. I am ready. 50' ethernet cable connected to my laptop on my dining room table. I show a speed test. The technician acknowledges the speeds are as advertised. We walk back to the modem to show it is an ARRIS with the blinky lights working. The technician makes a side comment, I haven't had good success with the CISCO wireless router. Ok? Then leaves after maybe 5 mins in my house.

Check my bill. \$50 charge for technician. WHAT!?!%#& She did NOTHING, except walk her muddy boots through my house and GUESS it might be my router.

I call to dispute the charge. It is escalated. Yep, technician deserves \$50. I escalate. I ask for a manager. No need sir, the response will be the same. I demand it to be escalated. This time a Customer Service Manager (Michael ID#CY9)contacts me.

Michael confirms the technician declared it a customer equipment issue, therefore justifying the \$50 + the technician claims she was here for 1.5 hours. WHAT? I immediately ask for her contact info or ID or her manager. Sorry sir, we can't give you that info. What are my options? We can send a technician on-site to determine your issue. NO THANK YOU, SO YOU CAN CHARGE ME AGAIN? No sir, it would be free. Yes, I heard that before. I will make notes in your account. Yes, I heard that before. CIRCLE. I escalate. Sir, I am the top. Are you the president of Comcast? No sir, I am the highest level. No credit. And what about the lies? The technician did NOTHING and did NOTHING for 5 mins, but said 1.5 hours? CIRCLE.

I can't talk to the technician about how she coded my account. I can't talk to the technician's manager. I can't talk to the customer service manager's manager. NO WHERE TO GO.

So, I am paying the \$50 because I simply can't spend anymore time fighting a system that doesn't allow me to discuss my customer experience with a person that has the authority to resolve a customer experience.

FCC HELP!

Help other people to NOT get suckered into paying Comcast \$50 for NOTHING. Thank goodness the charge was \$500!

[Ticket: # 1411851 - Internet speed](#)

Date: 1/23/2017 4:32:24 PM

City/State/Zip: Dixon, California 95620

Company Complaining About: AT&T

Description

They only get 2.3 mbps and they pay \$42/month. They are paying for 5.0 mbps. When she tries to load certain pages she gets an error message that says "kill or wait" after the circle spins for quite a while. She feels she should not be paying as much for the lackluster service. ***CTR375-phone***

Ticket: # 1411852 - Slow internet service

Date: 1/23/2017 4:32:40 PM

City/State/Zip: Clear Lake, Minnesota 55319

Company Complaining About: Frontier Communications

Description

This is the second time I sent this. the first one would not let me attach to the attachment box below. This wont let me attach anything. I tried to attach my letter to Frontier Communications or the 2 letters from Marvin Engel regarding our slow (or drop outs) internet and Marvin's letter regarding what Frontier Communications is advertising.

Ticket: # 1412036 - fraudulent internet service by SuddenLink

Date: 1/23/2017 5:31:21 PM

City/State/Zip: Auburn, California 95602

Company Complaining About: Sudden Link

Description

Suddenlink provides "high-speed" internet in my area and I have been a customer of theirs for 20 months. I have had a number of problems with them, but here are the two most significant ones.

1) Their monthly fees are based on internet speed, but their service NEVER comes close to meeting the promised rate. When contacting Suddenlink, they offer no substantive solutions to this problem and make it impossible to receive a credit for promised speeds which were never delivered.

2) Service has become intermittent (i.e. drops in and out). Numerous service calls didn't resolve the issue. Their technicians indicated they could see the problem on their end (by looking at my connectivity), but never attempted to fix it. Suddenlink refused to credit me for the service problems until service was fixed, but then could never fix the problem. Effectively, my receiving a credit would make it appear in their records as though the problem had been fixed and no further credits would be possible. This Catch-22 allows Suddenlink to never credit their customers for internet service problems, and also never have to fix problems. The only "out" is for the customer is to quit service, and even then customer service will refuse to credit for all the months of poor service.

Ticket: # 1412375 - At&t Uverse

Date: 1/23/2017 8:03:22 PM

City/State/Zip: Snellville, Georgia 30039

Company Complaining About: AT&T

Description

I was sold a service of uverse that was never given. I complained several times or attempted to and the first few reps hung up on me and one threatend to make me pay some over expensive cancellation fees. Then finally someone took my call. 3 separate Technicians came out and could not get the service going. So the last tech gave me the unfortunate news and assured me the service would be canceled but it never was. And after the initial treatment I am afraid to reach out again.

Please help

(b) (6)

optional

Ticket: # 1412761 - Frontier

Date: 1/24/2017 7:12:30 AM

City/State/Zip: Sugarcreek, Ohio 44681

Company Complaining About: Frontier Communications

Description

Extremely poor internet service and have had multiple issues with having service at all. Currently, frontiers solution to the problem was come out to my house and run a new phone line ABOVE GROUND (Approx. 2000')

[Ticket: # 1412900 - Frontier Internet Complaint](#)

Date: 1/24/2017 10:24:34 AM

City/State/Zip: Cromwell, Minnesota 55726

Company Complaining About: Frontier Communications

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1413406 - Speed

Date: 1/24/2017 12:41:07 PM

City/State/Zip: Longview, Texas 75601

Company Complaining About: Cablelynx - Longview Cable Tv

Description

I am under agreement for 100 mbps. I have never found the true speeds close to that. I test frequently on Speedtest through Google. Most of the time the speeds range from 15 to 25mbps. Lately we have days and periods of time where the Speedtest is 1 mbps. Google Longview Cable TV internet and see the reviews and ratings for this company. This is the only high speed provider in the Longview, TX area claiming to have speeds in the 50 to 100 mbps range. We do not get what we pay for with this company. I have spent time with customer support but they read the same script each time. This service is unreliable and does not provide the speeds claimed. Thank you for your time.

[Ticket: # 1413545 - internet speed](#)

Date: 1/24/2017 1:14:52 PM

City/State/Zip: Lebanon, Oregon 97355

Company Complaining About: Centurylink

Description

We upgraded our internet speed to 10 mbps a few months ago. We are still having major problems with upload speeds. This morning I was told "Your purchase speed is 10mbps in download speed and 768kbps upload speed." I was not told this when we increased our speed. No wonder we are still having problems! I feel like we were defrauded by Centurytel! The online chat abruptly ended on their end & I finally disconnected the chat on my end. I got hung up on! This is not ok!

Ticket: # 1413873 - Service & billing

Date: 1/24/2017 2:32:24 PM

City/State/Zip: Glen Ellyn, Illinois 60137-7334

Company Complaining About: Comcast

Description

We were told if we signed up for eco-bill & auto-payment we would receive 10% off the bill bringing our bill back to \$39.99-this was last summer. We then were told after numerous phone calls that was not true. Then we started having issues with our upload/download speed last fall. After 3 visits from Comcast service men & purchasing all new equipment-which Comcast said was the issue. We found out that it was a Comcast problem with their main trunk line going into our neighbor. Their ISSUE effected our entire neighborhood. We had taken time off work, sat numerous hours on the phone-as I am doing right now. I cannot get access to my bills past or present because of their website problems. I believe it is unfair that I cannot request getting my bills mailed - they will charge me when I cannot access them online. There is many complaints about online. I was just told to drive to a Comcast store because they cannot help me online with getting an adjustment for all we have gone through. We were also charged for 2 modem retrieval fee's when we never received or used a Comcast modem. Finally after an hour and a half received a credit for that charge. I want a credit for taking days off work waiting for their people to find out it had nothing to do with us and all the time sitting on the phone - Right know I have been on the phone for over 2 hours.

Ticket: # 1414177 - Re: Ticket No. 1368783

Date: 1/24/2017 3:47:02 PM

City/State/Zip: Bristow, Virginia 20136

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #1405052 "Ticket No. 1368783 "

Your last response to me regarding subject matter states it has been closed and AT&T was to resolve the issue. I don't know what information you have been provided by AT&T, but there has been no resolution made or being attempted by AT&T. I have called 405-302-4390 Mr. Derrick Shaney? of AT&T and left 5 voice messages but he has not returned my call to resolve the issue. I have paid over \$6500 paid since signup and AT&T has confirmed signal at my address is poor due to tower location and they have no plans to put any tower in the near future.

Ticket: # 1414690 - Internet Speed Issues

Date: 1/24/2017 5:54:57 PM

City/State/Zip: Burleson, Texas 76028

Company Complaining About: AT&T

Description

My home in Burleson, Texas only qualifies to receive standard residential ADSL Internet Services. U-verse was unavailable due to the mileage limitation from the closest Central Office (CLLI: FTWOTXBN) and my Internet speed has become so slow that I find myself using my mobile phone's hotspot rather than my home Internet. I subscribed to the highest speed available at my address, 3MB, and over the last few months my speed is consistently 1.14MB. I performed the speed test using a hardwired connection, at various times during the day at www.speedtest.net.

[Ticket: # 1414697 - AT&T complaint](#)

Date: 1/24/2017 5:58:11 PM

City/State/Zip: Belleville, Michigan 48111

Company Complaining About: AT&T

Description

At&t, while being the only offered Internet provider in the area, is not even remotely coming close to the promised speed. We are currently paying for "up to 24 mbps", which I understand the caveat of "up to", but based on a recent speed test outside of peak hours we were only getting around 5 mbps. In attempting to use streaming services, it spends more time buffering than playing, disrupting every 2 seconds or so. We have attempted to contact AT&T regarding this, and their response was essentially "too bad, nothing we can do". On top of which they just increased the monthly rate, for this service they aren't fulfilling.

Ticket: # 1414763 - Paying for specific internet speed and not informed that my equipment was inadequate

Date: 1/24/2017 6:18:43 PM

City/State/Zip: Hackensack, New Jersey 07601

Company Complaining About: Verizon

Description

I have been paying for 75kb/s download and 75kb/s upload speed for over two years now. When I recently spoke with a Verizon technician and a speed test was performed, he told me that I need a different router to obtain these speeds. However, Verizon charged me for the additional speed without informing me of the need for additional equipment to obtain this speed. I spoke to Verizon about crediting my account, but they are unwilling to do so. This is very unethical and poor business practice.

Ticket: # 1414805 - Not supplying adequate service to customers

Date: 1/24/2017 6:42:05 PM

City/State/Zip: Yacolt, Washington 98675

Company Complaining About: Centurylink

Description

We live in Yacolt Wa and have Centurylink for our high speed internet. This service is also provided to most of the town. Centurylink is suppose to be providing a steady "high speed" internet access of 10mbps to us but has failed to do so for the last 5 years. We have numerous "outages" that take place every month and when the internet is suppose to be working it is always less than what we pay for. They will not do anything about fixing it and have been told by just about everyone in town that there is a problem. They are suppose to be providing a service, a utility as ruled on by the FCC and is failing to do so. It would not be hard for them to make this right. Either add servers or update their cables. There really is not anyother service available to our community and many people rely on this service for work. This is not just our experience there is a community forum on facebook for the town that will attest to this and many people in town are looking towards a law suit or other actions. A report was filed with the Attorney general for the state by a resident in town but they wont do anything with out more complaints. The point is Centurylink is making alot of money off of our little town and is not providing the service that they are paid to provide. This needs to be fixed and addressed. Hopefully you guys can help. They are the only Real option for us and are doing nothing to help. This month alone we have had 3+ "outages" and nothing has been fixed. This has been going on to long. If the fcc were to take a poll in town they would find these statements to be accurate. Please help. Thank you.

Ticket: # 1415008 - price increase of Comcast monthly payments

Date: 1/24/2017 8:23:30 PM

City/State/Zip: Ashkum, Illinois 60911

Company Complaining About: Comcast

Description

Because of Comcast phone marketers, I was told I needed their "new and faster modem" for faster internet service. Since my internet was very slow I finally agreed but wanted the service limited to tv and internet...with no phone service. I made that very clear several times..no phone. I received the bill for the "new service" prior to receiving the new modem. It showed where I was getting tv, internet and phone. When the modem arrived, I took the box to our local Comcast office unopened. I was told there that the modem was the same one that I had just gotten a few months prior to replace and extremely old and slow one. I told them I wanted to retain my old plan, the one I had currently been on. They told me I could not for it had been closed, but they did start a new plan (2 years) and it would be the same price or close to it. My old plan had just about ended and would have permitted me to find another carrier, but now I was again stuck in a 2 yr plan with Comcast. Over the last 18 mos of that plan, the price has gone up, I believe twice. Today's bill being the most current increase. They tell me that the basic plan I agreed to has stayed the same, so they did not break their contract. They increase what they are charging on the additional outlets, and an increase in the regional sports fee up to \$5. There was a 3rd change but do not recall what it was for. When people agree to these plans, they are agreeing to a specific price, especially seniors and families on tight budgets. To add insult to injury, that sports fee being charged on all customers is over the top. I do not watch a single sports show but am having to pay a special \$5 fee for it. That is not right. I have about 6 mos to go before this 2 years of hell with Comcast will be done. Comcast is a most unethical company, and people are basically stuck with them. I want so much to find and change carriers. People need these services, but we are often forced to agree with things we do not want and are almost always forced into agreeing to their service for a specified number of months or years. We are forced to continue this service even though Comcast does not stick to the agreed on price, but increases it as they please. That is totally not right. They should have to be held to the originally agreed on price for the total time the person/family has to continue that service "contract". Thank you.

Ticket: # 1415088 - Comcast Internet Speeds**Date:** 1/24/2017 9:16:08 PM**City/State/Zip:** Spring Lake, Michigan 49456**Company Complaining About:** Comcast

Description

For three years I have been battling with Comcast over our Internet speed. For the first year they were charging me for 50Mb yet only delivering 25Mb. They advertise speeds they can not deliver. For the last two years our speeds keep getting worse. Now they charge me for 25Mb yet on a good day only deliver 17Mb. We have had multiple techs out, been through several modems, and yet the problem is still there. Every tech that has come out has said there is nothing they can do because the problem is at the head end. One tech even said that in our area they were at times 200% over capacity. The tach will no longer come out. I have filed many complaints with Comcast and nothing gets done. I'm tired of paying for speeds they know they can not deliver. And yet again today our speed has dropped to 12-14Mb. I'm also in the situation that I can't get any other provider, so they don't need to care. Across the street Charter delivers 75Mb, yet I can't get it because I'm in a protected service area. I also pay twice as much for lower speeds. I want what I pay for.

Ticket: # 1415230 - Less than advertised and unreliable speed.

Date: 1/24/2017 10:45:31 PM

City/State/Zip: Heyburn, Idaho 83336

Company Complaining About: Cable One

Description

Forced to upgrade because of data limits. Advertised package speed is 200 Mbps download speed with 10 Mbps upload speed. The issue is the download speed. Issue has been persistent since December 15th. Talked with their customer support on numerous occasions to no avail. Have had multiple (3) technicians visit and nothing is accomplished other than them telling me it is an issue on the main line not my equipment and they have a technician coming to fix it. I'm late on tracking the data but the average download speed I've received over this period is less than 10 Mbps normally around 5 Mbps which is 1/40th of the advertised speeds. Seems like fraud to me. From this day forward I will record 3 different speed test results everyday and document them. I understand the service will not always reach the 200 Mbps download speed that's advertised but when they only provide 1/40th of the advertised speed there has to be legal ramifications for false advertisement. I'm very willing to explain what I've dealt with over the phone at any time.

Ticket: # 1415278 - Time Warner / Spectrum NOT providing the internet speed I paid for!

Date: 1/24/2017 11:24:50 PM

City/State/Zip: Redondo Beach, California 90278

Company Complaining About: Time Warner

Description

I was billed for and paid for 100 Mbps, but never received over 67 Mbps, and most times received only 30 Mbps. I called Time Warner since 9/2016 regarding this issue, they sent technicians on 2 separate occasions. But this issue was never resolved and is still not resolved. I have received horrible customer service from Time Warner, often hung up on. And on 1/23/17 when I called I was transferred back and forth between customer service and technical support, speaking to 5 different representatives.

Ticket: # 1415326 - Slow internet connection

Date: 1/25/2017 12:06:07 AM

City/State/Zip: Sonora, Kentucky 42776

Company Complaining About: Windstream Communications

Description

I have windstream communications at 2957 Flint Hill Rd Sonora KY, and while I am paying for 3 MBps I am barely getting 2. I am willing to pay for better service but have been repeatedly told by technicians that it is not possible. I am only able to get widstream or I would switch services to a better provider. This is not a possibility. It is pitiful service that we receive here. Please help.

[Ticket: # 1415337 - Cox raising rates and seems to be erroneously raising people's usage](#)

Date: 1/25/2017 12:14:11 AM

City/State/Zip: Council Bluffs, Iowa 51503

Company Complaining About: Cox

Description

They already charge 150\$ for the top tier Internet and want to charge more. When I was paying for the top tier which is supposed to be 300mb download speed I was getting 6. While plugged in with ethernet. 6. Out of 300. And still charged that much every month.

Ticket: # 1415573 - Consolidated Communications - Poor Service and Speed

Date: 1/25/2017 10:36:50 AM

City/State/Zip: Montgomery, Texas 77316

Company Complaining About: Consolidated

Description

Consolidated Communications is the only provider in my area and their customer service and internet speed is atrocious. They are not willing to fix the issue and all of the neighborhood is up in arms as well.

Ticket: # 1416129 - consistently slow internet speeds,possible consumer fraud

Date: 1/25/2017 1:18:31 PM

City/State/Zip: Freehold, New Jersey 07728

Company Complaining About: Verizon

Description

Verison has consistently provided slower than promised internet speeds,as I have been checking them with their speed test ,and also with OOKLA speed test,they have always answered my complaints with suggestions of upgrading,which I have done twice,now I should be getting 75 mbps,and my speed right next to the router(1 foot away)is averaging download of 30-43 mbps,with uploads of 20-25mbps,in my bedroom its worse.I believe they are withholding speed to encourage me to buy a new router or try an force me to keep upgrading,which would be fraud.

Ticket: # 1416907 - Termination Penalty

Date: 1/25/2017 4:27:56 PM

City/State/Zip: Wimberley, Texas 78676

Company Complaining About: Exede Wildblue

Description

I have refused to pay the termination fee with Exede Wildblue satellite internet service because they did not live up to their promised speed. When I opted to contract with Exede Wildblue, the sales representative promised I would never experience any speed lower than 5 MBps. I use the internet for my freelance dissertation editing business. With Exede Wildblue, it was not uncommon for a remote server to actually timeout while waiting for my user ID and password to transmit. That level of service is simply unacceptable in today's world.

Although I have no documentation to support the verbal promises of the sales representative, I believe I more than fulfilled my obligation to Exede Wildblue by paying all monthly bills rendered for service, regardless of the inferiority of said service.

At this point, Exede Wildblue has now turned my account over to a collection service. The total due is \$303.50.

I do not believe I should be held accountable for this amount since Exede Wildblue did not hold themselves accountable to deliver a reasonable level of service.

Ticket: # 1416951 - Over 5 years poor Internet

Date: 1/25/2017 4:40:11 PM

City/State/Zip: Scottsdale, Arizona 85260

Company Complaining About: Cox

Description

I have been working with Cox Comm for over 5 years regarding my intermittent internet service. I pay a monthly fee for repair calls, I have had numerous people to my house to try and fix. Still nothing is done. I pay for the highest speed package available just to get a tiny amount of speed - and very inconsistent service so I am continually dropping calls (phone is set up through same line for 911) as well as broken work and increased data on my cell plan.

Ticket: # 1417702 - Frontier Communications

Date: 1/25/2017 9:53:30 PM

City/State/Zip: Carrollton, Texas 75007

Company Complaining About: Frontier Communications

Description

I have had slow speeds/dropped internet since Frontier took over Verizon. I have called customer service 5 times, emailed, & chatted with representatives repeatedly. All have promised to adjust my bill and fix the issue. I am still having the same issue and no billing adjustment has been made. I did not have many of the cable channels and no on demand service for the first three months of Frontier service and I still occasionally have pixelated channel issues. I am under a contract and no other recourse but to file a complaint. Thank you!

Ticket: # 1417752 - Comcast/xfinity customer deception

Date: 1/25/2017 10:38:58 PM

City/State/Zip: Miami, Florida 33161

Company Complaining About: Comcast

Description

This company sold me an Auto Pay 75 Mbps for 12 months Internet plan for \$49.99 Monthly.

1- That speed has been constantly reduced to < 23Mbps soon after joining and if I call to complaint, it will be increased for 1 or 2 days and then down again.

2- After six months, they will increase the prices without my knowledge and stop auto payments for a couple of months.

3- Then, they will notify me that I am behind on my payments, charging me money for not paying in time and of course at higher prices.

4- Comcast knows very well that they don't send paper bills monthly and that I was told charges will be of \$49.99/monthly for 12 months in Auto pay bases.

They are intentionally engaged in false promises, less than honest account handling and delivering only a fraction of agreed download speeds.

If necessary, I can provide documents to prove what I here say.

[Ticket: # 1417754 - DSL internet service.](#)

Date: 1/25/2017 10:40:37 PM

City/State/Zip: Jackson, Wyoming 83001

Company Complaining About: Centurylink

Description

We have Internet through century link and paid for a 1.5mb internet.

We get no where close to this speed.

We are a family of 4 , 2 of which are teenagers and have to use their computers for homework.

Both kids can not be on the Internet at the same time . Streaming movies or tv is impossible unless no one is on the Internet or all other wifi on accessories is turned of.

We know century link received funding for improvements but the funding was never used.

We are asking that something be done about this and that improvements are made as she on as possible as we should not be paying for a internet service that is so inadequate.

Thank you

[Ticket: # 1417777 - Frontiers lack of service](#)

Date: 1/25/2017 11:05:21 PM

City/State/Zip: Sweet Valley, Pennsylvania 18656

Company Complaining About: Frontier Communications

Description

I run a business and pay for what frontier considers "high speed internet" however what should take minutes for me to upload takes hours. Frontier has done nothing to resolve these issues. However, they are the only Internet offered in our area.

[Ticket: # 1417807 - Internet service](#)

Date: 1/25/2017 11:36:22 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Internet service is terrible!! It takes hours just to load pictures, updates, etc. I pay to take online courses and have nothing but problems with my service.

[Ticket: # 1417916 - Internet](#)

Date: 1/26/2017 2:15:32 AM

City/State/Zip: Houston, Texas 77086

Company Complaining About: Comcast

Description

Service is not as advertised

[Ticket: # 1417984 - Internet](#)

Date: 1/26/2017 8:17:25 AM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Super slow Internet speeds, which makes it near impossible to stream or download things

Ticket: # 1418060 - Re: Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds

Date: 1/26/2017 9:44:34 AM

City/State/Zip: Lafayette, New York 13084

Company Complaining About: Dish Network

Description

This is a follow-up to your previous request #1417309 "Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds"

This is a follow-up to your previous request #1391601 "Re: Re: Re: Re: Re: Re: Re: Re:..."

Then I guess I will file a complaint to the inspector General against you for wasting TAX PAYER MONEY , you were appointed to over see internet service provider and to make sure these provider do not harm the consumer in any way and you are not doing that in this case.

I will also be contacting my congress man and bring this up to him and will be giving him access to all of this in my FCC file so he can see how the FCC is not complying with what you are suppose to be doing ,,,

started out as informal ,,, and when I kept giving you proof of how dish is robbing/stealing/not provide the service that we are paying for ,,, you the FCC should of taken it to the next level and you did not and I have asked numerous of times to have the top manger call me about all of this ,, and once again , you did not comply , my taxes pay you , if it wasn't for me and people like me ,, you would not have a job , but yet all you do is shit on the tax payer

I still want the top manger to call me , and you will be hearing from the IG office and my congress mans office

Thank you

for nothing ,, a job not well done again,,, government employee stealing tax money

• Dzilberman Yesterday at 17:17

I will keep filing a complaint until you take this to the next level as you should of done months ago ,,, how would you like it if you only got part of your pay check every week ,,, no more then I like paying for a service and only getting a part of it ,, and a very small part at that

1417309 Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 32 minutes ago

1391759 Status of Complaint involving Dish Network 1 day ago

1391601 Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 1 day ago

1391695 Hung up on 13 days ago

1366371 Re: Re: Re: Re: Re: Re: Re: Slow Speeds 16 days ago

1359743 Re: Re: Re: Re: Re: Re: Slow Speeds 1 month ago

1328813 Re: Re: Re: Re: Re: Slow Speeds 1 month ago

1325682 Re: Re: Re: Slow Speeds 2 months ago

1310270 Re: Re: Slow Speeds 2 months ago

1282108 Re: Slow Speeds 3 months ago

1037405 Slow Speeds

WE CAN DO THIS EVER DAY FOR ETERNITY IF YOU WANT TO , IF YOU CLOSE IT OUT I WILL DO A FOLLOW UP AND OPEN A NEW TICKET ,,, YOU WILL DO YOUR JOB AND YOU WILL

START LEAGLE ACTION AGAINST DISH ,, AGAIN YOU WERE APPOINTED TO OVER SEE INTERNET SERVICE PROVIDERS ,, AND YOU ARE NOT DOING THAT BECAUSE YOU ARE LETTING THEM DO AS THEY FEEL ,, AND IN THIS CASE RIPPING OFF THE CONSUMOR ,, JUST LIKE YOU FCC ARE DOING BY NOT STOPPING ISP FROM DOING THAT, SO YOU ARE RIPPING OF CONSUMERS/TAX PAYERS BECAUSE MY TAX MONEY PAYS YOU WORTHLESS PEOPLE

[Ticket: # 1418089 - internet connections & speed](#)

Date: 1/26/2017 10:17:56 AM

City/State/Zip: Crockett, Texas 75835

Company Complaining About: Windstream Communications

Description

Windstream.net is suppose to supply HIGH SPEED internet as advertised. It is not high speed(1.2mbps) Also they have overloaded the lines so much that I cannot keep a constant internet connection. I keep getting dropped from internet continually, which is very frustrating. I have complained several times to WINDSTREAM but to no avail...If they cannot provide what they advertise they should not do so...

Ticket: # 1418712 - Comcast Speed Issues

Date: 1/26/2017 1:57:37 PM

City/State/Zip: Philadelphia, Pennsylvania 19123

Company Complaining About: Comcast

Description

I was paying for 150 Mbps and was receiving an average of 20 Mbps and they keep on stating I signed a contract verbally and sent it to my email stating the early termination charges, of which I did not receive any email and I would not have agreed to an early termination charge in the first place.

Ticket: # 1419625 - Intermittent Failure of Service**Date:** 1/26/2017 6:06:23 PM**City/State/Zip:** Northridge, California 91324**Company Complaining About:** AT&T

Description

For over a decade, I have endured intermittent AT&T phone & DSL service which comes in on the same line. I have had at least 2 dozen service calls in that time without success. When it does work, it is poor. In recent weeks, I have lost connection for hours a day and when I do connect, I get as low as 1/6 the baud rate I pay for until the system crashes. Service people have told me of a voltage leak in buried wires and AT&T needs to excavate. He promised to schedule the work and get back to me. It is now approaching two weeks of silence. I called AT&T and Brannon put me on hold for 1 hour; 3 minutes. I called back, got the same guy and asked for a supervisor, he agreed but I got his peer, Virlene. She transferred me to Billie's (supervisor?) answering machine. I left a message and it is now the second day of silence. I know excavation is expensive but AT&T accepting money in bad faith for over a decade is unacceptable. Certainly giving me the runaround is unprofessional. Please help.

[Ticket: # 1419762 - Internet service](#)

Date: 1/26/2017 7:04:30 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

We continue to have difficulty with our internet connection. All it does is buffer constantly. The speed is horrible . Why do I even pay for it if it's not adequate? This is the only provider in my area

Ticket: # 1420043 - ViaSat/Excede Internet Service

Date: 1/26/2017 10:38:31 PM

City/State/Zip: Holcomb, Mississippi 38940

Company Complaining About: Viasat/excede?wild Blue

Description

I am not getting the minimum download speed I was promised. Was told the minimum would be at least 3mgps. At night my download speed is less than 1mgps. Conduct an internet search and you will find many complaints similar to mine.

Ticket: # 1420138 - Poor service connection speed and reliability

Date: 1/27/2017 12:37:01 AM

City/State/Zip: San Pedro, California 90732

Company Complaining About: Time Warner

Description

I have been paying for a service over 4 years that is supposed to be over 100 mb but get between 1-5 usually, 10-20 occasionally and above that rarely.

I have called multiple times requesting resolution to their service issue only to have it be the same speeds as above shortly after the tech leaves.

I called and complained last week on the speed and they scheduled an appointment for last Sunday the 22nd of Jan at 9-10, we stayed home all day without a call or service tech.

I want to be compensated for the lack of service on this contract since 2014 as it has failed and their service is lacking.

[Ticket: # 1420150 - Throttling my Connection](#)

Date: 1/27/2017 12:54:14 AM

City/State/Zip: Hillsville, Virginia 24343

Company Complaining About: Centurylink

Description

I can determine, to the best of my knowledge that my Internet Connection is being throttled by my ISP. Upon trying to download a well seeded file (a legal distribution of linux), I am unsuccessful in reaching speeds of greater than a few kbps.

Ticket: # 1420164 - Bandwidth throttling for ordinary consumer use between subscriber addresses

Date: 1/27/2017 1:19:03 AM

City/State/Zip: Philadelphia, Pennsylvania 19130-4212

Company Complaining About: Verizon Wireless

Description

ISPs Verizon and Time Warner are throttling transfers between (b) (6) (Verizon) in Philadelphia PA and (b) (6) (Time Warner) in Glen Spey NY.

Ticket: # 1420165 - ISP is Throttling Bandwidth Between Customer Addresses for Ordinary Use

Date: 1/27/2017 1:22:42 AM

City/State/Zip: Glen Spey, New York 12737

Company Complaining About: Time Warner

Description

ISPs Verizon and Time Warner are throttling transfers between (b) (6) (Verizon) in Philadelphia PA and (b) (6) (Time Warner) in Glen Spey NY.

Ticket: # 1420260 - Terrible internet service Overbilling**Date:** 1/27/2017 7:21:09 AM**City/State/Zip:** Grand Rapids, Michigan 49548**Company Complaining About:** Comcast

Description

I have Never had the internet speeds promised and I have to reset the equipment provided by Comcast Business at least 8-10 times per day. I was told that I would have a dedicated line with good bandwidth. This is untrue and the phone hasn't worked at all. I've had their business services for about 3 months and they have billed me over 1200.00. I'm supposed to have speeds of 150 mbps but never achieve anything close to those speeds even with a LAN cable. They have tried to take money from my accounts early, which have caused them to fail. Then they refuse to take my payment method because they attempted early withdrawal. The highest speeds we have achieved here is about 25 mbps. I've told them this and they do not care. Now they are going to shut me down completely. The bad service and inconsistency in the phone service has cost my business thousands of dollars.

[Ticket: # 1420298 - Frontier Communications Internet Service Complaint](#)

Date: 1/27/2017 9:00:03 AM

City/State/Zip: Clear Lake, Minnesota 55319

Company Complaining About: Frontier Communications

Description

I am writing to complain about the poor internet service that Frontier Communications is providing. See the attachment for more details.

[Ticket: # 1420942 - Internet Throttling](#)

Date: 1/27/2017 1:22:39 PM

City/State/Zip: Fort Wayne, Indiana 46808

Company Complaining About: Frontier Communications

Description

I live in a major city and my DSL transmitter number are amazing. I've literally been told by Frontier Technicians that I should be able to get 12mb download speed and yet Frontier has me on a 6mb download plan and gives me less than 3mb download speeds.

Ticket: # 1420957 - Frontier FiOS not providing internet speed that I am paying for.

Date: 1/27/2017 1:26:53 PM

City/State/Zip: Bradenton, Florida 34205

Company Complaining About: Frontier Communications

Description

I have been dealing with Frontier before the transition from Verizon and I can say my experience has been horrible. I continue to have an issue with my internet speed not meeting the 150/150Mbps of what I am paying and have most recently contacted them multiple times about it and still has not been fixed. On average I have been getting 50/90Mbps that is a good day. Other times I have been getting less than that. I have called worked with support on this with plugging a laptop directly into the ONT and could not even pull an IP from their equipment. I scheduled a time to be home for a tech to show up, and spent the whole day waiting and finding out that the tech stated I wasn't home. That was a blatant lie as I spent the day home working remotely. I called support and asked about sending another tech and asked if I needed to be and they stated no. So the day I came home and tested still no change to my speed. I called again and they stated it has been fixed. Another lie, so I had to schedule again and be home again. I waited for a tech to show up by 5PM nothing, no call or follow up. So I called them and they stated the tech was working on it from the CO, my internet speed did come back to what I was paying. That didn't last but a week or two and now I am stuck back at square one. Rather than deal with support and the frustration, I am complaining here. I work in IT for a living and have checked my equipment and has no issues. I asked frontier to replace my ONT at the house as before when they installed the new one, there were issues from day one. Instead I get the run around that it is fixed and same poor results. I would expect more from this company, but sadly I have been mistaken.

Ticket: # 1420973 - Verizon internet swservice

Date: 1/27/2017 1:30:25 PM

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

Company Complaining About: Verizon

Description

Consumer paying high internet speed with Verizon and can not get internet service today for his business. Verizon was supposed to send a tech to his office and repair the internet problem at 9:00 am today. Consumer received a phone call today January 27, 2017 the tech will come on Tuesday, January 31, 2017.

Consumer is losing money in his business with the internet service down.

Consumer need his internet service up right now.

[Ticket: # 1421019 - Internet](#)

Date: 1/27/2017 1:46:20 PM

City/State/Zip: Sweetvalley, Pennsylvania 18656

Company Complaining About: Frontier Communications

Description

Slowest speed I have ever dealt with nothing works

[Ticket: # 1421040 - Straight talk wireless](#)

Date: 1/27/2017 1:52:12 PM

City/State/Zip: Goode, Virginia 24556

Company Complaining About: Straight Talk

Description

I'm supposed to have unlimited talk and web. I have been with straight talk since 2009. My internet only works for a week and then it doesn't load. They switched from unlimited to only 5 gigabytes without notifying their customers. And I can't understand foreign customer service employees. The internet service is equal to analogue which never ever loads and it's a rip off at \$45 a month plus tax.

Ticket: # 1421270 - CenturyLink not providing service that we pay for

Date: 1/27/2017 2:42:12 PM

City/State/Zip: Yacolt, Washington 98675

Company Complaining About: Centurylink

Description

Less than advertised speed for the last 3 days (less than 50% of advertised speed to be exact). Called 1/26 and they told us a tech would be out that day, yet no one showed up. We have regular outages where internet is completely out for a day or more. It is hard to get anyone on the phone to acknowledge the outage or give billing credit for the outages. My husband works from home and can no longer rely on consistent internet. Has gotten worse since mid 2016.

Ticket: # 1421767 - slow internet speed

Date: 1/27/2017 4:55:53 PM

City/State/Zip: Placitas, New Mexico 87043

Company Complaining About: Centurylink

Description

Internet speed is only 1.53/.896 mbps. Speed is so slow that more than one device cannot be used at same time, streaming will not work consistently, large files such as pictures will not download reliably. I have contacted CenturyLink several times to complain but was informed there is nothing they can do even though they advertise up to 100 mbps may be available. I would like to cancel contract but have been told that a \$200 penalty would be charged should I do so. All I want is to cancel contract with no penalty so that I can use a new provider who has faster internet speed. My bill states charges are for "High-Speed" internet which I definitely do not have. Help!

Ticket: # 1422241 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Bait and switch package deal

Date: 1/27/2017 8:16:42 PM

City/State/Zip: Verona, Pennsylvania 15147-1543

Company Complaining About: Verizon

Description

This is a follow-up to your previous request #1392213 "Re: [FCC Complaints] Re: Ba..."

To Whom It May Concern, January 27, 2017

As usual Verizon promises me that they are going to honor the price of my package deal and I've compromised to a higher price than the original package price of \$107.88 to a price \$117.53. I'm going to hope they will keep their word and not jack-up the price of something else in my package and try to

have me pay more than the new adjusted price of \$117.53.

So at this moment, I can say that this issue seems to be solved only time will tell. If there is a problem with next months bill after the monthly credit of \$25.53 I will be contacting the FCC again.

To the agents at the FCC

Thank you again for your assistance,

(b) (6)

Ticket: # 1422462 - Unethical Business Practices**Date:** 1/28/2017 1:21:32 AM**City/State/Zip:** Crawley, West Virginia 24931**Company Complaining About:** Frontier Communications

Description

I have "high speed" internet with Frontier Communications. When I set up the account, I was put on the highest data speed package. Since I have been a customer, the internet fails to connect to web pages for basic browsing. I have contacted Frontier's technical department on 3 separate occasions, received a visit from a technician, and sent an email to the Office of the President. All attempts have gone unnoticed or dismissed. The equipment in our house has been replaced by Frontier, with no resolution to the issues. We also had to contact Frontier twice regarding incorrect billing. There were services placed on the account without our consent or request. A recent speed test illustrated connection speed at 210/kbs with a wired connection.

[Ticket: # 1422560 - Slow/non-existent service](#)

Date: 1/28/2017 10:37:29 AM

City/State/Zip: Westwood, California 96137

Company Complaining About: Frontier Communications

Description

For about two week, service is unable to connect or very slow. I called customer service. They couldn't help and issued a work order for last Wed. No one showed up or called.

Ticket: # 1422733 - Charged for service not recieved

Date: 1/28/2017 1:37:01 PM

City/State/Zip: Mocksville, North Carolina 27028

Company Complaining About: Charter

Description

Response from previous complaint that was closed ticket # 1351966

I responded by email to the complaint # 1351966. After doing so I read that that ticket was closed. Based on new information I would like continue with the investigation. Below is a copy of the response with the new information indicating that Charter was not truthful in their response indicating that I was one of the customers that had a customer owned modem when in fact I was renting a modem from them

Copied from previous ticket below

Charged for highest speed internet stream but speed did not increase

FCC Consumer Help Center

January 13, 2017 18:58

Hi (b) (6),

Your Ticket No. 1351966 was served on your carrier for its review and response.

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

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

(b) (6)

Today at 12:22

I did receive a response letter from Charter. However the response included false statements and I would like to reopen the complaint. In the response Charter indicated "that they notified customers with customer owned modems that their equipment may need to be upgraded in order to take advantage of faster speeds"

Now that was a major part of my complaint that I was charged for faster speed internet and did not receive it. I had and still have a company owned modem. Never had a customer owned. That is why I am saying I was charged for a faster speed and also was charged for renting a modem and did not receive the speeds advertised because the modem was not supporting the speed according to the technician. That would be a Charter technician. Therefore I would like to reopen and or not close this complaint because the response was false. I do not think Charter would dispute that I was renting their equipment on not receiving their advertised and billed speed. Please accept my response or indicate I need to file a separate complaint. I also have the copy of the letter of Charter's response.

Thanks

Ticket: # 1422812 - The internet speed I was receiving was slower than what I signed up for and was paying for

Date: 1/28/2017 2:26:52 PM

City/State/Zip: Houston, Texas 77044

Company Complaining About: AT&T

Description

For the past two years I have been having trouble with my internet speed with AT&T and had made several complaints and their technicians had come out several times. I also tried increasing the plan speed I was signed up for, to get faster service, but that did not help either. The last time AT&T came out (1-2 months ago), I was told that the modem that was installed by a previous tech (about a year previous) was not capable of handling the speed that I was signed up for. AT&T responded by saying they would refund me the difference for the speed I was paying for and the speed I was likely paying. However, I was not interested in a slower speed, and would not have signed up for that service at that price. I should be given a full refund, given that they were not providing me what I had paid for, and the tech who installed the modem a year ago knew it should have been a different modem, but didn't have it available in his truck.

Ticket: # 1422819 - Internet failures repeated complants

Date: 1/28/2017 2:32:38 PM

City/State/Zip: Concord, New Hampshire 03301

Company Complaining About: Comcast

Description

(b) (6)

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[Ticket: # 1422846 - t mobile slowing down internet](#)

Date: 1/28/2017 2:53:44 PM

City/State/Zip: Staten Island, New York 10303

Company Complaining About: T Mobile

Description

t mobile advertising states that after 25 gb your internet speed will be slowed down, the issue im having is the internet speed is slow all of the time when I pay my bill and the new cycle starts and all the way until the cycle ends

Ticket: # 1422917 - Internet WAY Slower Than Advertised

Date: 1/28/2017 4:09:37 PM

City/State/Zip: Villa Park, Illinois 60181

Company Complaining About: Comcast

Description

I'm on the Xfinity Blast plan which is supposed to give me 75 Mbps. The speed I typically get is well below that. I usually only get around 25 Mbps, which is what the lower plan is supposed to be getting, except I'm still paying for 75 Mbps plan. Comcast doesn't seem to do anything when you try to contact them. I've uploaded pictures a speed test on my computer on phone for proof.

Ticket: # 1422984 - Spectrum 60Mbps False advertisement

Date: 1/28/2017 5:15:23 PM

City/State/Zip: Burton, Ohio 44021

Company Complaining About: Time Warner

Description

I received a letter in the mail from Spectrum Internet about how they have speeds of 60Mbps (which they told me several times was 4 times the speed I was receiving before) and I called the company to see if there was any way to keep my promotional price with 15 Mbps (which actually was around 18 Mbps with Time Warner Cable--with no problems with equipment or wiring). Currently, with Spectrum Internet my speed is at 23.68 Mbps, which is not what they advertise.

Now, that Spectrum has taken over Time Warner they said I do not have the ability to go back to my promotional pricing that I had before and that it doesn't exist. My problem is that there is not enough Internet Service Providers in my area that have competitive pricing along with speed which is very misleading to a consumer. I spoke with several different employees at Spectrum and they told me that because I did not have my computer hard wired to my router is the reason the Internet runs slower than advertised. I have my Associate's Degree in Networking (which I stated to them) and found this to be very unprofessional that they would mislead their consumers into believing false statements like this. So, upon being told to this with my computer to satisfy Spectrum I did hook up my computer and received the same speed as with WiFi.

They did indeed offer to come out and see why their service is bad but I informed them that I do not want them in my home and that they are a hard company to work with. I have been a faithful customer of Time Warner Cable for over 5 years and they were always willing and ready to negotiate prices and not interrupt me and state this is company policy. If they want to talk about company policy then they should incorporate that information with the fliers that they send out. In my humble opinion, people in my area are paying this company too much money for little Internet speeds with false statements from employees and advertisements.

Ticket: # 1423041 - Not getting WiFi speed . Worst customer experience ever

Date: 1/28/2017 6:15:23 PM

City/State/Zip: Bellwvue, Washington 98007

Company Complaining About: Centurylink

Description

Hello,

I have Century link internet service in my apt. Starting from getting the service I am facing many issues with them.

1. I rented the modem and later on I purchased the device. Century Link send me bill for not returning the device Where as I returned that at one of their store. I had to fight with customer care to prove that I had returned the modem.

2. I am having plan of 40 Mbps where as I get only 8-10 Mbps speed on WiFi. I talked to customer care but they never try to resolve my issue instead they try to sell other services & never listen to my issue. They said this is best speed you are getting. They keep on hold for 2 hours , never respond, Talk very rudely to me . I have no choice as I don't have another service provider in my apt.

I've set up auto pay and paperless billing in order to get discount. But from Century link they canceled my auto pay automatically and told me I requested to cancel auto pay.

Speed is very inconsistent. I have to choice but to file a complaint.

Ticket: # 1423260 - Comcast Terrible Speeds

Date: 1/29/2017 12:50:30 AM

City/State/Zip: West Monroe, Louisiana 71291

Company Complaining About: Comcast

Description

I have spent a couple of days now trying to get Comcast to understand the issue that I along with some others on my street have COMPLETELY lost our upload bandwidth. We pay for 10mbps upload and consistently test at 0.09mbps or below. The service is near unusable and they refuse to acknowledge an issue or issue a credit. This has been a problem since January 26th, 2017.

Ticket: # 1423412 - Internet problems

Date: 1/29/2017 1:24:46 PM

City/State/Zip: Graham, Alabama 36263

Company Complaining About: Centurylink

Description

I have been contacting centruylink for the passed 6 to 8 months on Internet issues. I have been told by each and every person I have talked to that I have a bandwich exhaust or something to that nature. I have been told only once that they was going to fix the problem and they was working on it currently (which was 2 months ago) they said it would take about 24 to 48 hours to fix and they was currently working on the issue for 11 hours. I would receive a text contacting me saying it is done. I did not receive a text and proceed to contact centruylink back. They again tell me the same problem of the exhaust and the company has not set a plan out to fix it yet. I hAve been pay anywhere between 80 to 100 dollars on my bill and they only dropped my bill to 70 dollars. I am suppose to be getting a 1.5 mgs but I just recently checked and I have a 0.07 download speed and a 0.20 upload speed which I have a photo to prove it. I am highly upset with this company for not putting the customer first and not caring to fix any issues that the company has. They are only there to steal the money from the people. This company is the only internet provider that I can get at this time for this location. I could get satellite Internet but I have had problems with them before so I do not want that. I hope this problem can be fixed soon or I may look into legal actions for all of my money back that I have paid for.

[Ticket: # 1423419 - slow internet speeds](#)

Date: 1/29/2017 1:27:24 PM

City/State/Zip: Long Beach, California 90807

Company Complaining About: Charter

Description

Charter now Spectrum offers 100 mbs of speed in my area 90807 and best receiving most of the time about 80 to 85 mbs and dopes to 50 to 60 Mbs and once in a great while 92 Mbs. I have called them out to the house 4 times and they have said thats best we can do to the mount of people using the internet. This is not what i signed for which is 100 mbs.

[Ticket: # 1423422 - Att internet speeds are not what was promised](#)

Date: 1/29/2017 1:28:15 PM

City/State/Zip: Northville, Michigan 48168

Company Complaining About: AT&T

Description

We pay for 25 Mega bits per sec and we get 5 mb consistanly according to a internet speed test. We called ATT for a resolution and we were on the phone with a over seas sales rep who was short with us and unwilling to resolve our problem. She had the audacity to ask us for more money because the internet does not support our cloud service and this was not disclosed to us. The Att flower that was supposed to be installed near our home was delayed and this was not disclosed either. In the end we decided it was okay that we were getting these speeds but we wanted to be credited for the internet speed that we werent receiving. We pay 50 dollars a month and we should be credited for 25 dollars of that at least. They are not able to provide us the 25 mb because of the tower issue. They lied to us and held back important information for us to make the decision to have services with them.

Ticket: # 1423514 - Comcast Xfinity Internet - Data Usage Complaint**Date:** 1/29/2017 3:33:47 PM**City/State/Zip:** Dewitt, Michigan 48820**Company Complaining About:** Comcast

Description

Dear FCC,

Comcast Xfinity recently imposed 1TB data transfer restrictions on all internet subscribers, including myself, in markets where competition is scarce. These restrictions are calculated discretely on Comcast's behalf with little to no transparency provided to the consumer. Even more concerning, consumers are only notified of overages by one of two methods:

1. E-mail – consumers receive an email at their Comcast email address, which may not be their primary email and never read
2. Browser Popup – consumers receive a popup notification that is driven by DNS (see enclosed Exhibit A). This assumes that the consumer uses a supported web browser (or surfs the internet at all) and that they are using Comcast DNS services.

After which, Comcast proceeds to charge the consumer \$10 per 50GB, with a maximum of \$200; or if the customer notices in advance, they can pay an additional \$50 per month for “unlimited data”.

Comcast markets their internet plans on download speed, based on Mbps “Megabits per second”, which is a measurement of pipe capacity, or throughput (see enclosed Exhibit B). Based on my current Blast Internet package that offers speeds up to 75Mbps, I would exceed my newly appointed 1TB limit in just 4 hours.

Comcast proceeds to blatantly hide the fact there are restrictions on total capacity until you drill down 3 clicks (see enclosed Exhibit C). Once realized, Comcast attempts to describe the endless possibilities 1TB provides (see enclosed Exhibit D). However, this information is deceptive.

A recent stream of The Office television show from Netflix at 720P definition revealed an average of 750 KB/s (See enclosed Exhibit D). This equates to 2.57GB per hour or 397 hours of television streaming on a single device. Compared to the 700 advertised on Comcast's website.

In closing, I ask you this. When was the last time you personally backed up your computer online? Because if you're a Comcast customer – it's not going to cost you an additional \$50-200 per month.

Ticket: # 1423554 - Changing Service to OpticalTel

Date: 1/29/2017 4:26:25 PM

City/State/Zip: Hollywood, Florida 33019

Company Complaining About: AT&T

Description

Unable to get company to take service order to move to Optical Tel.

I have tried on perhaps 9 different call attempts to explain first that I was changing service providers then that I had and that I was no longer using AT&T Internet and wanted my Phone Number moved to my new provider. When I have been able to stay on the phone long enough to get a human instead of a mechanical voice (who despite claiming it understands full sentences does not understand my request), I am told about U-verse and when I explain that I did not want U-verse, and eventually that I have the other provider already, I am transferred, apologetically, to the department that can help me which never turns out to be the correct department, until I eventually receive a recording or disconnect or both. I have tried to reach someone in order to discontinue my Internet and move my Phone/Long distance since January 12th, 2016. I work full time in a position that requires full attention during working hours. So I generally have been able to try between 4pm and 7pm, a couple Saturdays, all to no avail. Can you please help me reach someone who will take ownership of this in the correct area and department(s) and finalize my billing and service as of January 12th and move my phone number to OpticalTel? Thank you very much for your help. Best regards, (b) (6)

[Ticket: # 1423694 - internet charges](#)

Date: 1/29/2017 8:04:39 PM

City/State/Zip: Bloomsburg, Pennsylvania 17815

Company Complaining About: Verizon

Description

for for years been being charged for 3 mps of internet when my line can only handle 1 mps. Been having constant issues with slow internet. On phone with tech support tonight, they told me they dropped me from the 3 to the 1 because my line cant handle the 3 without connection issues. So for 4 years I been paying for the 3 when my line can only handle the 1.

Ticket: # 1423772 - Yet another addendum to previous AT&T complaint

Date: 1/29/2017 9:46:21 PM

City/State/Zip: Ocean Shores, Washington 98569-1473

Company Complaining About: AT&T

Description

As of last night, AT&T throttled my speed down to dial-up speed, and as a result, I could not open any e-mails, and there was an e-mail from one of my healthcare provider specialists, which requires logging in to their portal. I called 611, and AT&T would not give me high-speed access until I paid for more GB, so I was coerced into buying 25GB instead of 16GB. I am a disabled senior living on a fixed income, and this is an unnecessary financial hardship just so AT&T can increase their profits like the greedy corporation that they are. Disabled Americans who must communicate with their healthcare providers MUST have high-speed or they can't open e-mails, access portals, or videoconference with their healthcare providers. After being coerced into purchasing 25GB, I was transferred to someone else without being told I was being transferred to anyone else, as the speed was still inconsistent, and like always, they lamely claim the speed isn't consistent on nights and weekends, yet they want more & more money. I was then told I was issued a credit for today, and they promised to send me a text message verifying to me the amount of the credit, but the text never came, and the woman I was speaking with put me on hold and never came back on. This happens over and over and over and over again, and there is no excuse whatsoever for it.

[Ticket: # 1423818 - Frontier internet is throttle youtube \(fort wayne indiana\)](#)

Date: 1/29/2017 10:59:29 PM

City/State/Zip: Fort Wayne, Indiana 46804

Company Complaining About: Frontier Communications

Description

I have a 30mbs down and 10mbs up fiber service with frontier, and all my other web traffic is normal but they seem to be throttling youtube hard, I can barely stream 360 p video.

This started recently in the past week.

[Ticket: # 1423931 - Comcast/Xfinity Atlanta not providing service paid for](#)

Date: 1/30/2017 8:52:13 AM

City/State/Zip: Atlanta, Georgia 30306

Company Complaining About: Comcast

Description

Over the course of 3 years, Comcast/Xfinity Atlanta has failed to provide the Internet service paid for. Under their "Internet Plus" plan, I am supposed to receive 75-100 mbps download speeds. However, in practice, I am unable to reliably stream video from numerous websites due to download speeds that generally average 2 mbps according to independent sites like speedtest.net. I also have experienced monthly outages of service, despite no adverse weather conditions or reported neighborhood outages.

[Ticket: # 1424306 - AT&T contract](#)

Date: 1/30/2017 12:03:57 PM

City/State/Zip: Fayette, Missouri 65248

Company Complaining About: AT&T

Description

i contracted with AT&T in July 2016 for internet services of their U-verse Max Plus at 24 mg download speed. They are now telling me that the fastest speed available is 18 mg and I have to stay in the contract.

[Ticket: # 1424584 - ISP Speeds](#)

Date: 1/30/2017 1:09:05 PM

City/State/Zip: West Islip, New York 11795

Company Complaining About: Optimum

Description

Promised advertised speeds up to 300Mbps, receiving at most 15 download, 30 upload.

Ticket: # 1424727 - Internet Service not being Provided**Date:** 1/30/2017 1:47:41 PM**City/State/Zip:** Ferris, Texas 75125**Company Complaining About:** Rise Broadband

Description

I have been having issues since October 12, 2016 with my Internet Service Provider Rise Broadband. I keep getting disconnected and speed being incredible low for what I am paying for. I am paying for 15mb download speed but I am constantly getting disconnect on multiple devices at the same time and getting speeds below 1mb for extended periods. I have had about 5 technicians at my house. The techs have told me its an issue with the tower and there is nothing they can do and customer support is telling me it is a problem at my house. One of the technicians had shown me the number of disconnects I've had in the past 22 hour and it was over 200 disconnects from the tower. I was told on 1/30/17 that even through I am only getting 2-3mb download speeds that meant they are providing a service still which I find unacceptable. My contract doesn't expire until June 2017. I understand that a constant 15mb is not feasible and that speeds will drop but not at the speeds I am receiving at the moment. 15-10 understandable, 8-9 I can work with but paying 75 a month for 1-2mb when I should be getting 12-15 is horrible. I have spent hours trying to fix this situation and nothing has come of it. I want to know what I can do to remedy this problem.

[Ticket: # 1425228 - Internet exhausted in area](#)

Date: 1/30/2017 3:54:23 PM

City/State/Zip: Geneva, Alabama 36340

Company Complaining About: Centurylink

Description

Centurylink says the internet service is exhausted in my area. What does that mean? Why is my service so slow?

Ticket: # 1425282 - Internet Service provider does not offer the service accorded on contract

Date: 1/30/2017 4:11:59 PM

City/State/Zip: Las Piedras, Puerto Rico 00771

Company Complaining About: Cosotnet Wireless

Description

I am a client of Cosotnet since July 2016. At first their service had no problems. I called as soon as I started to have problems with bad connection, no service at all or very low speed and ping results. They made changes in their systems and connection started to get better. Then I started to get problems during the night, they told me it was because of the volume of people connecting at night. But after a while connection speed and response started decreasing more and more. on December 24 the service was completely interrupted. I has no service at all. I called and made a complaint about it, they told me they were sending a technician, I waited for the technician' call for a week. After I got tired of waiting I called again, they told me there was no complaint on file, so I gave the lady the number of the complaint and she found the complaint in the system. So she re-opened the case and scheduled service once again. They told me the technician would be going home on Monday of the next week. He never called... so I called again, technician came on Tuesday, he left the connection working properly but that same night the service got all slow and unresponsive again. and until today I'm still waiting on the call back they were supposed to give to me. Truth is I am paying for a service that I cant use because its simply not available, my house works with internet service, the alarms , the TV and my work requires a stable internet connection. Im asking for them to terminate my contract and retrieve their equipment without fees, my account is up to date with them , it is paid month after month even when I'm not getting the service I pay for. I pay for a service of ^ megabytes of speed for Download and 2 Megabytes for Upload speed the plan is advertised as the extreme gamers plan. We cant play with it and neither cantopen youtube or even read emails from our jobs... I attached some pictures taken from speed tests done from the house PC as evidence.

Ticket: # 1425553 - Verizon DSL Complaint**Date:** 1/30/2017 5:19:50 PM**City/State/Zip:** Morrisdale, Pennsylvania 16858**Company Complaining About:** Verizon

Description

We are paying for the 3mb service and for several years we have had an issue with our service lagging every day between the hours of 8 - 11 p.m. We have called in countless times to get the service fixed and nothing they have done has worked. We were told by one technician that came to our home that our issue is because we are on a crowded router, but others tell us that it is not a crowded router. Every time I call in, Verizon makes us do the same troubleshooting, tells us that there is a possible outage in our area and then promises to have it fixed within 24 hours. Nothing is ever done. We finally were able to get them to come to our home to troubleshoot and they left stating that the problem was repaired. It was not. I then called back and was told again by the supervisor that they would call me within 24 hours to resolve the issue. Again, they didn't call until two days later and it was not the same supervisor. Instead it was someone calling to tell me that they had repaired my issue... which they did not. We told them that we were not going to pay our bill until they resolved the issue and today our bill was shut off due to non payment. I had to pay the bill and still do not have the internet service we are paying for. I called Verizon yet again and am currently being shuffled from one person to the next as they all tell me the same thing. We are paying for a service that we are not getting and they lie to us every time we call in.

[Ticket: # 1425785 - Internet speed](#)

Date: 1/30/2017 6:27:33 PM

City/State/Zip: Rogue River, Oregon 97537

Company Complaining About: Outreach Internet

Description

We are not receiving the internet speed that we are paying for, in fact, not even close. We have tried to contact our provider to no avail.

[Ticket: # 1425814 - Windstream Internet Speeds](#)

Date: 1/30/2017 6:39:25 PM

City/State/Zip: Park City, Kentucky 42160

Company Complaining About: Windstream Communications

Description

Poor internet speeds. Not receiving speeds paid for.

Ticket: # 1425853 - Centurylink high speed in Ernul, NC area

Date: 1/30/2017 7:01:15 PM

City/State/Zip: Ernul, North Carolina 28527

Company Complaining About: Centurylink

Description

We are being offered and sold high speed service by Centurylink. We are experiencing very inconsistent speeds, at times it is even running at .02 Mbps download consistently. We have had numerous members of our close knit community call for service and have had visits by Centurylink only to be told that our service is as good as it gets with our old equipment. Centurylink seems satisfied with offering more than they can provide.

Ticket: # 1425972 - at&t connect america fund

Date: 1/30/2017 7:57:20 PM

City/State/Zip: Sparta, Georgia 31087

Company Complaining About: AT&T

Description

I am a rural customer of AT&T. I've been trying to obtain DSL service for over two years now. They have stuck me with their wireless home phone and internet service which only yields a max download speed of 7mbps and upload of 0.54mbps. This falls short of the 10mbps download and 1mbps upload speed set forth by the FCC. I have tried getting a better signal, talked through fixes with technical support, they replaced my SIM card and none of it has worked. I'm tired of suffering through the terrible wireless signal and the slow speeds while trying to complete my college course work online. I attend college in person, however much of the homework is online. I would like for them to offer DSL for my address again, as they have in the past (right after the bellsouth merger, you know, when they were forced to).

[Ticket: # 1426173 - Slow internet speed](#)

Date: 1/30/2017 10:27:32 PM

City/State/Zip: Jonesboro, Arkansas 72401

Company Complaining About: Exede

Description

I have exede Internet. I am paying for up 12 Mbps. Exede website says congestion will cause speeds to drop to 8. I am getting less than 1Mbps. I have called and emailed numerous times. I simply want what I am paying for.

[Ticket: # 1426189 - Re: Internet Monopoly](#)

Date: 1/30/2017 10:50:45 PM

City/State/Zip: Diana, Texas 75640

Company Complaining About: Etex

Description

This is a follow-up to your previous request #658970 "Internet Monopoly". It has been a little over a year and issue has not been resolved nor addressed. The company has since launched a "4G" wireless option claiming high speeds. I have had this service for a year now and within the first two weeks of them moving customers to it it has become over saturated and we are not getting what we are paying for. I just did a speedtest and got an 1800 ms ping with a .08 Mbps download where I am paying for a 6Mbps connection.

[Ticket: # 1426262 - Internet Speed](#)

Date: 1/31/2017 12:25:01 AM

City/State/Zip: Green Bay, Wisconsin 54304

Company Complaining About: AT&T

Description

I am paying for 45 megs down load speed and I am only am getting 15 megs download speed. I have contacted ATT over 3 times

Ticket: # 1426281 - Consistently Unusable Internet Speeds

Date: 1/31/2017 12:41:39 AM

City/State/Zip: Hanover, Virginia 23069

Company Complaining About: Verizon

Description

Verizon claims to offer speeds of 1.1-3mbps over their DSL line. I consistently get speeds lower than 1.1mbps at all times of the day, generally the speeds are below 500kbps after 5pm until around 1am. I have to call Verizon every other month to have them reroute my service since it gets "congested", this generally can take a few days to resolve, and even after their "reroute" the speeds go back to below 1mbps after a few weeks.

The capped speed on my Verizon DSL Modem/Router changes consistently, at times dropping the maximum speed possible to 1.5mpbs, meaning there is not even the possibility to get above that speed.

Since there are no other service providers available in the area, Verizon has no reason to attempt to resolve my issues permanently. I have attempted to report these unethical practices to various resources, however my service has worsened over the last two years, and I continue to have to reach out to Verizon to have even a minimum service provided.

Ticket: # 1426290 - Internet service

Date: 1/31/2017 1:05:01 AM

City/State/Zip: Thermal, California 92274

Company Complaining About: Usa Communications

Description

I pay for a wireless internet service to provider in my area that should be 5mb download and 1mb upload. Most of the time I only get any where between 0.3mb to 2.5 download and 0.3 to 0.5 upload. From talking to some of my neighbors in the area We are all having the same problem.

[Ticket: # 1426307 - CenturyLink Internet Speed](#)

Date: 1/31/2017 2:15:05 AM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Centurylink

Description

I was paying for 40MB speed, but never got above 15MBPS

Ticket: # 1426316 - CenturyLink Throttling

Date: 1/31/2017 3:11:35 AM

City/State/Zip: San Tan Valley, Arizona 85143

Company Complaining About: Centurylink

Description

To whom it may concern, I have been gathering data over the past few months regarding my, and other's, connection speed with CenturyLink, the ISP. It appears that is company is involved the illegal activity known as 'throttling'. I, and the CenturyLink customers I have spoke with, have all gotten evidence that CenturyLink is intentionally slowing the internet speeds of customers when they browse popular websites (such as YouTube.) This issue needs to be addressed. I shouldn't be paying 100% when I only get 10% of the speed. Evidence will be provided upon request.

Ticket: # 1426449 - DSL SPEED

Date: 1/31/2017 9:32:42 AM

City/State/Zip: Townville, Pennsylvania 16360

Company Complaining About: Windstream Communications

Description

This is My second Filing of complaint. This is a matter of paying for 3.mps of DSL SERVICE And only receiving 0.50 speeds. There was No contact from Windstream about this problems. I feel that because they are the only DSL Service in our area, They just do not care about giving us for what they agreed to.

Ticket: # 1426494 - Frontier Communicadtions - Internet Speeds

Date: 1/31/2017 10:12:38 AM

City/State/Zip: Palmersville, Tennessee 38241

Company Complaining About: Frontier Communications

Description

I am a "DSL" customer of Frontier Communications in Weakley County TN. I understand that they received \$825k to install broadband in my county.

My speed is so slow that this morning, I could not even get it to register on SpeedTest dot net! The Frontier Speed Test is unavailable due to its license having expired. The speed provided by Frontier is unbelievably slow and I am knocked offline many times during a day.

I would hope that with my tax dollars going to Frontier to improve their broadband service, something can be done about this terrible service I receive from Frontier. Its lackluster performance hampers my ability to conduct my personal online business - banking, bill paying, investment management.

[Ticket: # 1426606 - My internet provider told me that you had nothing to do with there internet speeds](#)

Date: 1/31/2017 10:58:52 AM

City/State/Zip: Sheridan, Indiana 46069

Company Complaining About: Swayzee Communication

Description

My provider has blamed the issues with my internet on me and equipment for eight months and now called to let me know the issue was them. I asked for a refund of the difference of what I was actually provided to what I was paying for and they said they would request this but I hear nothing from them. I told them I would call the FCC and ask about this and they informed me that the FCC has nothing to do with the internet. Is this true?

Ticket: # 1426672 - Exede ToS Violation and Failure to provide Services**Date:** 1/31/2017 11:28:12 AM**City/State/Zip:** Manquin, Virginia 23106**Company Complaining About:** Exede By Viasat

Description

Exede has what's called the evolution plan. Which gives you unlimited web browsing and email and downloaded and streaming content counts against your data allowance. Also per their website and terms when you go over your data allowance video and audio content on sites may be restricted (as none of the hundreds of complaints that have started would argue about) while the rest of the website will function as normal. For years this has never been a problem and sites and all acted as they should and videos would not load. Just recently they updated their software without any notification to as they say better distinguish between streaming and web browsing. No one in the evolution plan even knew this was an issue and this new unannounced update had many consequences to members that aren't being addressed.

1st, people are using data 3x as quick as it appears most websites you browse are being counted as streaming websites and counting against your data allowance so you are not getting true unlimited site browsing as promised. For example for 26 days this month I used 6 gigs of my allotted 10 gigs, then mysteriously in one day I used the remaining 4 gigs (even though I wasn't even home most of the day) and received you used 70% and 100% of your data emails in the same day. Something doesn't seem right on how it is calculating data. When asking a rep where my data is going I was told with the new software update they cannot see where your data is going just that you have exceeded. So they cannot provide you proof that you are over your limit.

2nd. When over your limit per their site you will still have unlimited browsing and email while video and audio is restricted and that's the way it used to work. Now when over the limit exede is blocking most sites and are saying it's an unintended consequence of the update (after many many conversations with reps and chat lines and forums before they even admitted they have an issue). But they have haven't said if they are fixing it, or an ETA or doing anything to assist their customers who cannot access even basic sites. If anything they should roll back the software update till they find the problem. But they don't offer any assistance except it's your fault since you went over you can buy more data or change or plan responses trying to solicit more money. Many complaints have come out and said they did indeed buy more data and it was gone in hours and they are back to not accessing website. The sites being blocked are not video sites and are normal browsing sites that we should be able to access per their rules. I cannot access aol email that I use nor will my phone update email when on wifi connected to exede (even though email is supposed to be unrestricted now blocked). Also some examples, nytimes, fox news, ncaa, imdb, etc...the list keeps growing of non streaming sites that are being blocked by exede.

As you can see they are not providing the services they promised and are offering no help to assist customers, it's even been said it's working as it should by some employees of exede. They need to revert back till they fix or offer a solution (since they haven't even mentioned that they are working to fix it or an ETA). I pay more for this service than some other plans and would like and need it to work as advertised and not be solicited to buy more data or change my plan to make more money.

Thanks for your help.

Ticket: # 1426952 - Centurylink Internet and Phone

Date: 1/31/2017 12:57:43 PM

City/State/Zip: Yacolt, Washington 98675

Company Complaining About: Centurylink

Description

We have been living in Yacolt since 2014. CenturyLink is the only Internet and phone provider in the area. Over that time Internet speeds have been drastically less than advertised and sporadic in availability. Since August 2016 CenturyLink service has gone out on a weekly basis, for extended periods, and speeds have become so slow that they sit at less than 1mbps when we pay for 10mbps. There is a large amount of static feedback on phone lines. Technicians often do not show up to calls and scheduled appointments. According to the technicians in the area the ground lines are the originally installed lines from over 25 to 30 years ago. The lines are beginning to deteriorate and this is causing our constant town outages and slow speeds. According to technicians there is no plan for CenturyLink to replace the lines even though they are the monopoly server for an entire rural area.

Ticket: # 1427015 - Comcast

Date: 1/31/2017 1:12:46 PM

City/State/Zip: Tallahassee, Florida 32308

Company Complaining About: Comcast

Description

I pay for 105Mbps internet. I have been getting 1Mbps - 10Mbps download speeds for the last week. I called Comcast and wasted 2 hours of my life. They have been giving me the complete run around. Nothing has changed on our end, but Comcast internet here in Tallahassee has been completely unreliable and their customer support keeps giving me different answers. The integrity of the customer service representatives is unreliable at best and potentially incredibly deceptive with international lying to avoid fixing problems.

[Ticket: # 1427061 - Re: Re: Re: \[FCC Complaints\] Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds](#)

Date: 1/31/2017 1:24:47 PM

City/State/Zip: Lafayette, New York 13084

Company Complaining About: Dish Network

Description

This is a follow-up to your previous request #1418060 "Re: Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds"

and

This is a follow-up to your previous request #1417309 "Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds"

This is a follow-up to your previous request #1391601 "Re: Re: Re: Re: Re: Re: Re: Re: Re:..."

Then I guess I will file a complaint to the inspector General against you for wasting TAX PAYER MONEY , you were appointed to over see internet service provider and to make sure these provider do not harm the consumer in any way and you are not doing that in this case.

I will also be contacting my congress man and bring this up to him and will be giving him access to all of this in my FCC file so he can see how the FCC is not complying with what you are suppose to be doing ,,,

started out as informal ,,, and when I kept giving you proof of how dish is robbing/stealing/not provide the service that we are paying for ,,, you the FCC should of taken it to the next level and you did not and I have asked numerous of times to have the top manger call me about all of this ,, and once again , you did not comply , my taxes pay you , if it wasn't for me and people like me ,, you would not have a job , but yet all you do is shit on the tax payer

I still want the top manger to call me , and you will be hearing from the IG office and my congress mans office

Thank you

for nothing ,, a job not well done again,,, government employee stealing tax money

• Dzilberman Yesterday at 17:17

I will keep filing a complaint until you take this to the next level as you should of done months ago ,,, how would you like it if you only got part of your pay check every week ,,, no more then I like paying for a service and only getting a part of it ,, and a very small part at that

1417309 Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 32 minutes ago

1391759 Status of Complaint involving Dish Network 1 day ago

1391601 Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 1 day ago

1391695 Hung up on 13 days ago

1366371 Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 16 days ago

1359743 Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 1 month ago

1328813 Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 1 month ago

1325682 Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 2 months ago

1310270 Re: Re: Re: Re: Re: Re: Re: Re: Re: Slow Speeds 2 months ago

1282108 Re: Slow Speeds 3 months ago
1037405 Slow Speeds

WE CAN DO THIS EVER DAY FOR ETERNITY IF YOU WANT TO , IF YOU CLOSE IT OUT I WILL DO A FOLLOW UP AND OPEN A NEW TICKET ,, YOU WILL DO YOUR JOB AND YOU WILL START LEAGLE ACTION AGAINST DISH ,, AGAIN YOU WERE APPOINTED TO OVER SEE INTERNET SERVICE PROVIDERS ,, AND YOU ARE NOT DOING THAT BECAUSE YOU ARE LETTING THEM DO AS THEY FEEL ,, AND IN THIS CASE RIPPING OFF THE CONSUMOR ,, JUST LIKE YOU FCC ARE DOING BY NOT STOPPING ISP FROM DOING THAT, SO YOU ARE RIPPING OF CONSUMERS/TAX PAYERS BECAUSE MY TAX MONEY PAYS YOU WORTHLESS PEOPLE

I WILL DO A FOLLOW UP AND UP NEW TICKETS UNTILL YOU CORRECT THE PROBLEM THE CORRECTIONS IS TO TAKE THIS TO THE NEXT LEVEL AGAINST DISH AND ALSO STOP CLOSIN UNRESOLVED TICKETS

AND I WILL KEEP REOPENING AND OPEN NEW TICKETS UNTILL I GET TO SPEAK TO THE HEAD MANGER ON THE PHONE 315-677-9488

AND I AM ALSO REPORTING THE FCC TO THE IG FOR WASTE AND ABUSE OF TAX MONEY , AND CONTACTING MY CONGRESS MAN GET CONGRESS INVOLVED TO GET THE FCC TO DO THEIR APPOINTED JOB PROTECTING THE CONSUMOR AGAINST INTERNET SERVICE PROVIDERS

Ticket: # 1427216 - Slow to no internet

Date: 1/31/2017 1:59:10 PM

City/State/Zip: Newalla, Oklahoma 74857

Company Complaining About: Dobson Telephone

Description

(b) (6)

Ticket: # 1427239 - Comcast not delivering speeds for which they are charging

Date: 1/31/2017 2:04:39 PM

City/State/Zip: Chicago, Illinois 60621

Company Complaining About: Comcast

Description

THIS IS THE SECOND COMPLAINT. The first complaint (1254833) was not addressed, as Comcast states they require more time and YET I AM STILL BEING BILLED FOR 150Mbps internet and I'm receiving the below speeds:

1/31/2017 11:35 AM 30.72 Mbps, down and 21.44 Mbps up 24.12.207.10 Chicago, IL

I have called numerous times on this issue and the non-technical 1st and 2nd level techs find no issues with the line quality. This is CLEARLY an issue in their circuit and its provisioning. As a network architect with 30 years experience, I am appalled by this company's systematic abuse of their customers with this degree of inadequate services. Their billing system, however, is top rate !! Never miss a collection - even when their reps are fully aware of their lack of service.

This is a continual and systematic throttling of bandwidth; most likely due to QOS throttling. Comcast is clearly in violation of the public utilities act. I demand a full refund for the services not received and release from their contract. I also urge the FCC to engage and resolve this issue on behalf of the millions of customers Comcast continues to fleece.

Ticket: # 1427479 - not reciving internet

Date: 1/31/2017 2:59:47 PM

City/State/Zip: Newburg, Missouri 65550

Company Complaining About: Centurylink

Description

Me and my husband had a dream to live in the country. We found a house with a little land we liked, but before we bought it I called CenturyLink. I called to make sure we would be able to have Internet. I was told yes they could get us 10 meg. The people currently living in the house have 10 meg and phone service, I called CenturyLink aegean to make sure we would have Internet if we bought this house. I tell them my husband is a computer programmer and has to have Internet to work from home. CenturyLink tells me they will put my name on the bill for the house we were buying and it would just roll over in our name. We buy the house the day before we move in CentryLink tek guys turn Internet off at the house we are buying. At this point we had a contract with CenturyLink. Now we have no Internet in our new house we would NOT be buying had we known we would not have Internet. My husband called them they tell him there is not enough band with. He talked to them a long time, they tell him they can do 1.5 meg and in January 2017 they would get us 10meg and that they would be putting new lings in and fixing Internet on the road with fiberoctoes. We still have not revived 10meg, they are not working on the Internet on our road. We have called several times and just get passed form one person to another having to start story all over and being lied to. I have told them it is affecting my husbands job and no one fixes it. CentryLink Just keeps telling us everyone on the Road is experiencing trouble, they also keep telling us we may experience trouble during peak hours (nights and weekends). So that means everyone on my road is not getting Internet on nights and weekends, that is not we we where told would happen and is not what we are paying for, we are paying for Internet, that never works . We were offered a product they can not provide, we are paying for 1.5 meg and not receiving it, we are sospost to have 10meg. That is what they offered from the beginning. We have called and fought with them about once a week and now once or twice a month for hours at a time, they sometimes lower bill, I think they do this just so people will go away. We need Internet, my husband has to have it for his job. Not having Internet on nights and weekends is unacceptable, that is not what we pay CenturyLink for. We bought a house and it is now a nightmare. It has caused problems with me and my husband, it has caused problems with his job. I personally talked to Centurylink for hours. I have cried, I have never been so frustrated in my life, This company is the most unprofessional place i have ever dealt with, they lie and do not fix anything for their costumers. I never would have moved here if I had know the mess we would be in. My husband is having to drive 25 mints into town to use Internet to work on nights and weekends. My husband has run test on his phone if we get higher than 1meg on a good day we get loading screens all the time. We do not get 1.5 let alone the 10 meg we were told we would have.

PLEASE help us get Internet that works as we cannot just pack up and move.

My husband thinks he read that the FCC says anything less than 20 megs is not considered broadband. We are being charged for Pure Broadband Internet and a broadband recovery fee.

[Ticket: # 1427512 - Windstream internet service](#)

Date: 1/31/2017 3:07:31 PM

City/State/Zip: Howe, Oklahoma 74944

Company Complaining About: Windstream Communications

Description

We have terribly slow internet, well below speeds we were promised. After hours & hours of phone calls they finally agreed to come out & check it out, it is hours afer the service agreement time window & they still haven't showed up, and we have held for over 2 hours trying to reach someone.

Ticket: # 1427741 - Failure to Provide Contracted Services of Internet Speeds

Date: 1/31/2017 3:56:56 PM

City/State/Zip: Greenwell Springs, Louisiana 70739

Company Complaining About: AT&T

Description

I pay at&t for DSL internet services a fee of \$44/ month. They are not able to supply my contracted speed of 1.5 (sorry I do not remember the term) or even 1/2 that speed over half the time. When it is usable it is about .500 normally less. It is so slow that Speed Test will not often run.

It is insulting for at&t to say on their ON HOLD message that if you are getting 1/2 of what your contracted rate is, you are in the acceptable range. Today when calling to complain about their notice to raise the rate another \$2/ month, while their abilities to supply internet speeds continue to Decrease, the message states: " Internet Speeds are based on a BEST EFFORTS BASES". What is this supposed to mean? If you are getting Any Speed that is our BEST EFFORT AND THAT IS ACCEPTABLE. SO DON'T COMPLAIN ABOUT IT, JUST PAY YOUR BILL.

Well this fight for PAID FOR SERVICES has been going on for 3-4 years now. I've called and had Repairs Techs out 6 or more times a year for the last 2 years. The service tech say that there is little to nothing they can do to fix that problem, UNTIL AT&T INSTALL NEW EQUIPMENT ON THEIR END OF THINGS.

My issue is that there are No Real Options Available that do not have GOTCHA issues. I am happy to pay my bill to at&t, what I want is for at&t to FULFEEL THEIR CONTRACT TO SUPPLY WHAT I PAY FOR. NOT KEEP CHANGING WHAT THEY SAY TO TRY COVER THEIR SELVES FOR A FAILING NETWORK THAT THEY REFUSE TO FIX BY UPGRADING THEIR EQUIPMENT AND TECHNOLOGY.

[Ticket: # 1427760 - not getting speeds i was told I would](#)

Date: 1/31/2017 4:00:34 PM

City/State/Zip: Calvert City, Kentucky 42029

Company Complaining About: Time Warner

Description

I had online chat with twc spectrum I had twc at 39.99 15mbps down so ask chate about seitching to spectrum at 44.99 and 60mbps down speed. She said yes I would get it for that price and 60 mbps down. I said ok i will switch then after she did the switch she said I would only get 30 mbps down that they dont have 60mbps down here witch was a lie. TWC has up to 50mbps down here I know that for a fact.

Ticket: # 1428473 - Century Link

Date: 1/31/2017 7:43:30 PM

City/State/Zip: Jackson, Wyoming 83002

Company Complaining About: Centurylink

Description

(b) (6)

Jackson WY 83002

Ticket: # 1428584 - AT&T Internet Service- Much Lower than Purchased Rate**Date:** 1/31/2017 8:54:09 PM**City/State/Zip:** Nashville, Tennessee 37208**Company Complaining About:** AT&T

Description

I moved in to this apartment on January 29th 2016 and internet was installed under the 18 MBS service. It performed at a reasonable level for a few months however after months of poor speed, I contacted AT&T and a tech was dispatched to fix the issues. Again it worked well for a few months but then declined, so I just accepted the poor service. In January after hearing about Fiber being rolled I contacted AT&T to upgrade my plan to 1 GB service. A tech was dispatched and installed a new router and fiber connection. He noted I had a failing light level of around 14 for at least 6 months. My speed was below advertised at around 200 MBS but then dropped significantly to under >1 MB within a few days . Please see document "Speed Test 1.18". I contacted At&T who dispatched another tech to fix the issues. They installed a new router and the speed was fine for around 48 hrs and then dropped, after this disappointment I downgraded my service to 100MB . After relating my poor service relative to the price I was paying Technical support suggested I contact the FTC. I have spoken to AT&T technical support multiple times to no avail. The speed is now dropped to 15 MB, while paying for 100MB. Please see "speed test 1.31" . I have been paying ~\$70 per month for very substandard service relative to the contractual price for almost a year now. I have also had to take off 3 days of personal time off work to accommodate their appointment schedules which are never on time. As a side, AT&T is resisting Google Fiber Rollout in Nashville at the expense of the consumers who are forced into a monopoly of underperforming companies

Ticket: # 1428790 - Throttling Speeds

Date: 2/1/2017 1:14:44 AM

City/State/Zip: Phoenix, Arizona 85041

Company Complaining About: Centurylink

Description

For the past 3 months, I have been really upset with Century Link because they have been throttling my speeds constantly. They sabotage my router and disconnect the line as they think I don't monitor it constantly. I'm on the verge of filing a lawsuit against them for throttling speeds in my area. All they keep saying is that there is a problem with the lines outside your house but it's the same excuse every single time. They've dispatched technicians and they say, there is nothing wrong. So the only other thing that is occurring is, Century Link is throttling my speeds because they know I'm a heavy user.

[Ticket: # 1429291 - Slow internet speeds](#)

Date: 2/1/2017 12:17:44 PM

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

Company Complaining About: Time Warner

Description

I pay for the up to 50 from Time Warner and started checking my speeds and barely get the min. I have been paying for the heights speed available for years and not getting what I pay for.

[Ticket: # 1429309 - Complaint](#)

Date: 2/1/2017 12:21:35 PM

City/State/Zip: Milton, West Virginia 25541

Company Complaining About: Frontier Communications

Description

I was promised 4megs of high speed internet and we have never gotten over 1meg of speed. I just want what I was promised.

Ticket: # 1429577 - ISP very slow

Date: 2/1/2017 1:35:18 PM

City/State/Zip: Bay City, Michigan 48706

Company Complaining About: [Http://www.speedconnect.com/](http://www.speedconnect.com/)

Description

The attachment "email.pdf" is a copy of my conversation with my ISP support. They are taking an unreasonable amount of time to fix the slow download speed and also failed to give me an estimate of when the problem will be fixed. This has been going on since at least 1/20.

The attached JPGs are the results of three speed tests. "Test2.jpg" is an interesting case, because it always runs close to my rated speed. It is also the speed test that my ISP forces me to use when testing the connection (www.speedtest.net). I am paying for 10 mbps down/2 up.

[Ticket: # 1429608 - Poor connectivity](#)

Date: 2/1/2017 1:42:35 PM

City/State/Zip: Nashville, Tennessee 37209

Company Complaining About: Comcast

Description

I pay for a service and within a contract with Comcast which they aren't fulfilling their end of the agreement. I pay for 75 mb and I get between .83 and 2 download and around the same upload. I call and constantly placed on hold. Tech not showing up when they are suppose to. Being transferred around and no one wants to help.

[Ticket: # 1429609 - internet speed](#)

Date: 2/1/2017 1:42:37 PM

City/State/Zip: Dade City, Florida 33537

Company Complaining About: Exede Or Wildblue

Description

i have the essential 10 plan with Exede and in the plan is a 3:00 A.M to 8:00 A.M. unmetered time frame and there not resetting my internet during that time to unmetered

Ticket: # 1429904 - Charter

Date: 2/1/2017 2:55:49 PM

City/State/Zip: Brookfield, Connecticut 06804

Company Complaining About: Charter

Description

Told that I would be getting 100mbps only getting 50Mbps. Over charged every month. New customers get 100Mb. but long term customers only get 50Mbps unless I pay an additional \$199 activation fee and \$60.00 per is outrageous, but a supervisor agent told me it would be an additional \$5.00/month. So clearly the company does not know its own pricing and is unable to provide accurate details. I managed to get my monthly fee reduced by approx. \$20.00, but the internet speed still remains a major issues. Also the monthly bill, for the passed 10 years, has never been the same for two months in a row. Lack of precise information and despite practices is the Charter business model and practice, which needs to be stopped.

Ticket: # 1430257 - Optimum/Cablevision false-marketing internet Speed NYC**Date:** 2/1/2017 4:27:21 PM**City/State/Zip:** Brooklyn, New York 11237**Company Complaining About:** Optimum

Description

For the first year of living in my apartment I used Optimum 60, their internet speed of 60mbps. After the first year, rates went up for cable and internet. Switching to a cut-cutting package through another system allowed savings so I could upgrade the internet speed to Optimum 200.

I was supposed to receive an upgraded router as they currently had left me with a wireless N router.* (Please note that wireless N speeds tend to top out around 90-110mbps). I requested the upgrade to a wireless AC, which they advertised. They sent three separate technicians to my apartment to drop off a router and every time it was an N router. Each one was a contractor of cablevision and said if there wasn't anything to do, they would charge me 75 for the trip out. I told them i was told a wireless AC router was due. After fighting with them for several days, the charges were taken off my account, but i still was stuck with an N router. I ended up buying my own AC router and still the speeds don't go near 200mbps. I even have a very high wireless adaptor on my PC with antennas that supports up to 3100mbps and still I top out at 160mbps.

In addition to this, the router that is an N router they continuous insist is an AC router compatible with their 200 connection. It is definitely not. If you google the model number, you will find 0 results online. If you google the serial number, you will get 0 results online. I contacted the company that makes the router, a somewhat sketchy company based in China and after 3 weeks was finally sent a response confirming that it is in fact an N router, not an AC and is not suitable for 200mbps. I've called and complained and was just told I was wrong by Customer Service at Optimum but I'm seeing the complaints on this growing.

[Ticket: # 1430290 - AT&T actively throttling network speed below advertised and promised rates, even if they are achievable](#)

Date: 2/1/2017 4:35:08 PM

City/State/Zip: La Vernia, Texas 78121-4783

Company Complaining About: AT&T

Description

After having DSL with AT&T at an "up to 6 Mbps down, up to 768 Mbps up" speed for multiple years, we canceled the account in October 2016 order to sign up again and get a discount. We were told this ridiculous jumping through hoops was necessary to qualify for the discount. When we went to sign up again, we were told our residence was unable to achieve 6 Mbps and we would only be able to sign up for 3 Mbps. After TWO MONTHS of calling again and again, we finally reached a competent technical support representative who put in "an override" to allow the new account to be on the 6 Mbps tier. However, several days after this override took effect, our Internet speed was still being throttled at 2.5 Mbps down. The DSL modem itself detects the line speed when it first connects to the Internet. The DSL modem's diagnostics logs report that the line is detected as capable of achieving between 8 Mbps and 9 Mbps downstream from the gateway. Despite the fact that we were: (1) paying for 6 Mbps, (2) the account correctly stated 6 Mbps, (3) the DSL modem acknowledges in its diagnostics screen that the "user rate" is provisioned to be 6144 Kbps, and (4) the line speed is capable of achieving 8000-9000 Kbps, the speed was being actively throttled to 2.5 Mbps downstream. After several days of calling, again we finally reached someone who knew how to fix the throttling at 2.5 Mbps, and were told it would be updated "by 8 PM that night."

Indeed, testing the speed the next day, the speed is now precisely at the speed of 5.0 Mbps downstream. Watching live network traffic, it is obvious that the speed is being throttled precisely at 5.0 Mbps, not 6.0 Mbps. We have contacted AT&T to stop this throttling at 5 Mbps and the issue has not been fixed. They refuse to acknowledge the throttling, despite needing to "fix" it earlier. Despite advertising "up to 6 Mbps," this is never achieved due to the active network speed limitation that is out of our control. AT&T claims that "speeds between 5 and 6 Mbps should be expected," but this is NOT what we are paying for. Their plan claims 6 Mbps, though the line is being limited to 5 Mbps. This is false advertising and harmful to consumers.

Ticket: # 1430417 - TWC SPECTRUM COMPLAINTS

Date: 2/1/2017 5:12:03 PM

City/State/Zip: Kenosha, Wisconsin 53142

Company Complaining About: Time Warner

Description

I have been at war with Spectrum formerly TWC, for overcharging me for Internet & Cable TV services for the past 3 years or so. I have spent more time on the phone in the past couple years, with nothing but excuses. In the past 2 months I have had 8 technicians with many years of service, who were unable to fix my service, but my bill has been continually been jacked up over the past couple years, where I had to redo my packages way too many times, which inevitably raised my bill. I am pleased that the FCC has finally listened to our cries for help.

[Ticket: # 1430682 - Internet speed and price](#)

Date: 2/1/2017 6:33:44 PM

City/State/Zip: Carlton, Georgia 30627

Company Complaining About: Windstream Communications

Description

I am paying for services up to 4mbs when I was promised more. I am currently getting .98mbs. I have been waiting 2 weeks for windstream to come look at it. I am paying \$80 a month for that slow service. And my first bill was \$60 more then promised. I was told they need the lines upgraded but will not get the go ahead from higher personal. Help!

Ticket: # 1430806 - Slow internet connection

Date: 2/1/2017 7:45:55 PM

City/State/Zip: Tunkhannock, Pennsylvania 18657

Company Complaining About: Frontier Communications

Description

I pay Frontier Communications for my home internet (DSL). I am supposed to have 3.5 mbps delivered which is the minimum they offer. After running several speed tests I am only receiving an average of .75 kbps. This speed varies and has been as low as .25 kbps and as high as 1.5 mbps. I have never seen a speed higher than 2 mbps. I find this unacceptable as that speed will allow for only minimal internet activity. Netflix will not stream and any online gaming is impossible. This has been going on for years and they do not offer any means to rectify it, however I still pay the same. I have attached a file showing the lack of speed. I simply typed in the Google search bar, "Speed Test". I ran the test and uploaded the results. This is the speed being delivered to my house whether I'm on WiFi or a hardwired connection. This is beyond unacceptable. There are no other internet providers in my area or I would have cancelled them years ago. I have no other options for high speed internet.

[Ticket: # 1431185 - Poor and Intermittent Service](#)

Date: 2/2/2017 6:57:20 AM

City/State/Zip: Beaufort, North Carolina 28516

Company Complaining About: Time Warner

Description

Service is very poor and not the speed I pay for. I pay for the highest speed and barely gets half. Service isn't reliable. I purchased new router and still have issues with Service timing out.

Ticket: # 1431234 - OVER BILLED FOR FALSE INTERNET SPEEDS!

Date: 2/2/2017 9:35:58 AM

City/State/Zip: Reynoldsburg, Ohio 43068

Company Complaining About: Time Warner

Description

I am providing this message to reflect the vehement displeasure I have had with Time Warner Cable/Charter/Spectrum. I have called Time Warner multiple times to BLATANTLY complain about the horrible internet speeds I have received being a customer with Time Warner Cable/Spectrum. I even purchased my own modem/router combo (Motorola Arris - Surfboard), that was recommended by Time Warner to boost my internet speed, and it has been no better. I've had more intermittent dropouts, outages, and EXTREMELY SLOW SPEEDS when I could get it to connect, and I'm EXTREMELY SICK AND TIRED OF HEARING MY WIFE AND KIDS COMPLAIN, COMPLAIN, AND COMPLAIN MORE ABOUT HOW THE WI-FI WON'T WORK!!!

After reading about the lawsuit that the New York Attorney General filed after a 16 month investigation, citing that Time Warner lied to customers about internet speeds that it advertised on 02/01/2017, and BLATANTLY IGNORED its engineers, warning them that their equipment wasn't capable of even coming close to offering the speeds it was advertising, is even MORE INFURIATING!

The lawsuit filed in State Supreme Court in Manhattan, accuses Spectrum of defrauding customers since 2012 by charging them for services it knew it could not provide. It goes on to say that the company "conducted a systematic scheme to defraud and mislead subscribers" by promising Internet speeds that it couldn't actually deliver. As well, I also was leasing one of their one of the 900,000 older-generation modems and wireless routers, which they knew were incapable of achieving the promised internet speeds. Furthermore, after doing more investigating, this is not the first time Spectrum has been targeted and accused of fraud in various states over the last couple of years. Now it is beginning to make sense as to why I'm having all the problems that I've had since June 1, 2016.

With these deceptive practices, and paying for services that were not fully rendered, I believe they should refund me all of the money I spent on bills that I have paid each month for their internet services since that time.

I will continue to push this message out to anyone I know that has Time Warner, because this clearly is a company that is mired in lies, deception, greed, and shady business practices. Please make an example out of this company, and punish them severely. Please take away the very thing that Time Warner desires most: Money! This is the best way to send a VERY STRONG MESSAGE for lying and deceiving customers to line their greedy pockets.

As well, will you please push this message to the front of the line to let this shady company know that customers have rights too. I will definitely leave this company on June 1, 2017 when my one year contract is up. This company is HORRIBLE!!! AGAIN, please punish them severely!!!

Ticket: # 1431881 - Charetr/Spectrum business BAIT & SWITCH

Date: 2/2/2017 1:39:56 PM

City/State/Zip: Hastings, Michigan 49058

Company Complaining About: Charter

Description

We recently switched our internet service over to a business account and added 2 business phone lines. we called and spoke with 2 sales people at the Spectrum business office who would not email us pricing, but stated that the business internet speed would be 100MB/s and our combined monthly cost for internet, 2 business phone lines and 1 personal phone line would be \$119.97 per month for the first 12 months and then \$139.97/month after that, with no contracts. Now that the installation is complete and we have received our bills, we find that we are getting internet speed of only 60MB/s (same as what we had under residential) and our combined monthly cost is \$149.96/month. We called and spoke with a department manager at Spectrum who identified herself as Katie Osland. This person stated that she would listen to the recorded sales call and call us back on Tuesday morning (1-31-2017). She never called. This is a pure and simple case of BAIT & SWITCH, which is ILLEGAL in Michigan. We have spoken to other small business owners who have claimed similar experiences. We would like to see criminal charges filed against these crooks.

Ticket: # 1432216 - Frontier internet extremely slower than advertised

Date: 2/2/2017 3:02:14 PM

City/State/Zip: Portageville, New York 14536

Company Complaining About: Frontier Communications

Description

I ordered the frontier internet 6mb DSL high speed internet. They come out and set it up, then after installing it they told me its never going to do 6 MB and that I will be lucky to get 1 MB. I rarely get to watch my Netflix due to having dialup speed all the time. They lied about having high speed and I want something done to stop them from hurting other customers anymore with third lies. I am uploading a screen shot of my actual fastest speed test results over a 4 day timeframe. With a screen shot of frontiers price plans for proof. Feel free to contact me if you have any questions. Please help me with this problem.

[Ticket: # 1432498 - Follow-up to 1368164](#)

Date: 2/2/2017 4:09:27 PM

City/State/Zip: Spring, Texas 77381

Company Complaining About: AT&T

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1432768 - timed warner cable aka spectrum](#)

Date: 2/2/2017 5:28:45 PM

City/State/Zip: Olivebridge, New York 12461

Company Complaining About: Time Warner

Description

poor quality of service am supposed to have 200mbs and never has been above 44.16 mbs

Ticket: # 1432802 - SLOW INTERNET SPEED

Date: 2/2/2017 5:38:38 PM

City/State/Zip: Menahga, Minnesota 56464

Company Complaining About: Centurylink

Description

Centurylink is unable to provide internet speed at the contracted rate. My agreement is for home use high speed internet at 1.5 MBps, with a 80% minimum.

Continued repair orders have made an unacceptable fix.

Ticket: # 1433067 - Charged for higher speed, couldn't get on internet, TV half the time due to streaming

Date: 2/2/2017 7:12:56 PM

City/State/Zip: North Vernon, Indiana 47265

Company Complaining About: Frontier Communications

Description

(b) (6)

Ticket: # 1433102 - Centurylink speed and billing issues

Date: 2/2/2017 7:36:08 PM

City/State/Zip: Bend, Oregon 97702

Company Complaining About: Centurylink

Description

I have been paying for services and only getting half the speed that I pay for and they will not fix the issue and try to say there is nothing wrong with what we pay but the service has an issue between the apartment building and the hub. Our apartments had this tested and found nothing and told us we would have to pay to have them come back out. We contacted them again and requested this be resolved or the bill be adjusted and they said we would have to pay to have a tech come but we have the insurance. Next every month before the next bill is even due my internet is turned off. I don't even get to be a full month behind and I am disconnected. I then get charged \$25 to reconnect and have to wait 2 days to get turned back on. I do not get notice of disconnects it just happens. My bill is also not what I was told it would be for the two years I have had it and have tried to get his fixed and cannot get anywhere. They say you have to have auto pay to get it cheaper but it is not offered on my account either. When I first signed up I was also offered \$25 gift card and ended up having to pay \$25 to get activated and never got the gift card either. This is the worst service ever! Something needs to happen and they are the only other service than the cable company in my area.

Ticket: # 1433165 - Poor customer service from Comcast**Date:** 2/2/2017 8:04:15 PM**City/State/Zip:** Jacksonville, Florida 32277**Company Complaining About:** Comcast

Description

I went into a Comcast office to get internet. I was offered a package of 25mb plus hot spots at a price of 19.99 a month plus modem fees. I said ok and was told to call customer support to have the modem turned on. I called and at that point I was told that I only had 10mb and no hotspots. This was not what I had asked for. After being on the phone for almost 2 hours of just being changed from person to person. I went back the Comcast office the next day. From there I was told that the manager would give me a call in at least 48 hours after they sent an email. I was supposed to have also received a phone call prior to that when I was on the phone for almost 2 hours. To say the least I did not receive a call from either one. I go back down to the Comcast office again and I get told that I never signed up for anything in the office and that it was done online. After a very brief discussion that I did do it there the manager tried to blame being dyslexic as the problem. Another day of being basically told to get the hell out of here because we are not going to do anything for you. I talked to an agent in Chicago that was probably the best help but could not do anything because she was not a part of my region but put a note out to contact me. I still did not receive a call. The last attempt I was told that I should get a call on February 2 and today is February 2 7pm and no phone call again! I also had an issue with billing that makes no sense and \$240 that cannot be explained on why it is missing if the connection was turned off but the payments continued.

Ticket: # 1433440 - Hughs wireless internet

Date: 2/2/2017 11:37:07 PM

City/State/Zip: Kingman, Arizona 86401

Company Complaining About: Hughes Net

Description

I have tried to communicate with this company from the time I signed a contract. I cannot access the web site to register so I can get information to pay my bill online, the speed I am receiving, or how much data I am using, I was charged for some type of insurance for equipment that I didn't ask for, the speed was is not even near what they advertised, even though they said up to 5gbit down load. I am getting only 1.85 gbt on a good day and down to .86. I spent a lot of time talking to someone in the Phillipines, and was told I couldn't speak to anyone in the usa. I left my phone # with them and got nothing, Please help. Thank you

Ticket: # 1433520 - Connection Speed Throttling

Date: 2/3/2017 1:44:14 AM

City/State/Zip: Overland Park, Kansas 66213

Company Complaining About: Time Warner

Description

Spectrum (formerly Time Warner Cable) has been throttling my connection. I pay for 100mbps connection speed, and for the last week and a half have been getting no more than 30mbps. Before submitting this complaint, I ran three separate tests on speedtest.net, and saved a screenshot of each to attach to the complaint.

Ticket: # 1433536 - Can't use internet most of the time

Date: 2/3/2017 2:10:18 AM

City/State/Zip: North Hollywood, California 91602

Company Complaining About: Spectrum

Description

I pay for "extreme" internet which promises "up to 60mb/s". However, I often receive under 1mb/s of service (measured by speed test google) for long periods of time (a few days to a week). I've had multiple techs from TWC, now Spectrum come out and tell me that the problem isn't fixable without citing a reason or telling me that the "up to" means that under 1mb/s is acceptable sometimes. It interferes with my work and my downtime evenly and I want to know if something can be done. Thank you.

[Ticket: # 1434822 - internet throttling](#)

Date: 2/3/2017 3:37:35 PM

City/State/Zip: Taylor, Michigan 48180

Company Complaining About: Comcast

Description

My internet company Comcast is throttling all my inbound and outbound connections A friend of mine has an off-site server that we've been doing connection tests on in Arkansas by Little Rock My friend's name is (b) (6) his email address is (b) (6) I pay 180\$ a month for the internet phone and cable bundle that i have and i'm getting no where near the internet speed that i should be getting!

[Ticket: # 1435334 - Throttling Internet](#)

Date: 2/3/2017 6:03:06 PM

City/State/Zip: Somerville, Massachusetts 02145

Company Complaining About: Rcn

Description

RCN is throttling my internet. I pay \$60/month for 155mbps and am only getting 50mbps at best!

Ticket: # 1435392 - Frontier Communications

Date: 2/3/2017 6:26:52 PM

City/State/Zip: Gilroy, California 95020

Company Complaining About: Frontier Communications

Description

Several months ago Verizon sold their land line service to Frontier Communications. Since then our Internet service has been poor to terrible and worse. Verizon did not do their customers any favors by selling to Frontier. Anyway service does improve after complaints are filed and a technician comes out to rework our circuit but then fades off into a state of being unreliable and slow. I really think this outfit should be banned from doing business.

If you look on the Internet for complaints about the company you will find that there is not a shortage of customers who have lots of stories about the poor service the company provides .

Sincerely,

Ticket: # 1435406 - Frontier Communications

Date: 2/3/2017 6:30:34 PM

City/State/Zip: Gilroy, California 95020

Company Complaining About: Frontier Communications

Description

Several months ago Verizon sold their land line service to Frontier Communications. Since then our Internet service has been poor to terrible and worse. Verizon did not do their customers any favors by selling to Frontier. Anyway service does improve after complaints are filed and a technician comes out to rework our circuit but then fades off into a state of being unreliable and slow. I really think this outfit should be banned from doing business.

If you look on the Internet for complaints about the company you will find that there is not a shortage of customers who have lots of stories about the poor service the company provides .

Sincerely,

Ticket: # 1435423 - Bundling Issues**Date:** 2/3/2017 6:38:18 PM**City/State/Zip:** Middleburg, Florida 32068-4806**Company Complaining About:** Comcast

Description

She wants to file a complaint against Comcast. She has internet plus, phone, and cable TV with Comcast. She has had constant problems with Comcast. The technicians falsify notes. They have altered her services without authorization. January 10th 2014, she called Comcast Retention Department and spoke to a rep and explained she wanted to get rid of the phone service due to extremely poor service.. She was going over plans about stand alone broadband and price packages. She was asking about Latino packages but the rep was talking her out of the Latino Package. The Supervisor Michael did the \$49.99 for 12 months internet plus which includes basic TV and HBO. He said he would give her the Blast for \$49.99. They scheduled a technician to come out to swap out the x-1 box and pick up the router. They had mailed her a router last summer and they did not send a return shipping label. She had bought her own router. he was to come out January 13th 8 - 10 PM. She received a confirmation email about this. She received a \$20.00 service charge credit and \$60.00 connection credit. They had started billing her \$10.00 per month for 4 months for the router that was not returned. They were going to give her a \$40.00 credit for the routers. They forgot to send reset signals for the increased internet speeds. The next day she turned on her computer and did a speed test and she knew he forgot to send the reset signals. She called on the 11th and spoke with 6 people. The first person showed speed of 150 and said the package was Blast 150. he resent the signals and she wasn't getting 150 or 75. It took until the 6th call until she received the 75 speed. She was also told he didn't see any appointment for the 13th but he did see an appointment for Saturday the 14th which she did not authorize. He rescheduled for Friday the 13th. On January 12th she calls back to add her router and she was not getting the 75 speeds. The speeds on their router were less than 75 and on her router. She called on the 13th and spoke with Headquarters in Phila. and they said they would have Corporate Escalation Team get back to her on the 18th. She cancelled the installation for the 13th and went with the installation on the 14th. On the 14th she received a call the technician was on his way. Several minutes later she received a call from a Tenn number that they were on their way. The Technician Robert showed up and he knew there was surveillance in her home. She asked for the Work Order to review. The Tech did not do anything and only took a phone call from his supervisor. He went outside to take the call and he never came back. She called him and asked where he was. he told her he had to pick up another box and that he was at College and Blanding. he said he would be there in 10 minutes. He didn't show up and she called him and left a message. He never responded and didn't swap out the box or take the equipment. She received a call on the 17th from Candace at Corporate Escalation. She feels this is a setup. She wasn't able to resolve anything with her. She will follow up and make sure Corporate Escalation will get back to her.. She promised to stay in touch but she has heard from no one. She still does not have proper speeds and has heard from no one. about the installation.

Ticket: # 1435590 - Internet Service

Date: 2/3/2017 7:52:13 PM

City/State/Zip: Windermere, Florida 34786

Company Complaining About: Comcast

Description

I have had Comcast service for 8 years. Their service has continually gotten worse. I call them at least once a week due to bad Internet. I have gotten no resolution, they lie over and over saying that there is no issue in my area, which is not true. My whole Subdivision has terrible service, it has even been brought up at our HOA meeting. Our Subdivision is locked into a 10 year contract with Comcast. It's beyond reason. My neighbor recently had a Comcast Technician at her house due to all of the issues, he said that it's the worst service in the Orlando area and that Comcast needs to install new underground wiring, but will not do it because of cost.

Ticket: # 1435639 - Charter internet problems

Date: 2/3/2017 8:35:32 PM

City/State/Zip: Fallon, Nevada 89406

Company Complaining About: Charter

Description

we here at Sage Valley Rv park have had alot of issues with charters internet service and they keep saying its on our end. Biggest problem is internet speed and it dropping out all the time as well as the cable side of charter. Thank you for your time

[Ticket: # 1435702 - Need Better Service with no DATA Caps , Unlimited Data Usage is what we need](#)

Date: 2/3/2017 9:56:43 PM

City/State/Zip: Dora, Alabama 35062

Company Complaining About: Hughes Net

Description

Right now Hughes Net Satellite Internet is terrible. Speeds are super slow we are not even close to getting advertised Speeds. Plus after one week we are over our DAP so what good is it. In my opinion it sux plain and simple. But its our only alternative to getting the closest to Broadband and we can get. Charter cable internet is half mile to the right and a half mile to the left of our location. Would be easy to extend the line down in front of our homes so that we could get their service.

[Ticket: # 1435735 - Internet](#)

Date: 2/3/2017 10:35:49 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Internet speeds are extremely slow. Internet sporadically goes off.

[Ticket: # 1435801 - Not getting internet speeds that I'm paying for.](#)

Date: 2/4/2017 12:29:12 AM

City/State/Zip: Cypress, Texas 77429

Company Complaining About: Comcast

Description

Supposed to be getting 100mbps, last test showed 25mbps on a wired connection. Have had speeds drop down to 0.3 mbps. Already filed complaint and comcast said that I didn't respond. Have already had a technician at house a little over a year ago. Also noticed that comcast is routing me through a server in dallas. I live in Houston, over 200 miles away. Speeds drop down to 0.3mbps around the same time every evening. Comcast refuses to acknowledge or address network congestion

Ticket: # 1435812 - Lack of sufficient service.

Date: 2/4/2017 12:51:22 AM

City/State/Zip: Sunnyside, Washington 98944

Company Complaining About: Centurylink

Description

My ISP has been providing me with less than half of the internet I am suppose to be receiving. Additionally there is regular, significant packet loss during peak hours rendering many internet services inoperable. I have discussed my issues and they have reported that the area is "at saturation" and there will be packet loss during peak use times, ie, all night and weekends and there is nothing they can do about it. Living in a rural area they are my only internet provider option and are taking unfair advantage of their monopoly to charge me full price for what barely constitutes useable internet.

Ticket: # 1435813 - False product

Date: 2/4/2017 12:53:54 AM

City/State/Zip: Portsmouth, Ohio 45662

Company Complaining About: Time Warner

Description

In the city of Portsmouth, Ohio, the internet and cable provider Time Warner has for over 2 years never given me the internet speeds in which I am paying for. I am paying for 50 mbps speeds, but only receiving 5 to 30 mbps speeds. I have changed my router twice (as recommended by Time Warner) and i have called in over 15 times to ask for a resolution to the issue. They do not resolve the poor speed issue.

[Ticket: # 1435953 - AT&T not honoring it's advertised Internet speeds](#)

Date: 2/4/2017 11:17:45 AM

City/State/Zip: Houston, Texas 77012

Company Complaining About: AT&T

Description

We are paying for 18mbps down and 2mbps up but the highest i've ever seen down is 16mbps and up 1.4mbps. Avg down is 13 and avg up is 1.

Ticket: # 1436017 - Internet service and connection

Date: 2/4/2017 12:40:24 PM

City/State/Zip: St Bonifacius, Minnesota 55375

Company Complaining About: Frontier Communications

Description

First, I was lied to about available service. They told me I could sign up for 24 mbs so I agreed and cancelled my current provider. Then they missed two installation appointments and told me they could only give me 6 mbs after I already cancelled my 12 mbs internet with a different carrier. To top it off, they just dropped a modem off at my house so I installed myself. Then, 2 days into service, it went down over the weekend and they said no one could come fix it until Monday. Horrendous company

Ticket: # 1436143 - Internet speeds extremely slow

Date: 2/4/2017 2:36:30 PM

City/State/Zip: Cape Coral, Florida 33993

Company Complaining About: Centurylink

Description

We have had Centurylink for about 4 years and it has always been below what was advertised and slow but we just signed a new contract with them (since there is no other options in our area) that promised 25 down speed and 8 upload speed which is better than the new we have ever gotten with them but since we signed that contract it's been even worse than ever before to the point where we can't even watch simple things like YouTube it is very frustrating. I hope you can help us

Ticket: # 1436154 - Frontier Communications Service Issues**Date:** 2/4/2017 2:48:35 PM**City/State/Zip:** Welches, Oregon 97067**Company Complaining About:** Frontier Communications

Description

I was on a long phone call with Frontier Communications today. They kept me on hold for about an hour total. The first representative went through the motions and said that the Customer Service team "might" send me a new modem. I only wanted a modem because they are telling me that I can get 1.6mbps at the pole. The first representative said that this isn't true and I should be able to get higher speeds. The second representative told me that the modem is fine and 1.6mbps is all I should be able to get at the pole. I asked if there is a timeline or plan for the engineering department to push upgrades to our area. He said that I would be the first to know and they would leave door knockers if they did upgrades. I am annoyed because it has been around a decade since the last upgrade when we went from DIAL-UP to DSL. It seems as though there is no plan whatsoever to upgrade our area. We are paying for "broadband", and the FCC guideline is 25mbps download. I would be happy with the ability to pay for even 10 mbps. We are paying to get "up to" 6 mbps, but getting a connection that is 1/6th as fast. Frontier has a monopoly in the area until Wave arrives. This means that they have a responsibility to provide fastER internet to its customers.

[Ticket: # 1436227 - Not getting advertised internet speeds](#)

Date: 2/4/2017 3:50:32 PM

City/State/Zip: Austin, Texas 78705

Company Complaining About: Time Warner

Description

I am paying Time Warner Cable for an internet plan that has advertised 50Mbit/s download speeds and regularly get speeds between 1 and 3 Mbit/s. I have called them multiple times and they have not fixed this issue.

[Ticket: # 1436597 - dsl issues](#)

Date: 2/4/2017 11:59:34 PM

City/State/Zip: Wedowee, Alabama 36278

Company Complaining About: Centurylink

Description

me and mother n law are customers of centurylink. my mom been with them for almost 20 yrs now. the dsl is always having issues they only do simple quick fixes that always fail later. they wont upgrade anything. we cant even get normal speed. we pay for 10 mps and only get .46 mps. please help

Ticket: # 1436610 - COMCAST is a liar company!

Date: 2/5/2017 12:36:33 AM

City/State/Zip: Arlington, Virginia 22202

Company Complaining About: Comcast

Description

I am a new Comcast customer. After I moving to the new apartment I choose Comcast internet service, which is advertised new customer 100 Mbps internet if you add TV channels to your plan. The first two or three months are 100 Mbps but after that they changed speed to less than 30 Mbps without any notification!!! Their website said new customer can have 100 Mbps internet with TV !!! I HAVE TO SAY THEIR BEHAVIOR IS BRAKING MY TRUST TO COMCAST.

[Ticket: # 1436638 - Slow Download and Upload speeds](#)

Date: 2/5/2017 1:53:04 AM

City/State/Zip: Scottsdale, Arizona 85251

Company Complaining About: Centurylink

Description

I signed up, got background check and was ready to work online. Upload and Download speeds too slow. 2.81 dwnld .65 upld .Called Century Link and they want me to pay for someone to check it. C'mon. I have tried everything on my end and I want them to fix this. I am paying too much for this.

Ticket: # 1436655 - Consistent Issues**Date:** 2/5/2017 2:42:39 AM**City/State/Zip:** Camp Verde, Arizona 86322-7533**Company Complaining About:** Sudden Link

Description

I have been having service issues with Suddenlink for quite a long time now. It has gone on for more than a year at this point. I have been in constant contact with Tech Support for it seems like forever, with no improvement. I pay for 100mbps down and 7mbps up, and rarely (less than five times in more than a year) seen anywhere near that speed. I consistently get about 5mbps down and 6mbps up, although up-stream is very inconsistent, often being less than 1mbps. Suddenlink has made dozens of assurances that they will correct the issue, with no results. I have been promised that my account will be credited for the connectivity issues, but not until my connection is fixed. Essentially, since my connection is never fixed, I will never be credited. My only request is to receive at least half of the speed that I pay for. 1/20th of the speed I am paying for is not acceptable. Often, I don't even get that. I have opened multiple tickets with Suddenlink, which are always closed stating that the issue has been fixed. When I call now, they do not even open a ticket. I am told that it is an area-wide issues and that it is being worked on, but I have seen zero results. This means that not only am I being effected, but everyone in my service area is also being effected. The low quality of my connection (it is more than simply a speed issue -- it is also a connectivity issue) nearly caused my wife to fail her last semester of college while trying to obtain her Associates degree, due to my upload speed being .01mbps consistently for weeks, which also caused multiple modem/router reboots. My wife was forced to visit the home of friends and family to even take her tests or work on assignments, because our connection was very unstable. This led to getting disconnected during many tests resulting in a failing grade on those tests. Please help.

[Ticket: # 1436664 - CenturyLink claims I was upgraded and internet is working even worse than before.](#)

Date: 2/5/2017 3:03:24 AM

City/State/Zip: Pena Blanca, New Mexico 87041

Company Complaining About: Centurylink

Description

I have tried numerous times to talk to someone about the speed of my internet. Every time I call, my call is transferred numerous times with no one being able to give me a straight forward answer. I received a letter in the mail informing me that due to high usage my internet service was being terminated, unless I upgraded to a business service. I called and upgraded, my plan and never was I once told that my internet would be slower than it was before. If I was made aware of this I would have just cancelled my service. I don't understand how they saying that I was over using data if they don't even provide the amount I would need to stream anything. Every time I have called they tell me they only offer a certain speed that is incapable of streaming things like YouTube and Netflix. I would like to get a straight answer out of them as to why they downgraded my speed, when they are claiming my service has been upgraded? I live in a rural area, in a very poor part where they have a monopoly on internet services. If they downgraded my service because they thought I was using too much data I wish they would just tell me that, and not beat around the bush and lie and say that in my area I am not able to get service higher than dial up speed. I pay for high speed internet and am getting speed that is about the same or worse than dial up. I just want a straight honest answer for them, of why they downgraded my speed and why they falsely advertised that I would be upgrading my service when that isn't the case.

[Ticket: # 1436719 - CenturyLink](#)

Date: 2/5/2017 11:00:03 AM

City/State/Zip: Rensselaer, Indiana 47978

Company Complaining About: Centurylink

Description

Our internet hardly works anytime after 5pm on weekends and anytime on weekends. I have called continually over the past 2 years. They tell me that the there is too much congestion. The entire Wes are aware. Through all my calling, I did finally have someone say it affects 58 people and they will not spend the money to improve the congestion because it would cost too much. They do however continually sell service and make it worse.

Ticket: # 1436813 - slow internet

Date: 2/5/2017 1:34:42 PM

City/State/Zip: Nescopeck, Pennsylvania 18635

Company Complaining About: Frontier Communications

Description

I have notified my internet provider, Frontier, several times about the poor quality of my internet. They are billing me for "high speed internet" and I am not getting anywhere what their webpages says I should and they raised my bill. I have contacted them several times over the course of a year and nothing gets done. Same excuses, it's a high use time or check my modem, they have changed the modem 3 times. My download speed is 1.33 mbps, way below what I should be getting

Ticket: # 1436835 - Internet Speed Issues

Date: 2/5/2017 2:04:10 PM

City/State/Zip: Thornton, Colorado 80602

Company Complaining About: Comcast

Description

Since moving to our home in 2012 have experienced inconsistent internet speeds that are not even close to the advertised speeds that we pay for the services to Comcast. Comcast has made multiple visits to the home to make repairs, they are often short-lived and the issues revert back to the previous lower internet speeds. We run speed tests that demonstrate the lower speeds that have been observed and confirmed by the Comcast Technicians. Why are we have to pay for speeds they cannot delivery on a consistent basis??

[Ticket: # 1436855 - Frontier Communications internet speed less than advertised](#)

Date: 2/5/2017 2:19:38 PM

City/State/Zip: Athens, Ohio 45701

Company Complaining About: Frontier Communications

Description

Per Frontier Customer Service Review, Frontier is supposed to provide up to 30mbps internet speed with people out in the sticks maybe getting 1 to 3 mbps.

I went on line and tested my speed on Frontier's web site and my speed was:

download: 0.07mbps, upload: 0,06mbps which is way way way less than even 1 mbps. I called Frontier and was told to fix the problem I should upgrade (pay more than the \$30 per month I am already paying to perhaps maybe get better speed.

[Ticket: # 1436875 - Comcast internet service disruption](#)

Date: 2/5/2017 2:44:33 PM

City/State/Zip: Pembroke Pines, Florida 33029

Company Complaining About: Comcast

Description

The quality of the internet connection provided by Comcast is very poor and not what they have advertised. Several times each week I have to restart the modem and even then the speed isn't what I pay for.

[Ticket: # 1436890 - Consistent slow speeds](#)

Date: 2/5/2017 2:56:50 PM

City/State/Zip: Moyock, North Carolina 27958

Company Complaining About: Mediacom

Description

I pay for 50 meg internet with Mediacom. It never works properly ,and they know there is a problem but refuse to fix it.

[Ticket: # 1436979 - Slow internet](#)

Date: 2/5/2017 4:45:58 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Very slow DSL internet and getting worse. all neighbors have the same issue. .52 download speed .22 upload speed. alternate supplier is not available. called Frontier multiple times . no plans of upgrading our old rural phone line. not getting what we pay for . cannot use computer for work or school.Please help!!

Ticket: # 1437185 - Not getting speed paid for

Date: 2/5/2017 10:46:37 PM

City/State/Zip: Lawton, Oklahoma 73507

Company Complaining About: Fidelity Communications

Description

Hello. I have internet with fidelity communications. I am paying for 125mbps. On a good day i get 30mbps. Ive even had 1.2. I have called and complained and nothing. Their entire facebook page has tons of complaints over the same issue. We are paying for what they do not provide.

Thank you

(b) (6)

Ticket: # 1437214 - Internet Throttling

Date: 2/5/2017 11:41:48 PM

City/State/Zip: Denham Springs, Louisiana 70726

Company Complaining About: Cox

Description

After deliberate phone calls, technicians from Cox coming out to work on my line, myself personally buying a new modem, I still have been receiving underwhelming speeds for my internet plan. I pay for the Ultimate plan which is close to \$100 a month.

I used to get 300 Mbps for download and 30 Mbps for upload. Currently I get 1-3 Mbps for upload and the only response I get from Cox is, "Your connection is fine.". They're unwilling to admit that there has been a change in my connection. This has been debilitating as someone who works from home.

I've been a customer of Cox for over ten years.

Ticket: # 1437297 - Mbps so low here that nothing works wright!

Date: 2/6/2017 12:18:16 AM

City/State/Zip: Waterbury, Connecticut 06704

Company Complaining About: Frontier Communications

Description

The Mbps in 06704 are super low within all this region of Connecticut State. Why? We paying our fees as the contract dictated on agreement but it's not working as it was meant to be. Neither the computer the cells etc. all just stay on buffering constantly until it just goes down out of line disconnected and or trip-off. Please, kindly see if there some other solutions to such issues asap since we did need this internet speed up to be able in comply with school and work assignments as required. DSL are way too low for our region here in 06704 which may cause us economic burden even further if this condition prevail any longer. We'll appreciate whatever you may do in solve this annoying ridiculous problem. Thanks very much now and have a nice day too!

Ticket: # 1437320 - Brighthouse Network - untruthful informatio

Date: 2/6/2017 1:17:05 AM

City/State/Zip: Orlando, Florida 32835

Company Complaining About: Bright House

Description

We have had Brighthouse for quite sometime. I pay for tv, phone and internet.

Every day we have issues with internet speed - we pay for 20mbps and whenever i run the speedtest online i get less than 1mbps. I am saying that i pay almost \$150 for 0.98mbps of internet.

This week our cable tv also stoped working. I had four technicians in my house before they could fix the tvs, but internet remains the same.

So i called them to cancel service because i pay too much money for little service.

In order for me not to cancel, They promised me to come to my house on Sunday (today) between 10am-noon to switch the internet modem and to add two dvr boxes. They promised to upgrade internt to 100mbps and add two dvrs, phone service would remain the same, for a total of \$105 after tax. No need to say that no technician showed up and when i called brighthouse to inquire about scheduled service they said there was nothing noted on the account.

They literally make me sound like i am crazy, but rep from retention dept schedules app with me and gave me every single item to be included in this new agreement, amount after tax and all.

I need help making they accountable for what they promisse and advertise. I pay for something i do not get, i am teicked into staying, only to get lied to. Pls help us.

Tks

(b) (6)

[Ticket: # 1437554 - data throttle](#)

Date: 2/6/2017 10:55:05 AM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: T Mobile

Description

t mobil is making my data slow to the point of being unusable..

Ticket: # 1438014 - No internet

Date: 2/6/2017 1:08:49 PM

City/State/Zip: North East, Pennsylvania 16428

Company Complaining About: Verizon

Description

(b) (6) [REDACTED]

Ticket: # 1438255 - Poor internet for the rural folk

Date: 2/6/2017 2:06:12 PM

City/State/Zip: Mcdade, Texas 78650

Company Complaining About: Rise Broadband

Description

Its a shame in this day and age, 2017, that something as basic as internet, is such a commodity to come by.

I live in a small town known as McDade, Texas. We live in the outskirts, so we don't get anything great like Charter Spectrum. I like to play games and stream movies, as does the rest of my family, so data caps and latency issues from satellite providers are a huge pain, so the only option we have is Rise Broadband.

We have a tower based internet that we got back 10 years ago when it was PVco. It has since shuffled names to Skybeam, and now Rise. The internet has always been inconsistent. As of late, its overwhelmingly horrible. For 3 months last year, we suffered packet loss problems and that made problems when we were trying to connect to private servers for work.

As of Nov 4, 2016, we have been receiving less than a Mb per second due to our company's inability to get new equipment onto a tower in a neighboring town, Elgin, due to legal issues. I have tried to get other companies out here, but nobody can ever come out here, and recently, I learned that a company in the area is the reason for that.

My neighbors and I are being robbed by our current provider while people who have the luxury of living closer to town pay half the price for internet and never have any problems. That is a dream that I have for my family here at home. I figured by now, we would have at least caught up with 100 mb internet, let alone gigabit.

I write this in the name of all the rural folk out here in McDade who want to have a great and affordable internet experience, but are restricted due to their location. Everyone who is being overcharged for internet.

I hope that whomever reading this can help me make that dream a reality.

[Ticket: # 1438352 - Speed/Availability](#)

Date: 2/6/2017 2:19:47 PM

City/State/Zip: Clinton, North Carolina 28328

Company Complaining About: Centurylink

Description

Centurylink has been providing service to my home that is horrible to say the least. I am paying for the fastest speed they provide at my address. The speed they say I am capable of getting is 8Mbps but I am lucky if I get 4Mbps. I have tried talking with them several times with the hopes in getting them to fix and possible upgrade my available speeds. They have stated that they will not upgrade the system to provide better speeds and that the speeds I am getting is acceptable.

Ticket: # 1438636 - internet billing

Date: 2/6/2017 3:30:48 PM

City/State/Zip: Metropolis, Illinois 62960

Company Complaining About: Frontier Communications

Description

slow internet 1.5 Mbps same as WV Residents had when they filed a class action law suit and WON...I am experiencing the same slow internet..I am purchasing 12 Mbps download speed and only receiving about 1.5 at times MAYBE 2. The customers won that lawsuit and was given a price reduction to 9.99 per mo. for customers expecting 6Mbps download speeds and only receiving 1.5..I am purchasing up to 12 Mbps and only getting 1.5 Mbps download and without effecting my plan I would expect to receive the 9.99 per mo until my internet speed is up to 6Mbps speed or faster...

[Ticket: # 1438690 - Poor internet](#)

Date: 2/6/2017 3:42:39 PM

City/State/Zip: Cement, Oklahoma 73017

Company Complaining About: Tds

Description

We pay for high speed internet and it has never been high speed. The company is TDS. My husband upgraded to a faster speed for \$15 more a month. It's worse than ever. For the last two weeks we have had hardly any internet at all. We just want to get what we are paying to have. We are both retired and can not afford to pay for something that we enjoy and can't receive. They (Tds) say its because we are at the "end of the line" whatever that means. They never discount our bill for when we don't have internet.

[Ticket: # 1438793 - Frontier communications poor service](#)

Date: 2/6/2017 4:09:30 PM

City/State/Zip: Hop Bottom, Pennsylvania 18824

Company Complaining About: Frontier Communications

Description

Poor service for our DSL. Have been customers of Frontier Communications for years. Our service has been deteriorating for months to the point where is almost useless. When contacted they may have you try different settings, nothing works. Now they just say "you are in a congested area". It is a very rural area, so the only reason it is "congested" is they are not providing the resources to support the area. They advertise and signup more customers when they can't support the ones they have.

Ticket: # 1439715 - Exede Internet Service (ViaSat)

Date: 2/6/2017 9:50:12 PM

City/State/Zip: Newbern, Tennessee 38059

Company Complaining About: Exede / Viasat

Description

Exede offers satellite internet service. I currently pay them >\$100 a month for 150GB of metered data with a 25Mbps speed boost. On most days I receive 1Mbps or less during what they refer to as "peak hours" from 5pm until 2am. During non-peak hours (2am-5pm) I still only get 4Mbps speeds. I have followed all of the troubleshooting they have provided via their tech support and they were unable to fix the issue- they told me the issue was on their end and was due to "network congestion," but promised it would improve. It has not improved in over a month and they refuse to credit me any amount of money for the non-delivery of service and threaten an early termination fee if I cancel. I was told that I would just have to "deal" with the slow speeds until they "figured something out."

Ticket: # 1439844 - No speed except with speed-tests

Date: 2/7/2017 12:02:03 AM

City/State/Zip: Austin, Texas 78752

Company Complaining About: Time Warner

Description

My internet service is regularly as slow as dial-up during normal use, only getting ~100 kbps speeds for services like YouTube and Netflix. When I go to check my speed using speedtest.net or fast.com, either speed test gets between 60 and 70 Mbps download speeds (I pay for 50 Mbps down/5 Mbps up).

This issue is nothing new, but the service has been getting worse and worse as the months go by. When I initially got service with TWC at the start of August 2016, I could reliably get 25 Mbps download on anything, with no special treatment for speed testing sites. Sometime since then, service fell down to 10 Mbps for normal content (the next tier down). Speed tests would show this speed for the first approximately 5 seconds of their run, then go up to 50 Mbps to match what I pay for. After noticing the favoritism, I attempted to contact TWC about the issue. They did not respond.

Since then, service has degraded so that at all hours of the day, my speeds are regularly less than 1 Mbps download. But of course, as soon as I run a speed test, it shows I'm getting now 60-70 Mbps speeds (and now they've perfected the art of quick-throttling so speed tests no longer have those few seconds of honesty-lag). I can no longer even try to file a complaint with Time Warner, as they have hidden/removed any links that would allow someone to file a complaint.

Ticket: # 1439884 - Gross overstatement of services advertised and sold

Date: 2/7/2017 12:50:13 AM

City/State/Zip: Ennis, Texas 75119

Company Complaining About: Rise Broadband

Description

Hello, I live in the 75119 zip code and i am limited to a single fixed wireless provider Rise broadband (AKA JAB Wireless.) I have been consistently calling Rise tech support over the past year about my internet. I pay for an advertised 15mbps/3mbps up/down service and in the past year I have never gotten higher than 9mbps with the average speed running under 3 mbps (below the definition of broadband.) Recently tech support for Rise discovered that my quality of service settings had me capped at 10mbps download, and while they corrected that my average speeds are still below the 3mbps threshold (all this for \$85/month) Through research I have learned that the multipoint tower Rise uses to deliver service to me has a mac throughput of 35mbps for the entire switch. While they will not disclose contention/subscriber numbers they did advise that my sector antenna is not open to new service. This site is fed from multiple hops via microwave backhaul which I learned from FCC filings for the antenna and transmitters in the licensed spectrum. What is more frustrating about this is that the ILEC (AT&T/ACC) has a fiber network pass through the Rise Broadband tower site and the ILEC Point of presence is less than 3/4 mile north of the transmitter site with commercial service well into the gigabit range is available. The service offered by Rise Broadband in my area is the the only available service for my home location. The fact that average speeds are below the 3 mbps threshold possible nullifies the FCC broadband coverage data. Please address this issue with Rise/JAB. I would also appreciate a followup on this matter. The service site I have referenced in this message is call sign WQPW206 and is registered under air canopy internet services (one of the many company names JAb wireless operates with). For further reference ASR# 1231922 is the registered site antenna that feeds my service. Thank you for your time

[Ticket: # 1439916 - High Latency](#)

Date: 2/7/2017 1:47:26 AM

City/State/Zip: Round Rock, Texas 78681

Company Complaining About: Time Warner

Description

Every day around times of high traffic such as 4 pm - 12 pm my ping to anything will jump up to 200-400ms. I've contacted Time Warner Cable about this multiple times and everything has always "checked out" on their side. Due to the specific time frame this has been occurring for the past year I'm accusing them of internet throttling.

Ticket: # 1439974 - Exede

Date: 2/7/2017 6:57:03 AM

City/State/Zip: Sadieville, Kentucky 40370

Company Complaining About: Directv

Description

We live in rural Sadieville all we can get is satellite internet service. We've had problems with Exede the whole time we've had them. It really slow. We can't watch videos they cut off. We had a promo that we got 20 gigs a month. It wouldn't last two weeks. We were also supposed to get a \$10.00 credit . I've called and complained and messaged. They always say they will give it and never have. We are supposed to get free service from 12 to five a.m. We don't my daughter try to do her school work and it won't let her. It's also saying we went through our whole 10 gigs in under 3 days. We had an issue it would stop working completely when we ran out of data. I called and was told it had been messing up for 3 weeks. They charge outrageous prices for something that isn't working and when I complain I'm wrong. I think I'm being charged for my free period and also I'm not getting the speed they say.

Ticket: # 1441236 - Internet

Date: 2/7/2017 2:52:38 PM

City/State/Zip: Snow Hill, North Carolina 28580

Company Complaining About: Centurylink

Description

The internet fails Dailey in the neighborhood. They have said for years they were going to upgrade. They charge 50.00 plus for less than 800k speed. They will only adjust the bill 5 dollars total per month if you complain. It is slower than dial-up. You can't use on demand cause it's so slow. You have to call again in 6 months to get another 5 dollar adjustment. They are gouging people and taking the most money for little to know Service. The zipcode for Service is 28580. I take the time and call but how many people are they stealing from?

Ticket: # 1441326 - Terrible Comcast Support and Internet Speed**Date:** 2/7/2017 3:11:11 PM**City/State/Zip:** Clovis, California 93619**Company Complaining About:** Comcast

Description

Hello I have been a long time customer of Comcast. We used to have a triple play setup, but the cable was just too much and the deals i was offered never made a huge impact on the cost. So i have dropped cable and now just keep the internet and home security. These past months my home internet has been terrible I pay for the MAX Speed as I work from home. I am a Federal Employee Network Analyst. So speed matters for me, I have talked with tech support many times to get my speed fixed with zero improvements. This last time I had my Router replaced, and saw zero improvement. They sent a tech out who did help some after removing pointless splitters that the last install tech said I needed which was a joke! Than the fact that my outside drop has never been covered for over a year! I have been promised for the last week it would be covered but it hasn't. Its been rescheduled over and over so tired of there run arounds. I have a tech here now today who says that someone came last night and put in another ticket for another team to do the work! He has no clue how long that takes, I keep getting false promises well put this in high priority! Still not done. The tech has agreed this is part of my issues with speed! Im so tired of this, Im almost ready to leave Comcast if this keepS affecting my Interest Speed and they don't get this fixed ASAP. I would have gone the business route, but wow that is pricey to have a dedicated line. I need help!!! This is not how you treat customers, especially a customer who needs the internet for their job!!!

Ticket: # 1441933 - Reporting faulty internet service

Date: 2/7/2017 5:53:26 PM

City/State/Zip: Thayer, Missouri 65791

Company Complaining About: Centurylink

Description

This is the second time I am sending a complaint to the FCC about Century Link's shotty internet services. After filing my first complaint, my internet service went from slow to adequate speeds, which is what I am paying for. But in the last week it has gone back to being piss. I was told by the FCC that they contacted Century Link about the problem and that I was supposed to be receiving a response from Century Link in the mail. Unsurprisingly, I never received that response from them. I'm tired of their BS internet service claiming to provide me with high speed internet, when in reality they are low balling me and my internet speeds. I'm not the only one in this area with this issue. I think about 99.9% of their customers would feel the same as I do. This is Thayer, MO, which is a smaller area of the country, but that is no excuse. So therefore, I will continue to file complaints until this issue has been resolved. Thank you for your time.

Ticket: # 1441935 - Charter Communications

Date: 2/7/2017 5:54:50 PM

City/State/Zip: Rawlins, Wyoming 82301

Company Complaining About: Charter

Description

I have constant issues with my internet service either not working entirely, or not working to the full extent that I was guaranteed when I signed up.

[Ticket: # 1442179 - Time warner cable](#)

Date: 2/7/2017 7:24:37 PM

City/State/Zip: Ballston Spa, New York 12020

Company Complaining About: Time Warner

Description

I am and have been paying for the highest 50 mbps and have only have been getting 19-20 mbps. I have contacted them and they have put the problem on my equipment which is brand new and capable of 100mbps

Ticket: # 1442599 - Internet speed slower than speed i am paying for.

Date: 2/8/2017 2:23:27 AM

City/State/Zip: Placentia, California 92870

Company Complaining About: Time Warner

Description

I had called Time Warner Cable (Spectrum) on January 6th in regards to a billing increase, when speaking with a representative about trying to take advantage of 100 Mbps deal, the representative stated Time Warner (Spectrum) does not negotiate on pricing, and also mentioned i was currently under a 200 Mbps plan. So i decided to run a speed test on the time warner website during the call and the results showed i had a 70 mbps speed, representative then scheduled a technician visit on January 15 to fix my slow speeds, technician stated the reason i am not receiving the speed i am paying for is because of my out dated modem and router, i purchased a new modem Linksys CM3024, and a new Apple AirPort Extreme with support for 802.11ac, when i run speed tests with the new modem and router i purchased, there has been no change in the speed it continues at 70 mbps screen shots of speeds test have been attached.

Ticket: # 1442617 - Charter Spectrum Packet loss greatly impacting speeds I.

Date: 2/8/2017 3:55:27 AM

City/State/Zip: Rawlins, Wyoming 82301

Company Complaining About: Charter

Description

Charter spectrum here in rawlins wyoming 82301 has been experienceing packet loss issue in the last few weeks. I thought it was my router so I unplugged router plugged modem straight into computer, did a ping test and what do ya know packet loss. I called charter and they said everything is good on their end, that my modem is in perfect condition. Although they don't even check their end for anything if there is a real problem. I had a customer service rep tell me that packet loss should not be concerned, we'll just for your information. It does when it's impacting my speeds below 30mbps!!! When I'm supposed to get 40 to 55 average or even 60!!!! Everybody here in Rawlins Wyoming 82301 are considering a switch to century link including myself! I love the speeds of charter but when it's giving me packet loss while playing online games or even trying to connect online is fusturating, I guess charter considers us a bunch of retards that we would never know that we were getting packet loss.

Sincerely

- A very annoyed Charter Customer.

Ticket: # 1442657 - Internet download speed**Date:** 2/8/2017 8:18:28 AM**City/State/Zip:** Mount Vernon, Maine 04352**Company Complaining About:** Comcast

Description

Comcast advertises 100mbps download speed. Their tech said wifi decreases speed by 25%. My recent experience at my apartment ((b) (6)), Jersey City, NJ 07302) (see data) has not been close to 75 mbps, even when only one device is being used:

Date	ConnType	ConnDetails	Download	Latency	ServerName	Internallp
2/7/17 21:28	Wi-Fi	SSID: HOME-C8A2	1547	11	Plainfield, NJ	10.0.0.4
2/7/17 21:26	Wi-Fi	SSID: HOME-C8A2	7236	17	Plainfield, NJ	10.0.0.4
2/7/17 21:21	Wi-Fi	SSID: HOME-C8A2	2910	16	Plainfield, NJ	10.0.0.4
2/6/17 16:22	Wi-Fi	SSID: HOME-C8A2	25308	11	Plainfield, NJ	10.0.0.4
2/6/17 16:21	Wi-Fi	SSID: HOME-C8A2	35443	14	Plainfield, NJ	10.0.0.4
2/5/17 14:59	Wi-Fi	SSID: HOME-C8A2	22959	14	Plainfield, NJ	10.0.0.4
2/5/17 14:58	Wi-Fi	SSID: HOME-C8A2	31425	11	Plainfield, NJ	10.0.0.4
2/5/17 14:48	Wi-Fi	SSID: HOME-C8A2	27018	13	Plainfield, NJ	10.0.0.4
2/5/17 14:35	Wi-Fi	SSID: HOME-C8A2	2884	13	Plainfield, NJ	10.0.0.4

[Ticket: # 1442663 - Poor internet speeds, inconsistent](#)

Date: 2/8/2017 8:22:21 AM

City/State/Zip: Shortsville, New York 14548

Company Complaining About: Time Warner

Description

(b) (6)

[Ticket: # 1442687 - Speed is not even half what was advertised](#)

Date: 2/8/2017 9:08:06 AM

City/State/Zip: East Rochester, New York 14445

Company Complaining About: Greenlight Networks

Description

I have greenlight fiber internet. I paid the \$100 set up fee, And I am currently paying \$50 a month for up to 100mbs download and 20mbs upload I have been running speed tests for a month and a half now, And at best I receive 16mbs download and 0.98mbs upload . Barely 1/10 of the speed advertised for download and less than 1/20 upload.

[Ticket: # 1442752 - Internet failures](#)

Date: 2/8/2017 10:03:06 AM

City/State/Zip: Concord, New Hampshire 03303

Company Complaining About: Comcast

Description

Internet failed again. Failed tech visits for every visit they blame everything but themselves. We can't do anything but just reset their modem and hope that it fixes a communication issue at a node that is miles away that is too weak to be used for all the people on it . It seems that they do not care to do anything to fix their system but jiggle wires and reset modems that has failed repeatedly in the past. They say that is all they got. Their teches fail before they start. No end to failures is in sight. Please end this horrible circle and just let FCC remove their FCC rights to broadcast

[Ticket: # 1443051 - Deceptive pricing](#)

Date: 2/8/2017 11:53:28 AM

City/State/Zip: Lebanon, Tennessee 37087

Company Complaining About: Charter

Description

Charter.com advertises internet speeds starting at 100mbps but in reality they are only offering 60mbps in our area.

Ticket: # 1443094 - Comcast

Date: 2/8/2017 12:06:06 PM

City/State/Zip: Hollywood, Florida 33024

Company Complaining About: Comcast

Description

Comcast has repeated outages and then leaves customers on hold for a hour with no service.

Ticket: # 1443345 - Improper internet service delivered

Date: 2/8/2017 1:07:16 PM

City/State/Zip: Southern Pines, North Carolina 28387

Company Complaining About: Centurylink

Description

On June 5th, 2016 our internet service was changed from a 6mb plan to an 8mb plan after speaking with a technician. Since that point we have been having intermittent issues with our service (stopping, slowing down, dropping for a period of time altogether). We spoke with customer service technicians on multiple occasions; however, after several hours on the phone and internet, the issue remained unresolved.

I have been stationed off and on in Iraq for the past several months, so was not able to witness the internet issues for myself frequently (I believe I've been home approximately 45 days since June 5th), but my wife also continue to tell me there were issues and attempted to contact customer service.

Finally, we were able to get a technician to come to our home and inspect our service. After initially telling us that everything was fine, my wife persuaded him to inspect one further time, at which point he discovered that the service we had been upgraded to was incompatible with the area we were in, hence the reason for continual internet issues. This despite repeated assurances online and during phone calls with Century Link that there were no issues with our internet service. They commonly said it probably had something to do with the placement of our wireless router our interference from walls and other electronics.

I spoke with customer service today and requested a reasonable refund on our bill, since we had obviously not been receiving the internet service we were paying for. Our bill is approximately \$88 a month, of which %75 goes to our internet fees. Despite this coming to us paying approximately \$500 for inadequate service costs, as well as wasting around a dozen hours online, on the phone, and in-person attempting to remedy the issue, the only thing they would offer us was a \$20 refund for an issue that was entirely their fault.

Ticket: # 1443519 - Slow Internet Speed

Date: 2/8/2017 1:53:26 PM

City/State/Zip: Forest Hill, Louisiana 71430

Company Complaining About: Centurylink

Description

On or about 2/1/2017 i filed a complaint with Century Link, my residential ISP, about the extremely slow speed. They continue to say that my speed is within my contracted service. My service is for 3.5 mbps. On the best day I've checked so far, the speed has been 2.71, connected directly to the modem via LAN port. In the evening the speed drops to 500kbps and slower. I've spoken to the field tech, he said until the equipment is updated at the main pedestal, I'll NEVER ACHIEVE THAT SPEED, and that i am in a line exhausted region.

Ticket: # 1443646 - Frontier lied to me

Date: 2/8/2017 2:22:49 PM

City/State/Zip: San Bernardino, California 92410

Company Complaining About: Frontier Communications

Description

I first sign up for Frootier they tell me i get 35 megs they install my internet, I call Frootier because my internet keeps dropping some white lady in customer service tells me I only get 3 megs and that the 35 megs was a lie she tells me she'll try to get my internet to 7 megs but a Technician just came today just to tell me I can't even get 5 megs so after the 11th this month I want to cancel.

[Ticket: # 1443842 - Internet speeds](#)

Date: 2/8/2017 3:06:18 PM

City/State/Zip: Calabasas, California 91302

Company Complaining About: Charter

Description

Charter advertises that it has speeds up to 100mbps. They have assured me on numerous occasions that they are upgrading services in my area to those speeds. And yet, our internet speeds are always slowed; they are even slower than the 60mpbs minimum Charter has set. Given the lack of competition in my area, there is no choice but to accept Charter's internet stifling.

[Ticket: # 1444339 - Frustrated Consumer with AT&T](#)

Date: 2/8/2017 5:10:30 PM

City/State/Zip: Charlotte, North Carolina 28269

Company Complaining About: AT&T

Description

After spending two hours on the phone with AT&T, sending two technicians out to my address, the speed is still less than par. AT&T will not take responsibility for their issues and won't provide credit onto the account for all this frustration. I've attached three separate screen shots to show how the speed is not what I'm being billed for. Each screen shot was taken within five minutes of each other. I'm paying for 1Gbps and my speed stays consistent at 200-300Mbps. Other neighbors also have the same issue in the area.

Ticket: # 1444528 - super slow satellite internet service

Date: 2/8/2017 6:08:48 PM

City/State/Zip: Plattsmouth, Nebraska 68048

Company Complaining About: Hughes Net

Description

I had a hughes net satellite dish installed in late September. Since then, it times out more pages than it will load. I can't ever register online at Hughesnet or Verizon because the error message "server not found" comes up. I was told by one Hughes net employee that my area is not in the Spaceway satellite area. I have been told that when they do their "upgrade" in March my speed will improve, but a neighbor had been told we were not in the "upgrade" area. I have two neighbors within two miles of me that have and have always had the same problems I have. I contact Hughes net almost every day to get this resolved, but get nowhere. I'm tired of all the TV and mailers I get from Hughes advertising their "high speed" internet, and don't think I should be held to the 24 month agreement to keep Hughesnet or pay them \$400.00 when I don't have high speed and was never told by the salesperson or installer that my speed would be so slow.

[Ticket: # 1444722 - Comcast Speedtest](#)

Date: 2/8/2017 8:04:20 PM

City/State/Zip: Sykesville, Maryland 21784

Company Complaining About: Comcast

Description

I am contracted to receive 100/150 up/down speeds and over the past year I have only received 33/12. Despite many calls Comcast continues to bill me and expect me to pay for services they are not providing .

[Ticket: # 1444747 - at&t throttling scam](#)

Date: 2/8/2017 8:21:03 PM

City/State/Zip: Taberg, New York 13471

Company Complaining About: AT&T

Description

Mobile share advantage 25/GB plan. They say after reaching the 25 GB limit your speed is slowed to a max of 128 kps(2g) but reality is that they are slowing my speed to 10 to 20 kps. With that speed a website does not even open. I feel that is misleading that the speed is not 128 kps but lower than 20 kps. Their trick is the speed is slowed UP TO 128 kps. I do not get even close to 128 kps.

Ticket: # 1444862 - ONGOING SYSTEMIC EGREGIOUS FALSE ADVERTISING PRACTICES, WHY?

Date: 2/8/2017 9:52:07 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread SYSTEMIC EGREGIOUS FALSE ADVERTISING PRACTICES VIOLATIONS activities throughout the Cable TV industry leading to egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Ticket: # 1444873 - Only receiving 15% of advertised internet speed

Date: 2/8/2017 9:56:50 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Sudden Link

Description

Our ISP, Suddenlink, has consistently horrible service. We pay for 200 mbps down, and are only receiving about 30 mbps. on our previous plan of 50 mbps down, this would have been amazing, except we were only receiving 10-20 mbps down. They have a near monopoly in College Station, Texas, and nearly everyone complains about their poor speeds. Within the last two weeks, we have called them about our speeds twice. The first time, they reprovisioned our modem, and that put our speeds at about 30-35 mbps on a 50 mbps plan and using a DOCSIS 2.0 modem. We recently upgraded from the 50 plan to a 200 mbps plan after upgrading our router, and the speeds jumped to 90 mbps. This is clearly a large step, but we were still receiving less than 50% of what we were paying for. This is where we contacted Suddenlink for a second time. After power cycling the router and modem each 5 times, Suddenlink decided to "reset our modem" on their end, which, I believe was reprovisioning the modem. And after that, our speeds dropped back down to ~30 mbps.

- The modem we have is on Suddenlink's recommended modems list.
- Our router is 802.11n capable, and tested on the 2.4 and 5 GHz frequencies.
- Speeds were tested two feet from the router, wired and wireless.

[Ticket: # 1444912 - Horrible Internet service](#)

Date: 2/8/2017 10:14:12 PM

City/State/Zip: Yacolt, Washington 98675

Company Complaining About: Centurylink

Description

Centurylink internet service is horribly slow, down for hours sometimes day-----we have no other provider in our area

[Ticket: # 1444931 - centurylink internet service not meeting advertised speed](#)

Date: 2/8/2017 10:25:01 PM

City/State/Zip: Anderson Island, Washington 98303

Company Complaining About: Centurylink

Description

We subscribe to Centurylink internet service, bundled with telephone service. We are paying for their advertised internet speed of 10MBPS. However our experience has been consistently and considerably less with very long latency periods. (please see the attached speed report) Their tech support told us to reset the modem, and then to replace the modem, both being unsuccessful since our local community has documented that the root cause is the lack of adequate infrastructure in our community. We pay the same billing rate as consumers in other communities who receive good service. Centurylink has made promises to improve service, but several years have passed, with no improvement.

[Ticket: # 1444948 - Mediacom complaint](#)

Date: 2/8/2017 10:36:11 PM

City/State/Zip: Frankford, Delaware 19945

Company Complaining About: Mediacom

Description

Mediacom raises the price and places data caps but does not provide any customer service whatsoever. The advertised mbps is nowhere near the actual speeds via speedtest. Download speeds generally run between 1-4mbps but paying for 25. Also half of the time it does not even work.

Ticket: # 1444954 - Fraud

Date: 2/8/2017 10:38:46 PM

City/State/Zip: Littleton, Colorado 80127

Company Complaining About: Centurylink

Description

Besides never delivering the committed throughput on the bills and tested at the network drop, service drops are chronic and constant. Excessive wait times for tech service indicates large cohort of affect customers or understaffed escalation call centers (Tier One are offshore). IVR on hold apologies for long hold times. Still sending marketing materials, door hangers, and door to door sales people trying to upsell even though they're charging for services and not delivering. Numerous truck rolls and services tickets since last April (2016). Worst customer support and experience.

Ticket: # 1444983 - TWC NY AG Lawsuit and Poor Service Received By TWS

Date: 2/8/2017 11:06:46 PM

City/State/Zip: New York, New York 08540

Company Complaining About: Time Warner

Description

Internet had been continuously operating at 5-10% of premium 200 Mbps capacity. TWC insisted it was a one-off event and short-term in nature. Given then recent suit - see below - I am not satisfied with current and past services. The Internet and cable business in Manhattan is not competitive given the barriers to entry around infrastructure. As such, consumers do not have choice and are subject to poor quality cable and Internet; non-competitive pricing; and horrendous customer service. The merger has since been completed and it further reduced competition.

<http://www.pressherald.com/2017/02/01/time-warner-cheated-customers-on-internet-speed-new-york-ag-says/>

[Ticket: # 1445049 - Century Link on Anderson Island](#)

Date: 2/9/2017 12:17:00 AM

City/State/Zip: Anderson Island, Washington 98303

Company Complaining About: Centurylink

Description

Paying full price for little to no service/reception. Supposed to get 10Mb (I think that's the type of measurement) and getting under 1Mb the majority of the time, and never getting over 2Mb. We finally cancelled, but this is wrong and it should be fixed.

[Ticket: # 1445067 - Frontier Communications, Slow internet service](#)

Date: 2/9/2017 12:51:53 AM

City/State/Zip: Menard, Texas 76859

Company Complaining About: Frontier Communications

Description

Paying for 7 Mbps download and getting .60 Mbps at best. This is the second time I have had to file a complaint. When talking to Frontier Communications they want to blame my equipment. Their problem is congestion and not my computer! The first complaint was finally addressed and now my internet is worse than it was when I filed the other complaint.

[Ticket: # 1445080 - Actual speeds are 66% or less.](#)

Date: 2/9/2017 1:43:01 AM

City/State/Zip: Sherwood, Oregon 97140

Company Complaining About: Frontier Communications

Description

We are paying for 30 down and 30 up. The up has been constant at 30 but the down has been in the best case 19 down but as low as 1.5 down. These have been tested with a direct wired connection and this is not an issue with wifi or router as those have been bypassed. This is a case of false advertising and i would like them to either update their advertised speeds or update the actual speeds.

Testing done over two weeks.

[Ticket: # 1445297 - fail speed test AT&T](#)

Date: 2/9/2017 10:27:40 AM

City/State/Zip: Fayetteville, Georgia 30215

Company Complaining About: AT&T

Description

ATT sold me 24mg speed but can't deliver the network speed consistently.

Ticket: # 1445390 - Frontier

Date: 2/9/2017 11:10:18 AM

City/State/Zip: Wellington, Ohio 44090

Company Complaining About: Frontier Communications

Description

My wife and I moved to this home in 2016 on or about June from another city. I found Frontier was offering 24Mbps internet speed in my area. So we called and signed up. We have had constant issues with the internet not working, constantly having to restart the modem and while streaming TV it was a constant buffer (24Mbps is acceptable to stream TV according to the providers I have). I did some speed tests and have found that we are not getting what we are paying for. Speeds have been as low as 3Mbps-12Mbps and have never reached 24Mbps. I talked to Frontier about this and have been told that is the best it will be. I am receiving half or less than what I was sold/told when we signed up. I do understand that speeds fluctuate and at times will be slightly less than what was applied for. However half or less (consistently) is unacceptable. Frontier is not willing to fix the issue at this point and tells me to "be satisfied with what I'm getting because if I was on a lower plan I would notice a difference, and that performance would be worse". I did not understand this statement because when I asked Frontier what the lower plan would be, Frontier informed me I would drop down to 12Mbps. I thought to myself, how could my speed performance be worse if that is what is being obtained currently on a more expensive plan. The speed tests I did were done using the "speed test" link on frontiers website.

Ticket: # 1445481 - Hughes net

Date: 2/9/2017 11:43:06 AM

City/State/Zip: Canton, Ohio 44721

Company Complaining About: Hughes Net

Description

I paid Hughes Net for internet service for 10 months during which time I had numerous issues with slow and/or no service. I have never been able to watch a simple utube video or movie as the service was to slow although I was promised the system would support such actions when it was sold to me. During the 9 th month of service there was suddenly an issue with data used at a rapid rate that was unexplainable. My contract was for 10gb of data per month which should have been more than sufficient for the service I use, only email and on-line banking etc. (no movies, games or other large data consumers). This use of data was very strange as the previous 8 months I never exceeded 4 gb in a month and suddenly in month 9 I exceeded 10gb in a three week period. I complained to Hughes net and was basically told it was my issue as their system was fine. In month 10 things got worse as I exceeded 10gb in less than three weeks and month 11 was worse yet with 10gb is around 17 days. I complained to Hughes net on a monthly basis with the same results, it was my problem. I even pointed out at least two occasions where the usage meter available on the Hughes net site showed large spikes of data (in the order of 3gb in a hour) at a time I was out of town and not available to use any data. I also have a program on my home computer to tract my usage that confirms there was no usage during the time their meter showed these unexplained spikes. I finally gave up after paying but not receiving a full months service for the past three months and called to cancel, not to mention never receiving the service speed promised from day one. I was told I would have a \$190 contract cancellation charge that I feel is totally unfair as they breeched this contract many times over the contract period. After looking at the complaint boards on the internet it is obvious there are many people that have had serious problems with Hughes Net which I would hope the FCC would look into.

[Ticket: # 1445790 - Internet Speed](#)

Date: 2/9/2017 1:10:19 PM

City/State/Zip: Forest Hill, Louisiana 71430

Company Complaining About: Centurylink

Description

Internet speed is super slow and after complaining to CenturyLink about the issue in my area (and this goes for everybody else in my area with CenturyLink), they do nothing about the issue and the issue has been going on for 5 years or more

[Ticket: # 1445852 - Internet](#)

Date: 2/9/2017 1:25:17 PM

City/State/Zip: Finleyville, Pennsylvania 15332

Company Complaining About: Hughes Net

Description

Hughes Net Internet service is not as advertised. On a daily basis, we have to reset our system due to the service being dropped. It is affecting both mine and my wife's ability to work. The internet speeds are also a lot slower than advertised as I my plan is the same speed as my previous supplier. Hughes Net is slow enough that pictures, web pages and videos do not load.

Ticket: # 1446069 - Atrocious internet speed and worse customer service**Date:** 2/9/2017 2:17:07 PM**City/State/Zip:** Denver, Colorado 80216**Company Complaining About:** Comcast

Description

I have been at this address with Comcast for about 3 years now. When I first moved in I was paying somewhere around \$50 a month for my internet and it worked! Maybe not great, but it was only certain days it wasn't reliable. I have an IP phone at my house so I can connect to the phone system at my office in CT. From what I understand IP phones need about 10 Mbps upload speed or better to be reliable. At the time the internet was about 90% reliable. I could deal with that. \$50 for 90% reliability I guess I could deal with that.

But it didn't stay that way. After the first contract year, it's been every few months my bill changes, I'm charged for random things and I never know what the bill will be. I call Comcast to find out why the bill is different than last month and I'm treated like I am the one who has made the mistake. The reliability and spend continue to go down for the last 2 years while the price goes up (over double what I was paying). Every month for over a year there is a \$30 "Blast! Pro Internet" fee which is supposed to bring my download speeds from 25 Mbps to 200 Mbps and my upload speeds to 20 Mbps. The average speeds I have been getting is 14.2 download and 6.4 upload. My IP phone doesn't work reliability even 10% of the time and streaming is a nightmare.

This is not my first complaint to Comcast by any means. Over the last few years we have contacted Comcast somewhere around 15 times due to poor speeds (this in not counting billing errors) just disruption of service. I have spent countless hours on the phone (sometimes up to 2.5 hours on a single call) "diagnosing" the problem. I have been bounced from department to department, waited on hold for 40 minutes, been told that's just the way it is, there is nothing Comcast can do, its bad equipment, it's a bad line, someone in our neighborhood is hacking all the internet, the squirrels are doing it, you need to reset your router every day, it's another department's fault, they know there's an issue in the neighborhood and of course there's no one to escalate to or customer care department where I can make a formal complaint.

I see commercials it seems like every day saying how good Comcast and Xfinity are, how reliable and fast their service is and this Satisfaction Guarantee. Yet it comes down to I'm paying for 200 Mbps download speeds and 20 Mbps upload yet getting 14.2 download and 6.4 upload on average. My service is expensive and I'm not able to do what I need to do daily and from what I've seen Comcast doesn't care.

[Ticket: # 1446222 - Internet speeds](#)

Date: 2/9/2017 3:01:33 PM

City/State/Zip: Ames, Iowa 50014

Company Complaining About: lcs

Description

Internet speed listed at 15 Mbps rarely even get 8 Mbps. Goes down to nothing often and stays there for a couple of hours, usually during downloading.

[Ticket: # 1446378 - AT&T service we do not get but pay for](#)

Date: 2/9/2017 3:42:24 PM

City/State/Zip: Seagoville, Texas 75159

Company Complaining About: AT&T

Description

we have AT&T bundle wit Internet TV and Phone service. it all fiber optic so its internet based service. we pay for 1 GIG service but we only get 80 MEG signal. the att tech told us we will never get 1 g because the equipment/hub and lines cant handle 1 g service. so they are offering and selling it but we are not getting it do to the did not install the stuff underground.

[Ticket: # 1446528 - Inconsistent, Unreliable and Throttled.](#)

Date: 2/9/2017 4:18:47 PM

City/State/Zip: San Antonio, Texas 78258

Company Complaining About: Time Warner

Description

Time Warner has been a terrible ISP. Their speeds are much slower than advertised, there's continuous packet loss and my connection is constantly throttled. Upon calling several times, and every time the rep saying "Everything is fine, Let me just send some refresh waves" and then have perfect connection afterwards. Even now, my connection is still choppy even after paying \$70 a month for 100mbs when I only get 500 kbs.

Ticket: # 1446703 - not regularly receiving 75% of speeds paying for

Date: 2/9/2017 5:01:07 PM

City/State/Zip: Spokane, Washington 99224

Company Complaining About: Centurylink

Description

This has been an on going issue for years with Century Link. I have contacted them so many times on this issue, I couldn't count. They are very aware of the problems, but the bean counters have refused to spend a dime to fix it. We are, along with my neighbors, are receiving our DSL service from an out dated and over loaded node. While all the other nodes in the area have been updated, this one has not, and Century Link acknowledges there is an issue and refuses to do anything about it. When questioned what their service guarantee is, they state it is 75% of the rated speed. We are paying for 1.5mbps (the highest offered for our area)and regularly are only getting half that. When I ask Century Link what happen with their guarantee when I don't receive 75%, and they have no answer. Century Link could care less because they know there is no other provider that can service us. So they continue to defraud it's customers every month, and we have no other choice if we want internet. I've even presented this question to them" If you were to go to the store to purchase a gallon of milk, and every time that gallon was only half full, would you keep going back to the same store? I don't think so, but they continue to do nothing.

I don't know if this is true, but my son told me that part of the requirement the feds put in place when Century Link acquired Qwest was to upgrade their entire network.

I have requested several times from Century Link to receive a credit on my bill for less than contracted services, but it just gets pushed under the rug.

I am done paying for services I'm not receiving. Hopefully an investigation will show Century Link is defrauding many of its customers.

The attached image is a screen image of a speed test while I was speaking to a Century Link agent, and after I kept repeating the test, and giving the result to the agent, I asked them to make good on their guarantee and they hung up on me.

[Ticket: # 1447044 - ISP is not providing speeds paid for](#)

Date: 2/9/2017 6:42:16 PM

City/State/Zip: Elko, Nevada 89803

Company Complaining About: Frontier Communications

Description

My ISP (Frontier Communications) is not providing me the internet speeds I am paying for. My speeds are far below the 80% margin. I pay to have 25 mbps and am on getting .7 to 2 mbps. I have been told by tech support on 2 separate occasions that I was going to have to deal with it and that there was nothing they could do. I was told by their customers service department that I should simply stop using their service. Unfortunately they are the only option for me in my area, as well as for thousands of others.

Ticket: # 1447137 - Frontier Communicatuons Spring Creek Nv

Date: 2/9/2017 7:27:53 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

I am paying for 24 MBPS at a cost higher than average. I occasionally get these speeds but average around .79 to 1.5. Resetting my router does nothing. Frontier techs are no help and offer no solutions. These speeds occur whether it is day or night. Frontiers customer service is horrible as well and offers no solutions.

Ticket: # 1447242 - Frontier Communications and unreliable Internet

Date: 2/9/2017 8:27:15 PM

City/State/Zip: Elko, Nevada 89801

Company Complaining About: Frontier Communications

Description

I pay for a minimum of 6 Mbps and receive only about .75 Mbps at anytime. I have to reset my equipment multiple times throughout the day in order to utilize the Internet (at most times this is only for a few minutes at best). I have called several times and complained and the response that I get is that they will send a technician over to inspect and look at my equipment. The technician finds no issues. I call again and I get sent to several different departments just to be told that there is nothing that they can do or that they are working on it and nothing ever gets fixed. Their customer service is a joke and the individuals that answer the phones are rude, even the managers, which I have asked to speak to on multiple occasions.

[Ticket: # 1447318 - Frontier Is horrible](#)

Date: 2/9/2017 9:09:15 PM

City/State/Zip: Elko, Nevada 89801

Company Complaining About: Frontier Communications

Description

Our Internet is never even close to advertised speed and often completely non existent.

Ticket: # 1447323 - Issues with Frontier Communications**Date:** 2/9/2017 9:14:12 PM**City/State/Zip:** Spring Creek, Nevada 89815**Company Complaining About:** Frontier Communications

Description

For the last month the residents of Spring Creek, NV have been suffering with extraordinarily slow DSL speeds from Frontier Communications. I have personally contacted the company to find out what is going on as well as several community members, I was called by a local tech on Tuesday the 7th and told had made some changes on their network that has led to massive congestion issues and they did not know when or if they were going to fix it. I have spoken with neighbors and family that live here and they are all experiencing the same. I am paying Frontier \$34.99/mo for a 6Mbps connection, as of right now I average between .65Mbps and 1.5Mbps which is well below the 80% of advertised speed required by law. My parents are paying frontier almost \$70.00/mo for a 24Mbps connection and getting the same unacceptable speeds. Frontier seems to think that just because they are the only phone company in town that they can do what ever they want, however they want, and whenever they want. The local office will not even answer the phone if you try to contact them for any reason, when you do talk with someone they take the we don't care attitude. I personally think Lilly Tomlin's character Ernestine Tomlin describes their attitude in this quote from one of her comedy sketches "We may be the only phone company in town, but we screw everybody" The people of Spring Creek, NV and Elko, NV are just about fed up with this attitude and would like some thing done about this company and their practices. We would definitely like to see some other providers come into the area and provide a little competition to the current Frontier monopolized region.

Ticket: # 1447359 - ATT has not addressed the speed issue on my service.

Date: 2/9/2017 10:00:27 PM

City/State/Zip: Fayetteville, Georgia 30215

Company Complaining About: AT&T

Description

ATT has not provided a tech to address my speed issue after repeated calles.

[Ticket: # 1447523 - Less than 1mb while paying for 24mb](#)

Date: 2/10/2017 1:23:05 AM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

In the last month my internet speed went from 20 mbto less than 1mb. Contacted Frontier to repair issue and they said a tech would be here on the 9th of Feb. He never showed up, this is the second day I've wasted waiting for a tech that didn't show. Seen others in my area having same issue.

Ticket: # 1447540 - Frontier Communication: Continuous Slow Internet Speed with No Resolution

Date: 2/10/2017 2:14:47 AM

City/State/Zip: Sylmar, California 91342

Company Complaining About: Frontier Communications

Description

I was disconnected from Frontier Communications on 12/28/16 (Verizon transfer). Since Spectrum never followed through with an internet connection, I have had Frontier out to my house for a new account connection on 1/18/17 & 2/4/17 and I STILL DO NOT HAVE THE SAME INTERNET SPEED I had prior to the 12/28/16 disconnect. I have been told that first, it was been I was (erroneously) switched to a different "path" on 1/18/17, to second, that my residence location was too far from headquarters resulting in slow speed (on 2/4/17). On 2/4/17 I was told that a ticket would be submitted on the next business day (Monday, 2/6/17) to have my speed 'increased'. I have not been contacted since from Frontier Communications, nor have my speed increased (very low speed with VERY slow downloads). I have placed numerous calls to Frontier Communications with no resolution. Last call to Frontier I was told that I needed to purchase (from Frontier) a \$200 Google GHub in order to increase my speed. I purchased on my own a 1750mbps router and the speed still has not increased.

[Ticket: # 1447551 - Internet speed and issues](#)

Date: 2/10/2017 2:41:02 AM

City/State/Zip: Wells, Nevada 89835

Company Complaining About: Frontier Communications

Description

Since I have been with frontier I have been told that our area is getting an upgrade, that was over a year ago! It's sad that I pay a company to not receive proper service. I don't want to change providers but it's probably going to happen soon. Calling in I'm told to reset my router or there is a congestion problem. Really, 1130 on a Thursday Wednesday night. I don't think so, along with many other times. FIX IT

Ticket: # 1447563 - General Communication, Inc.

Date: 2/10/2017 3:25:29 AM

City/State/Zip: Nome, Alaska 99762

Company Complaining About: Gci

Description

We are experiencing slower than usual than advertised speed compared to what we're paying for; frequent outages and not receiving any credit for those days; outrageous overage fees every month; we have the highest plan available with GCI which is download: up to 6 mpbs;

Upload: up to 2 Mpbs;

Data: 100,000 MB

Cost: \$314.00/month and we get charged frequent overages at \$200/month. So we're essentially paying over \$500/month for very poor service. They do have a cap on the overage fee; however, once you do go over, they slow the speeds way down and we're still paying for the highest package.

We monitor our usage on a daily basis, but with two family members on 3G and two family members on the wifi, we somehow go over every month. We don't stream movies, we don't download Xbox games, we don't get on YouTube--just so we don't go over--however, we do and are being charge.

These amounts are absolutely ridiculous for such poor service. We don't ever get the speeds that we paid for. The speed test that I just performed, it came out to be 1.06mbps download and 1.86mbps upload. GCI has been very erratic on their speeds, but they charge us these ridiculous amounts MONTHLY. And this is just for internet-this does not include cable and cell phones -we are paying GCI approximately \$600-\$700/month. On the cell phone data, we get 20GB for \$99.99/month and go over with this as well.

So not only speed with internet and less than advertised speeds, and inconsistent speeds--the billing is an issue because of the amounts we pay for this poor service.

[Ticket: # 1447583 - poor internet service](#)

Date: 2/10/2017 6:21:23 AM

City/State/Zip: Glenallen, Missouri 63751

Company Complaining About: Exede

Description

we have exede internet service (satalite service)supposed to have free time during the hours of 3 am to 8 am but for the last 6 months there has been little to no service on the free time and they have locked me out of the email on there service so i cant complain about it . they cut me off on the phone also . please can you help

Ticket: # 1447615 - Much lower than advertised speeds

Date: 2/10/2017 8:42:29 AM

City/State/Zip: Brooklyn, New York 11222

Company Complaining About: Time Warner

Description

I enjoyed the 100Mbps speeds on TWC (now Spectrum)'s lowest tier of cable Internet for roughly a week, before experiencing dramatically reduced speeds. I contacted 3 separate representatives from their support team, who indicated that they remotely logged into the router, and tweaked settings to "improve signal".

I enjoy an excellent signal to noise ratio, and brought my wireless device (the only one connected to the network) very close to the router and repeated the speed test. Speeds never exceeded 50Mbps, and still don't.

A Spectrum tech is scheduled to arrive today at 1PM, presumably to swap out my equipment. When they arrive, I will get my account number and have it available for any follow ups to this complaint.

[Ticket: # 1447674 - Internet speed not as advertised](#)

Date: 2/10/2017 10:11:45 AM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

Our internet speed has drastically reduced over the last few months and the company has done nothing about it. We pay for high speed internet and seem to be getting what would amount to the old dial up modem speeds at times (exaggerated, but still not receiving what we pay for).

[Ticket: # 1447826 - Internet Issues](#)

Date: 2/10/2017 11:31:46 AM

City/State/Zip: Cameron, North Carolina 28326

Company Complaining About: Windstream Communications

Description

my wife and I have windstream for over 10 years and still after this long they have constantly advised that we are going to get better on the service for the internet. I call and my neighbors call on a weekly basis on trying to get someone to fix the internet issue. we pay all this money and are getting promised 12 and we only get 1 speed. something needs to be done.

Ticket: # 1448143 - Slow Speeds to inadequate Equipment Installed**Date:** 2/10/2017 12:57:02 PM**City/State/Zip:** Houston, Texas 77095**Company Complaining About:** Comcast

Description

I have been a Comcast Customer for many Years, and the equipment (Cable Modem, etc) was installed by Comcast with the purchase of the BLAST! Internet 250MB Speed for Downloads. After initially calling Customer Service on Internet issues it was assured to me that what I was getting was the best they could do.. a MAX of 95MB DL Speed. Several more trouble calls over the Years and no resolution. Until Feb 4th 2017 where once again I called because my speed dropped below 24MB DL, the Technician immediately identified the Cable Modem as the Culprit as stated "This Modem would never reach over 95MB DL Speeds, and its the wrong Modem for your plan", as a customer I have to believe what the Technicians have told me over the Years but Comcast should have known this to be an issue but yet for 3 Years I paid \$15 a month for Speeds Comcast could not deliver due to "Their" equipment. Many unsuccessful Calls and Social media attempts to resolve this dispute, including many hours spent discussing this with various CSR's of Comcast the only solution they could give is a \$30 inconvenience Fee for my troubles, yet i paid \$15 a month for 3 Years for something their hardware couldn't deliver. The Modem was changed out on Feb 4th and now i receive the Speeds i pay for..

Ticket: # 1448501 - Internet Speeds

Date: 2/10/2017 2:26:16 PM

City/State/Zip: Ixonia, Wisconsin 53036

Company Complaining About: Charter

Description

Charter is refusing to increase my internet speed to the advertised minimum speed of 60 mb per second. On two separate occasions I have contacted their customer support and they refuse to raise my speed unless I agree to pay \$20 per month more. I'm currently under a promotional package from Time Warner for 20 mb service for \$45 per month. Even though Charter offers the exact same promotional price for 60 mb service they refuse to raise the speed. This is despite they have offered neighbors the same 60 mb service for \$45 per month.

Ticket: # 1448802 - TimeWarner / Spectrum, delivers 1/10 of advertised speed.

Date: 2/10/2017 3:39:52 PM

City/State/Zip: West Hollywood, California 90046

Company Complaining About: Time Warner

Description

I am currently subscribed to Time Warner's(Spectrum) 300Mbps internet plan, yet the only two places that manage to achieve this speed are speedtest.net, and downloads from Steam gaming platform (steampowered.com).

Every other speed test besides speedtest.net doesn't come close to 300, averaging at 91mbps between the 4 tests (not including speedtest).

Attached 5 screenshots of tests in questions. All tests were performed separately, on a desktop computer with a 1Gbps NIC, directly connected to 1Gbps Motorola Surfboard modem via cat6 cable.

[Ticket: # 1448900 - Internet speed](#)

Date: 2/10/2017 4:07:03 PM

City/State/Zip: Palm City, Florida 34990

Company Complaining About: AT&T

Description

We have been living in this house for 17 years. We have ATT for our landline, cell phones, internet and Directv for our TV. We do not have cable available in this area. Our internet is DSL but it is extremely slow. We have called ATT approximately every 2 months. They say that they are not offering any faster service in our area for at least 2 years. The entrance to our neighborhood is probably 2 football fields away from a major corner where the phone lines are located. ATT refuses to bring faster service into our neighborhood. Most of our town less than a mile away has Uverse and Xfinity available. We want the same service everybody else enjoys.

[Ticket: # 1448962 - very poor internet service](#)

Date: 2/10/2017 4:26:09 PM

City/State/Zip: Anderson Island, Washington 98303

Company Complaining About: Centurylink

Description

Live on Anderson Island...near Lake Josephine...My internet service is terrible...Very frustrating and feel I am paying CenturyLink for a service I do not receive....Please help...Signed...a very upset senior

[Ticket: # 1449023 - Internet Speed](#)

Date: 2/10/2017 4:43:46 PM

City/State/Zip: Candler, North Carolina 28715

Company Complaining About: AT&T

Description

Internet speed/service plan allows for fiber-optic internet and 1 GB speeds. All speed tests done since date of install have been pulling the same as previous service of 18 mbps or slightly better, but not of the speed being paid for or what was advertised.

Ticket: # 1449084 - Internet

Date: 2/10/2017 4:58:19 PM

City/State/Zip: Fairmont, West Virginia 26554

Company Complaining About: Comcast

Description

I have had problems with my internet signal dropping for the last 6 years and the problem is getting worse. Over the last several weeks I have had 2 service calls and countless hours spent on the phone trying to resolve the issue . This week they sent me a new modem that would not connect, once again 2 hours on the phone with tec just to get it working. Now I find out they are charging me \$40 for one of the service calls to my house. Really..now I have to pay an additional \$5.95 for service protection. I pay for the best signal and extra for a super signal and rent the modem because they won't help me if I have my own modem. They credited me \$50 for the service call and lack of service but insist I am getting what I am paying for. I am not, they are charging me for a service they can not provide. The problem is in their lines but they accept no responsibility . What a waste of my time and money.

[Ticket: # 1449486 - very poor service](#)

Date: 2/10/2017 7:44:22 PM

City/State/Zip: Saugatuck, Michigan 49453

Company Complaining About: Frontier Communications

Description

I call Frontier repeatedly, get no answers, get appointment dates that no one shows up to, on the phone for over 2.5 hours, they won't get a supervisor. This has been going on for over 2 years. I have service that drops off.

[Ticket: # 1449571 - Verizon internet speed commercial - fraud](#)

Date: 2/10/2017 8:33:13 PM

City/State/Zip: Ellicott City, Maryland 21043

Company Complaining About: Verizon

Description

Verizon is advertising the upload/download speeds. The ad is misleading as they show laptop users is a house and tout 150mbs/150mbs speed. You will not experience the same speed you pay for over wifi. Unless you are cabled into the router the speeds via wifi are much lower

[Ticket: # 1449589 - Internet service](#)

Date: 2/10/2017 8:44:09 PM

City/State/Zip: Mantachie, Mississippi 38855

Company Complaining About: Fulton Telephone Company

Description

Keeps going out, called several times to get help they send a technician out. Changed the modem 4 times works good for 2-3 days and then goes back to cutting in and out. Pay \$90.16 for internet and only get it 1/3 of the time.

[Ticket: # 1449663 - Internet speeds falsly stated.](#)

Date: 2/10/2017 9:45:16 PM

City/State/Zip: Tooele, Utah 84074

Company Complaining About: Centurylink

Description

I ordered 7megabit per second internet from centurylink. Upon installing the modem the internet speeds were 3 megabits per second.

[Ticket: # 1449689 - Low download speeds](#)

Date: 2/10/2017 10:03:27 PM

City/State/Zip: Sandy Springs, Georgia 30350

Company Complaining About: Comcast

Description

My service with Comcast had been great for a number of years. Approximately 8 months ago the download speeds suddenly degraded. I commonly experience speeds between 3 and 15mbps. They have been unable to restore my service, but they continue to bill me. I have no option for any other providers. Is Comcast obligated to fix my service?

[Ticket: # 1449771 - Frontier Internet Service in 89815](#)

Date: 2/10/2017 11:26:41 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

We are paying for 10 MBPS and getting .75-1.mbps. Frontier will not do anything about.

[Ticket: # 1449782 - poor internet speeds in evening - multiple calls to ISP have not resolved](#)

Date: 2/10/2017 11:42:04 PM

City/State/Zip: Stuart, Virginia 24171

Company Complaining About: Centurylink

Description

Hello,

I'm paying for a 60/5 DSL connection from Centurylink and have recently only been able to get ~5Mb down in the evenings. I have called into their support center multiple times as well as reached on via social networks (Twitter) with no resolution offered, and have even been hung up on by a call rep.

Ticket: # 1449925 - Bright House Internet Running Extremely Slow

Date: 2/11/2017 9:36:25 AM

City/State/Zip: Winter Springs, Florida 32708

Company Complaining About: Bright House

Description

Hello,

I have been a subscriber to Bright Houses's internet since November 2016 and have experienced deteriorating speeds since the service was set up. Most recently speed tests are showing less than 1mbs while I'm paying for 60mps. I've tried to have the company fix this issue but when I set an appointment they notify me shortly after the appointment window that they cancelled due to no response at the door, although I and my husband were both home.

[Ticket: # 1449950 - Spectrum Internet New York City](#)

Date: 2/11/2017 10:44:15 AM

City/State/Zip: New York, New York 10023

Company Complaining About: Time Warner

Description

I pay for 100M internet from Spectrum (TWC). We have had consistent speed issues with the service delivered at an average of less than half the advertised price (pictures attached). Additionally the service drops constantly. We've had Spectrum reps come by our home multiple times to check systems, change cables, etc. I'm convinced at this point that everything in our home works, the issue is the service being delivered.

[Ticket: # 1450589 - internet speed significantly lower than advertised speed](#)

Date: 2/12/2017 12:10:33 AM

City/State/Zip: Sacramento, California 95825

Company Complaining About: Comcast

Description

I paid \$39.99 a month for 25 Mbps cable internet with Comcast. It has virtually never reached this speed since the second month of my entering into this contract with the internet provider.

The average speed measured by FCC Speed test over the past three months is 10.62 Mbps and it went down from month to month. The statistics output of FCC Speed Test is attached in this complaint.

[Ticket: # 1450643 - Internet is horrible](#)

Date: 2/12/2017 4:28:33 AM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

Internet is at .58 paying for 12mb

Ticket: # 1450682 - ISP Fail to Service as Advertised

Date: 2/12/2017 9:10:16 AM

City/State/Zip: Kuna, Idaho 83634

Company Complaining About: Cable One

Description

I am a subscriber of the 100Mbps service plan, have my own DOCSIS3 modem with a 300Mbps capacity. My router has a current link rate of 351Mbps. Those items are functioning properly. My download speed from CableOne is most often less than 25Mbps and is currently less than 2Mbps, at 6 A.M., with only myself as an active user. I have tested via Cat6 and wirelessly. Both options provide similar results. I fear that I have been promised a 100Mbps service, but have never truly been given that. I have never missed payment nor been provided any substantiated reason for receiving such service delivery.

Thank you for your assistance.

Ticket: # 1450756 - internet speed

Date: 2/12/2017 11:59:37 AM

City/State/Zip: Half Way, Missouri 65663

Company Complaining About: Windstream Communications

Description

I have been a long standing customer with windstream and have been paying for 3 megabits per second download speed to the tune of \$85 monthly. On a good day I may get up to a speed of .5 megabits per second yet the company continues to load an already overloaded system with more customers without upgrading their systems. I feel as though I should be refunded the difference in charge per mega bit of 3 to .5 megabits per second without having the pathetic service I currently have reduced to a yet slower speed. My wish is to have better service since this inferior company is all there is available and get what I pay for or to be compensated for their shoddy service.

Ticket: # 1450761 - Issues with Comcast

Date: 2/12/2017 12:05:02 PM

City/State/Zip: Iselin, New Jersey 08830

Company Complaining About: Comcast

Description

- 1) Comcast put my modem Motarola SB6121 as end of life
- 2) I choose the next modem from their website <http://mynewmodem.comcast.net/>
- 3) I have BLAST which means COMCAST is supposed to give me at the least 200 Mbps of downstream speed
- 4) When I got my new modem from their website (recommended) Zoom 16x4 Cable Modem, 686 Mbps DOCSIS 3.0, Model 5370, Certified by Comcast XFINITY, Time Warner Cable and Other Service Providers
- 5) I activated the modem and tested thru speedtest.xfinity.net it again gives me only 90 Mbps of downstream speed.
- 6) I called up the comcast service center and they are putting the blame as "your package could have been damaged"
- 7) They also say that this needs a technician visit and now they are also saying that they cannot allow Service Protection Plan since we live in a multi dwelling unit.
- 8) If they cannot provide the required speed for a multi dwelling unit then they should open this location for other service providers so that we can choose Optimum / Verizon.

Ticket: # 1450801 - Unacceptable Service**Date:** 2/12/2017 12:55:20 PM**City/State/Zip:** Madison, New York 13402**Company Complaining About:** Frontier Communications

Description

I write today after many months of frustration with Frontier Communication, my internet provider. I live in Madison, NY and Frontier Communications is my only landline based internet service available. I subscribe to a premium package internet that promises 20mb download and 1 mb upload, however I rarely ever see that speed. In addition to paying for a level of service that I don't receive, my service is frequently down or severely degraded, in fact as I write this, my service has been compromised for 2 days with no improvement, in spite of speaking with multiple representatives. As my representative, I'm asking for your support in getting this issue permanently resolved. Again, I've contacted Frontier Communications and the company continues to prolong a permanent resolution. I've filed an official complaint with the NYS PSC in tandem with this request. I work for a fortune 10 technology company and the thought of this level of service to my clients is beyond comprehension. Based on a simple google search, you can certainly see that my experience is sadly not unique, however I will simply not accept this level of service without escalation. I look forward to hearing from you in support of my request.

Ticket: # 1450818 - Unusable Internet Speeds

Date: 2/12/2017 1:07:20 PM

City/State/Zip: South Pittsburg, Tennessee 37380

Company Complaining About: Excede

Description

We have had Excede for many months and have had nothing but problems. The speeds are not consistent, service will drop with a clear sky, speeds become unusable. Referring to the image, they claim "speeds of 1-5 Mbps" we are currently in the "High Estimated Network Performance" and are receiving 0.47 Mbps (Shown here <http://www.speedtest.net/my-result/60470>) I have a direct gigabit Ethernet connection to the modem, a 1000 Mbps Ethernet card in my desktop and still have speeds that take google.com several minutes to load i have tested on multiple computers and have had the same result. Speeds are unusable and they do not discount the bill when this happens, do not discount the bill when network outages happen even if you call and request it. Also seeing that Excede is the only service available in our area I would like in writing that they will not terminate our service due to a FCC complaint, Section 4.4 of their contract says they have the right to do this for any reason.

[Ticket: # 1450855 - Re: Re: Lower speed on internet](#)

Date: 2/12/2017 1:48:37 PM

City/State/Zip: College Point, New York 11356

Company Complaining About: Time Warner

Description

This is a follow-up to your previous request #1096203 "Re: Lower speed on internet": Time warner never resolve the problem..I make many times to fixed that matter and have no answers from time warner..the person CRYSTYL RICKENBACKER who was encharge in this play games whit me..need you help thanks

Ticket: # 1450936 - Frontier internet service

Date: 2/12/2017 3:33:19 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

My local internet provider (Frontier) does not provide the advertised upload/download speeds I am paying for. As of the beginning of the year (Jan 1, 2017) that service has suffered greatly. My internet service has been reduced, possibly throttled, to the point that I have lost productivity. Calls to tech support and customer service do not yield results and you are left with the feeling of helplessness. Because Frontier is the only internet service provider to my area, I am left over paying for a substandard service and quite honestly it feels like a fraudulent business.

[Ticket: # 1450948 - Frontier communications Spring creek Nevada](#)

Date: 2/12/2017 3:42:46 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

I have not been given an answer as to why I pay for 24mbps download and 1mbps upload and have not been able to get 1mbps download or .1mbps upload in 2 weeks. No one has showed up to look at it and no one from there office can tell me why or what the problem is. My complaint is why we are not able too know what the problem is and that there is only one other ISP in the area there not taking new customers.

Ticket: # 1450988 - internet

Date: 2/12/2017 4:49:51 PM

City/State/Zip: Las Vegas, Nevada 89120

Company Complaining About: Cox

Description

Recently upgraded my internet tier speed to 150Mbps. After running several speed tests. I finally contacted my ISP (Cox Communications). They said the issues i was experiencing was due to the router I was using. They suggested upgrading. I took their advice and purchased a new modem from amazon. The modem I purchased was an ARRIS SBG6700-ac. The SBG6700-ac is approved by Cox and is capable of WiFi speeds of 1600Mbps. The tier (premier) im on is SUPPOSED to deliver 150Mbps. I am still only recieving 30-50Mbps. Countless hours on phone with Cox customer support. They said they need to send a tech out. I agreed. First tech showed up couldnt fix it. His supervisor came out next day. Blamed it on my new equipment. The same equipment i brought over to a friends and tested. It performed perfect. There is no doubt they are throttling my internet.

[Ticket: # 1451014 - intermittent Internet service](#)

Date: 2/12/2017 5:14:24 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

Just enough speed to link up but can't do anything. Kids can't do homework, won't play netflix.

[Ticket: # 1451119 - My upload speed is bad](#)

Date: 2/12/2017 7:44:52 PM

City/State/Zip: Detroit, Michigan 48224

Company Complaining About: Comcast

Description

So i have called for many comcast so much about my upload speed being messed up for months i finally had a tech come out and they didnt fix it im so tired of it.

Ticket: # 1451143 - Poor Customer Service. Horrible Speeds

Date: 2/12/2017 8:04:30 PM

City/State/Zip: Denver, Colorado 80202

Company Complaining About: Centurylink

Description

My internet service is so slow I can't log in to work. When I Originally called for internet service I was told that Century Link was the only company that can service my building. I was told by Century Link that I would receive broadband speeds of 20mbs download speed and 10 upload speeds. When I got the modem it was a DSL connection and was only able to push Download speeds of 8mbs and up speeds of .5mbs per second (Yes .5). I have contacted Century Link several times about getting a faster connection but they never give a reason why I can't upgrade my service. This is extremely Detrimental to the education of my household and my ability to work. Please is there a way I could maybe apply for internet service with any other provider?

thanks.

[Ticket: # 1451154 - slow, oversubscribed internet connectivity](#)

Date: 2/12/2017 8:15:16 PM

City/State/Zip: Jefferson City, Missouri 65101

Company Complaining About: Centurylink

Description

CenturyLink subscriber at (b) (6), Jefferson City, MO 65101

Census tract/block id 290510201981060.

CL charges for DSL speeds up to 10Mbps download, only able to provide 1.5Mbps or less. Called multiple times over the past 3-5yrs, the engineers say that the DSLAM node is oversubscribed. I see from the map that Connect America Funding 2nd phase has been applied for, but when I call CL to ask for plans to upgrade to provide >1.5Mbps speed, no plans can be offered.

[Ticket: # 1451240 - innaproprate billing](#)

Date: 2/12/2017 9:59:14 PM

City/State/Zip: Broadway, Virginia 22815

Company Complaining About: Sprint

Description

I believe the attached letter is self-explanatory.

Thank you for taking the time to consider my complaint.

[Ticket: # 1451262 - Throttling internet](#)

Date: 2/12/2017 10:36:36 PM

City/State/Zip: Fairfax, Virginia 22031

Company Complaining About: Cox

Description

cox communications is charging me for internet service but is provinding very low bandwidth. I am paying for 50mpm however am only reviving about 0.5 mph.

Ticket: # 1451328 - Straighttalk keeps cutting my Internet service far far too short bandwidth to a point that the Internet service on my phone doesn't work at all!

Date: 2/13/2017 12:54:12 AM

City/State/Zip: Albuquerque, New Mexico 87108

Company Complaining About: Straight Talk

Description

My cell phone carrier Straighttalk keeps cutting my Internet service far far below the 2 gig bandwidth to a point my Internet doesn't work at all! And I paid to have working Internet service! It's so far bellow the 2 gig they say they cut it down to that my phone goes white screen and freezes and doesn't access anything! Please fine StraightTalk and have them bring up the internet speed to a full functionality rate of bandwidth that is not ridiculous or denies access. They went to court a while ago about this bandwidth rip off and the court fined against them and ordered them to full bandwidth according to FCC rules on access! They are not obeying the court order and not obeying FCC laws. Fine them and make them put by the court order the internet bandwidth for all phones under their carrier Straighttalk to full 5 gig bandwidth for the full month term of the cards they sold, as per the court order!

[Ticket: # 1451352 - internet speed throttling during evening](#)

Date: 2/13/2017 2:06:50 AM

City/State/Zip: Lakewood, California 90712

Company Complaining About: Frontier Communications

Description

we have the 500/500 plan of fios from frontier our speeds stay above our plan during the day for the most part but during the evening we get speeds of 25 download or less and then it goes back up after around 11 pm the upload speed stays solid it's only the download that takes a hit it happens during a very specific window of time so i believe they are slowing it down on purpose and whenever i bring this up to employees they dodge the question considering fios is an FTTH connection i don't think it should slow down so much on both wired and wireless devices

Ticket: # 1451541 - Time Warner Cable liars

Date: 2/13/2017 10:40:49 AM

City/State/Zip: Lake Placid, New York 12946

Company Complaining About: Time Warner

Description

I have been having connection problems - slow or no connection - with Time Warner Cable for 24 hours and they claim they are not the cause. Yet, the down detector shows people in New York are indeed having connection difficulties. They lie about their service and I want this complaint thoroughly investigated. I pay dearly for the highest download speeds available yet I get no service. Do something FCC.

Ticket: # 1451924 - Overcharged for 2 years+ on Internet service

Date: 2/13/2017 12:45:21 PM

City/State/Zip: Vero Beach, Florida 32962

Company Complaining About: AT&T

Description

We have been paying for the highest bandwidth from our provider for over 2 years, they have had to replace the modem a few times because of issues on their end. This most recent time 12/16 when the tech came (Doug) he informed us we have been paying for an internet speed our previous modem could not even handle and that he could be like the previous techs and just give us that same model again, but that he was honest and would not do that to us. I have complained numerous times to our provider over the years in regard to what we were paying for and what we were actually getting and I was treated like I was an idiot or they would just keep replacing that same modem over and over again. Even with the proper modem now service still is not what it should be but much closer than before. We were also told we would get a \$5.00/mn discount because we also have Direct TV however that also never has happened and our 2 year contract for that ends Aug 17.

Ticket: # 1452054 - Comcast Internet Fiasco

Date: 2/13/2017 1:26:09 PM

City/State/Zip: Mount Dora, Florida 32757

Company Complaining About: Comcast

Description

I've had comcast for over a year at two different residences and have had recurring problems. Initially at both residences I had to have them come out to fix the lines to offer the speeds they advertised. Earlier this year I was sent a new modem despite not asking for one. I was weary to switch hardware because I didn't want my speeds to be affected. They contacted me advising to switch to the new modem or I might notice issues with my speeds or complete loss of service. One day about a month ago my internet went out totally, so I caved and installed the new modem. After a troubling amount of time getting it to work with my account, everything seemed to be fine. However, as of Friday, my speeds have been throttled to 1mbps up. My wife and I have both contacted Comcast, they advised her that a node in our area was being worked out, and was hopeful that we would have our internet speeds restored Friday night, even saying the repairs were 50% complete. Since then I have been unable to get further comment from Comcast. I use the internet to livestream and if my speeds aren't able to do that then it is effectively worthless to me to have comcast. I also shouldn't have to spend my time switching and configuring new hardware and shipping old hardware back when I NEVER ASKED FOR IT in the first place.

Ticket: # 1452074 - Not getting promised service speeds and experiencing regular outages with TWC

Date: 2/13/2017 1:33:22 PM

City/State/Zip: Cathedral City, California 92234

Company Complaining About: Time Warner

Description

Starting about 3 months ago when Charter bought TWC and became Spectrum I began to have multiple issues a week with my service. I am paying for up to 100MBPS download and 10MBPS upload but there are days when I am getting under 20 download and under 1 upload. I work from home and it causes me not to be able to work, and I have no alternative provider in my area that can give me the speed I need. I have called Spectrum multiple times and have been told different things. They replaced the line from the street and the modem, but now say its the lines in my house and want to charge me to replace them. I hooked the router up to where the line comes in from underground and it does not make a difference, so it is definitely on their side and they will not fix it. We have an outage at least once a week also.

Ticket: # 1452146 - Video Relay Service Internet Speed requirements**Date:** 2/13/2017 1:51:13 PM**City/State/Zip:** Sacramento, California 95811**Company Complaining About:** AT&T

Description

I'm deaf and I'm using Video Relay Service at home. In June 2016, AT&T told me that they have upgrade available to install but they would charge me \$100 installation fee. However, they offer me DSL for free self-installation and they offered me 15 mbps download and 2 mbps upload. After 30 days of using ATT uverse internet, I noticed that it was insufficient when I use VRS and FaceTime with my family and friends. I live in my apartment by myself. Video quality constantly gets choppy and blurry. I ran speed test and it appears 12 mbps download and 1 mbps upload. I called AT&T and they do not have any upgrade speed available in the middle of my contract. It was different story from the beginning of my contract. They have early termination fee that costs \$75. I tried to ask AT&T to waive it. I want to get different ISP for better speed that meets my needs. I'm very frustrated when I have poor video quality.

**Ticket: # 1452447 - (windstream)piss poor internet and now a rate increase
14.289797% increase**

Date: 2/13/2017 3:06:16 PM

City/State/Zip: Stephens, Georgia 30667

Company Complaining About: Windstream Communications

Description

Starting January 1st 2017 Windstream has increased their charge for extremely slow speed. They charge us for speeds up to 1.5, but unless you are using it at 2am you typically get .3-.5

I would like the FCC to change the way companies are allowed to charge or word their service.

I think they should have to advertise their speed as NO LESS THAN 1.5 and then supply it or we don't pay for the full service. This is within the parameters of the FCC.....

If they would use the rate increase to guarantee that they WILL update our lines within a certain time I may not be so upset about the rate increase, but they are not going to upgrade or remote area.

Thank you. (b) (6)

[Ticket: # 1452646 - AT&T crappy DSL](#)

Date: 2/13/2017 3:59:06 PM

City/State/Zip: Ballion, Alabama 36742

Company Complaining About: AT&T

Description

AT&T has sent people out to fix her slow dsl, but it's never fixed. They know that the lines are overloaded but they are still charging me full price for dsl that I can barely use. Call internet tech support because she was kicked off a server in California.This service is worse than dial up.

[Ticket: # 1452780 - Internet service](#)

Date: 2/13/2017 4:32:16 PM

City/State/Zip: Hawley, Pennsylvania 18428

Company Complaining About: Verizon

Description

- > He has poor business internet service with constant outages.
- > The speed of service is terrible.
- > Verizon people acknowledge that the area is oversold.
- > He was assured back in December that they would take care of the over capacity issues but have failed to do so. ***CTR375-phone***

Ticket: # 1453421 - CenturyLink internet speed

Date: 2/13/2017 8:51:51 PM

City/State/Zip: Anderson Island, Washington 98303

Company Complaining About: Centurylink

Description

For 2.5 years I have done my best to understand why CenturyLink is not able to provide the same fast internet speeds to where I live as they advertise as available elsewhere. Within a distance I can see from my home, they provide speeds of 20 mbps for a rate of \$34.95 per month. Yet I'm told the best speed available for me is only 3 mbps, and I pay \$78.90 per month with a special discount of \$19 per month that will expire in about 7 months. I have inquired again and again to only be told I'm basically stuck with what's offered. My problem is that I work from home full time and require a secure network connection. My tested download speed of 3.0 mbps and the upload speed of .44 mbps is nearly impossible certain days to work with. I waste valuable time waiting for files to load, open ,etc. How can they charge me more for something less, and have no pressure on them to provide a product of value to their clients? This situation must be resolved.

Ticket: # 1453446 - Substandard Internet Speeds**Date:** 2/13/2017 9:09:48 PM**City/State/Zip:** Shelton, Washington 98584-8337**Company Complaining About:** Centurylink

Description

I have been getting internet speed substantially below (see attachment) what CenturyLink has advertised....1.5 Mbps. Customer Service and Technical Support could find no problem and offer no reasons for this level of service. Repair Technicians said it was caused by overloading the system and they could do nothing to improve it. I attempted to use the website to contact the company but the contact page would provide no contact information. Customer Support, Technical Support, and the nearest local office (one hour away) would give me no contact information, so I have no way of elevating my concern.

Ticket: # 1453493 - Comcast Service speed test is 8Mbps. Paying for 75Mbps

Date: 2/13/2017 10:00:45 PM

City/State/Zip: Washington, Illinois 61571

Company Complaining About: Comcast

Description

There have been new business buildings put up in our area. Since then our internet drops 20 times per day. The speed we are paying for is 75Mbps. The speed test rarely hits even 10Mbps and is usually around 8. Comcast refuses to fix the issue. They want me to pay for someone to come out to see what the problem is. It's not an in house problem. It's their service getting to our house that is the problem. I have been dealing with this for 2 years now and am fed up. We are limited to only 2 providers out here and Comcast is usually the better provider until now. And ATT is only landline service. We are limited then to only Comcast for so called high speed internet. Our neighbors are having the same problems as us.

Ticket: # 1453511 - TMC-SPECTRUM Fraudulent

Date: 2/13/2017 10:27:41 PM

City/State/Zip: San Diego, California 92117

Company Complaining About: Time Warner

Description

I read an article on how Charter Communications is ripping people off in New York with false claims in services they are providing customers. I am one of the victims they ripped off. I found out about this in January after reviewing my internet speed. I am paying up to 60 dollars a month to receive 100 mbps. Since I checked my internet speed, I am only receiving 25 to 30 mbps. Since then, I called TMC/Spectrum to refund my money since two years back, but they are arguing with me stating they can "ONLY" credit since I complained. Later I called, once again, because on my bill does not specify exactly what I am being charged for in regards to speed. Then I called and asked for it but all they said was that they can not do that because it is "impossible" which I know it is not since our phone bills keep track of how much service we use.

It is fraud. Their excuses is not acceptable and preposterous. I can't imagine running a business like this, ever. Unfortunately, I cannot change internet carriers because of how the City of San Diego is divided between two internet providers: TWC/Spectrum or AT&T.

Ticket: # 1453535 - Slow Internet speeds

Date: 2/13/2017 11:00:05 PM

City/State/Zip: Minneapolis, Minnesota 55416

Company Complaining About: Centurylink

Description

Hi, I pay around \$70 dollars a month for internet that is SUPPOSED to have speeds upwards of 20 Mbps. I have NEVER NEVER NEVER had speeds even remotely above 4 or 5 Mbps, and that is early in the morning or early afternoon, during peak hours I will barely see above 800 Kbps. I have continually asked why my speeds are so poor and receive pretty much the same answer every time, congestion, bandwidth exhaustion, etc. but nothing is ever done about it except for them telling me to pay more for a "better" plan. I'm being ripped off. I would go with another company except my only other options are Comcast (which would cost me a lot more money) and fiber, which I have been told cannot be installed in my building because I live on a parkway and they cannot get the necessary permits to dig and install the cables. In other words, I'm stuck with CenturyLink and paying out the nose for horrible internet.

Ticket: # 1454815 - WOW internet over charging consumer

Date: 2/14/2017 2:53:54 PM

City/State/Zip: Powell, Ohio 43065

Company Complaining About: Wow (wide Open West)

Description

My WOW internet provider has been charging me at a Tier 2 (30 mbps) service from September 2016 to current, I have been only receiving a Tier 1 (10 mbps) due to not having the proper modem. WOW did not offer me a Tier 1 service in September as an option, I just realized my billing statement has been incorrectly charging me. Their representative did credit me one billing cycle the over charge, she said they could not readjust the other billing cycles due to their internal policy. My concern is other customers being serviced in the Columbus, Ohio WOW region are being over charged without their permission or knowledge.

[Ticket: # 1454844 - download speed not](#)

Date: 2/14/2017 3:02:54 PM

City/State/Zip: Houston, Texas 77396

Company Complaining About: Comcast

Description

(b) (6)

[Ticket: # 1455019 - Internet speed](#)

Date: 2/14/2017 3:41:16 PM

City/State/Zip: New Edinburg, Arkansas 71660

Company Complaining About: Windstream Communications

Description

My internet speed is extremely slow. I'm paying for high speed internet

[Ticket: # 1455106 - Abysmal Internet speed, false advertising.](#)

Date: 2/14/2017 4:04:57 PM

City/State/Zip: Poland, New York 13431

Company Complaining About: Ntcnet

Description

NtcNet claims to offer high speed internet. Yet their speeds are less than 2mbps download speed, and less than 1mbps upload speed. After multiple complaints, my speed improved for the total of a week, before slowing back down. This has been going on for 6+ years no matter how many times I complain to them. They also have claimed to have been looking into upgrading their equipment to offer faster speeds, but never have.

[Ticket: # 1455581 - ATT](#)

Date: 2/14/2017 6:10:42 PM

City/State/Zip: Hampton, Georgia 30228

Company Complaining About: AT&T

Description

Unreliable service. Frequent outages. Speed significantly slower than service being paid for.

Ticket: # 1456286 - Frontier Communications Misrepresents Internet Speed Availability

Date: 2/15/2017 10:49:18 AM

City/State/Zip: Naples, New York 14512

Company Complaining About: Frontier Communications

Description

I am writing to complain about the monopoly pricing and misrepresentation of services offered by Frontier Communications.

I have been locked into a 2 year ISP "deal" with Frontier and under this plan was to receive up to 6Mbps at a cost of 29.99. At the end of the period the price was increased to \$34.99 but the service was to remain the same (up to 6Mbps).

When the increase occurred I realized TimeWarner offered a plan of up to 15Mbps for the same cost of 34.99 so I called Frontier to try and negotiate a better rate. In the process i began running speed tests and realized I wasn't even receiving 3Mbps so I began an investigation which revealed the following:

Frontier advertised my plan as providing up to 6Mbps

Frontier Technical support revealed that I had been provisioned to receive a max of 2.7Mbps even though the maximum available to me in my geographic area was 3.7.

For two years I had been paying to up to 6Mbps Frontier cannot provide Mbps to the area in which I live! In addition, they had knowingly provisioned me 2.7 Mbps which is below the maximum that is available to me.

After 3 hours of phone calls and escalation to a supervisor i was able to get them to reduce monthly fee to 24.99 per month. And mysteriously, the periodic speed tests I run yield occassionally yield over 4Mbps (which exceeds the max speed they indicated I could receive at my location.)

Summary:

1. Frontier misrepresent plans promising up to 6Mbps when they cannot offer that service to certain locations
2. Their pricing is inconsistent as I am seeing the 6Mbps plan offered at 34.99, 29.99, 24.99 and as of today new customers can receive the plan for as little as 19.99....even though in my area, I am told 6Mbps is not even available!

Ticket: # 1456306 - FRONTIER ISSUES

Date: 2/15/2017 10:58:45 AM

City/State/Zip: Three Rivers, Michigan 49093

Company Complaining About: Frontier Communications

Description

I have been fighting with frontier for 2-3 years about phone/internet issues. My main complaint is internet speed or lack there of. A few days ago I called them to drop my phone service i was told by dropping my phone I would be dropped to lite speed which is 1 mpbs. I said thats fine becuae that is my current speed. The person I was chatting with online then said I currently pay for 10mpbs speed. I told her i shouldn't be charged for that rate due to the fact I only get the slower speed. At that time I ran 3 speed tests 2 of the 3 were .8mpbs the last was 1.02. I was then told the my area only offers the slower speed. So my question is why charge me for the faster speed when they cannot full fill the demand. Just like in the past when I asked about a possible credit for overcharging I was told no.

Ticket: # 1456351 - ATT Refusal to Upgrade Service

Date: 2/15/2017 11:18:32 AM

City/State/Zip: Charlotte, North Carolina 28278

Company Complaining About: AT&T

Description

I have resided at (b) (6), Charlotte, NC 28278 for over 3 years. Upon moving in to the home, our internet connection options were limited to AT&T DSL 6mbps upload speeds. Over the course of 3 years, myself and neighbors residing on or off of Sadler Road have complained to AT&T on a near-monthly basis regarding connectivity issues and internet speeds. AT&T has, within the past year, instructed several neighbors, including myself, to downgrade our connection to a lowly 1.5mbps or 3mbps connection to provide more consistent connectivity. This statement in of itself makes it obvious that AT&T is aware of our connectivity issues and that they have likely oversold service in our area. Worst of all is the fact that AT&T charges \$50/mo for 6mbps DSL line. It's highway robbery.

After several calls with AT&T to request a quote for upgrade to our area (whether via ADSL2+ or other means), I have consistently been denied a response. AT&T has sent line workers on several occasions, but remain steadfast in their position to not offer a solution to improve our service even upon request for quote.

I was instructed by an AT&T representative to send a petition to corporate in Texas. I compiled a list of neighbors requesting an upgrade feasibility report be performed which included contact information (names, phone numbers, address, digital signature, and confirmation that they wished for service to be upgraded or explore options to upgrade). I never received a response from sending this petition to the proper address. It has been at least 4-6 months since delivery.

Our neighbors would like to formally request that AT&T provide us a quote for improving service to a minimum connection speed adhering to the new FCC standard. As we are in a rural, underserved area, we would also request that AT&T seek to fund the project via federal grant or equivalent funding (i.e. Connect America).

Should our request to upgrade service remain unresolved, our affluent lakeside community shall consider pursuing this matter jointly.

[Ticket: # 1456612 - Slow internet](#)

Date: 2/15/2017 12:45:23 PM

City/State/Zip: Deer Park, Wisconsin 54007

Company Complaining About: Frontier Communications

Description

Less than 1 meg of speed. Too slow for video streaming or even wifi calling. Frontier technician said whole area where I live needs updating.

Ticket: # 1456964 - media3 cable/internet

Date: 2/15/2017 2:14:06 PM

City/State/Zip: Hessmer, Louisiana 71341

Company Complaining About: Cablesouth Media3

Description

Hello, I have been constantly having internet issues. I pay for a service that I am not getting fully. I believe they are throttling. I am paying for 25MB and now I get about 18 download and the upload is about .13. This is a daily issue.

Ticket: # 1457119 - Cox Internet

Date: 2/15/2017 2:52:09 PM

City/State/Zip: Patterson, Louisiana 70392

Company Complaining About: Cox

Description

I have filed a complaint against Cox once already. They provided you guys with a plan to fix my issue and a timeline to complete the repairs. The complaint was closed by you guys. I'm filing a new one as what was promised on their end was not fulfilled, and the issue still remains 5+ months later. I have an upload issue in my location, and I cannot get my work done on their network. Cox has a monopoly where I live and there is no other high speed internet provider to turn to. The plan I pay for is 300 down, 30 up. I get the 300 down consistently, although lately there's been intermittent connection issues with that as well. It drops briefly, then reconnects. The issue I'm having with my upload is much worse. It stays sub 2 megs up most of the time and every once in a while I'll get the actual 30 I'm paying for. This is now 5 months plus of this issue, and Cox is still charging people full price knowing they cannot provide the bandwidth they advertise. I have been told this is affecting my "entire area" which means I'm not the only customer with this issue. This has been confirmed to me by the tech's that come out to my house that say they have been doing a lot of calls behind a similar issue, not having proper upload speeds. I'm sure this is affecting the phone service here as well as the phone service relies on the return lines which upload bandwidth utilizes. I was told that should I wish to transfer over to a Cox Business account, my issue would most certainly disappear as business lines get their own bandwidth that's not attached to residential load. This was yet another lie from Cox, I had to cancel the business account before I got locked into a 3 year contract because the exact same thing has happened once the Business account was activated. I have had at least 9 service techs out to my house behind the issue which is pointless, because the issue isn't at my house, it's in the lines that feed the entire neighborhood or even further back. I was told they need a plant manager to access the situation. I have been patiently waiting all this time, but my patience has run out. My next move is to go knock door to door and explain to all my neighbors what's the difference between upload and download bandwidth and show them how they are not getting what they are paying for so I can have even more complaints filed to accompany mine here with the FCC. The last time I opened a complaint, I was told that they needed to do a node split to alleviate the stress on the network. Now I'm being told a main line in the area is damaged. I'll include a written voicemail of the cox representative that has told me this new issue, which changes every time I call in on what the problem actually is. I also have another service tech text message I'm including who went back to his supervisors to see if they could find anything out better than what I've been told and was texted back, just notify the FCC, we can't help you.

Ticket: # 1457739 - Constant Internet drops, ISP puts 0 effort in resolving issue

Date: 2/15/2017 5:19:48 PM

City/State/Zip: Ames, Iowa 50014

Company Complaining About: Ics Technologies

Description

Ever since I moved into my apartment, the internet speed has always been slower than advertised (10mbps), and it drops multiple times a day for varying periods of time. I have contacted my ISP many times about this. They sent one of their workers to my apartment to "fix" the issue, and did absolutely nothing. I still email them about this and it seems that they respond when feel like it. In fact, my ping has gotten WORSE as the year has progressed.

Ticket: # 1457971 - Inconsistent Internet Speeds**Date:** 2/15/2017 6:33:09 PM**City/State/Zip:** San Diego, California 92115**Company Complaining About:** Cox

Description

I am writing on behalf of my roommate and I. We both split the bill for Cox internet and pay for the plan that says we get 300 download/30 up. This has been proven to be untrue. We have been getting 100 download and only 1-2 mbps upload speeds. These speeds are so low that I am not able to work, which ruins my livelihood. I work from home as a partnered Twitch streamer. I can't stream with only 1 mbps.

Today I contacted someone and shortly after the conversation, my internet went out. I quickly did an upload test and it was at 30 mbps. I waited 5 minutes and it went down to 12 mbps. I waited another 5 minutes and it went down to 3 mbps. Someone is coming out tomorrow to check my internet but I believe this is going to be an ongoing problem for me. I just want what I paid for, this shouldn't be a battle to get working internet at the advertised speeds.

Ticket: # 1458404 - Blatent and obvious Internet speed Capping/throttling

Date: 2/15/2017 10:42:39 PM

City/State/Zip: La Crosse, Kansas 67548

Company Complaining About: Golden Belt Telephone

Description

On February 10th, our internet was upgraded from 6 down 1 up to 20 down 3 up... The internet in our household had become pretty near unusable, allowing one device to stream barely, as when only 1 device was connected online it would buffer every 20-30 seconds for atleast as long... So I looked GBT's website(the offending company in question) and found out that for the same price we were already paying we should have been receiving 20 down 3 up... So my mother called and was told "looks like no one ever switched you over to the new speeds and you were still on the old plan" type thing, and long story to short they upgraded our speed... from about midnight until 7pm we receive close to(but never fully) our paid for speed... Usually it'll test at 14-18.4 down and around 2.5 up, huge improvement over the old speeds, but still not what we pay for... but around 630-7pm until around 11pm every evening our speeds are very obviously capped/throttled to around 5-6mbps down while the upload tests around 1.5-2.5mbps... they advertise their speed as broadband and claim it can handle 10 devices, yet from ~6-11pm it can barely handle one(if 2 devices try streaming at the same time during mentioned hours they both buffer more than play). We called Friday night, since it was the first night, thinking it was some technical thing and was told to "reset the modem" and blah blah blah... Well someone came out Saturday morning and, you guessed it, 19.2 down/ 2.8 up(still not as advertised but I guess close enough)... It has never tested that good again... usually it'll be between 14-18.4 down and 2.3-2.6 up... But like I said, around 630 or so until around 11ishpm it won't go above 5 or 6... I have screencapped and am including many speed tests, along with a test log... both Saturday night(February 11th) and Sunday night (February 12th) at 10:54pm it tested under 6mbps down and at 10:55pm it tested over 14mbps... I mean if that is clear as day proof that they cap until a certain time I don't know what is... I sit here at 8:24pm and am testing between 3-5mbps over and over and I can guarantee you that at 10:55pm(2 and a half hours from now) It'll test at least at 14 if not higher... This is a small farming community in western Kansas and we only have one service provider and they price gouge so hard it's pathetic(I lived in Denver and received 150 down 25 up for 49.99, obviously not as rural but come on 150 down fro \$50 bucks out there and 4 hours away(here) its \$60 for 20 down?) and I feel as though they are throttling everyone's speeds... This needs to be amended ASAP... there are a lot of hard working Americans around here who work their fingers to the bone to help feed and clothe this country and we are being isolated more and more from the rest of the country by an obviously crooked company who is very obviously overcharging for services, ripping off their customers, and throttling internet speeds to the point where they are becoming unusable. Ever take you 15 seconds to open a website, 20 seconds for it to load, and another 15 seconds for it to recognize you hit the scroll button? Yeah, me too, in 2002... This is ridiculous and needs to stop... Included are screen shots of speed tests ran at very times of the day(while being the only connected device on the network, and doing nothing on the network but running speed tests) Please help make GBT treat their customers with the respect they deserve and PAY FOR... Thank You

Ticket: # 1458474 - Not Getting Service Level AgreementISP Speeds

Date: 2/16/2017 12:12:58 AM

City/State/Zip: Bridgeport, Connecticut 06604

Company Complaining About: Optimum/altice

Description

I have received Slow internet Speed since approximately Dec 1st 2016.

A change of service from Optimum Employee Account Ultra 101 to Non-Employee Ultra100 has kept my SL speeds with direct wired connection to below the 75Mbps Baseline Service Level Agreement Speeds; D-25Mbps / U-25bps

Contact with Technical Support has resulted in 2 truck rolls and service technicians experienced the same issue with direct connect to my Internet Service Modem.

I have called to resolve and avoid the charge for another truck roll as per the Truck Roll policy that is enforced by Optimum/Altice.

The Speed has been inconsistent and not as advertised since the change of service timeline approx. dec 1st 2016.

[Ticket: # 1458541 - Internet speed](#)

Date: 2/16/2017 5:19:22 AM

City/State/Zip: Seattle, Washington 98133

Company Complaining About: Comcast

Description

frequently my internet speed is throttled down to somewhere between 2.56 and .26 Mbps according to the speed test app. I'm paying for 150mbps.

[Ticket: # 1458546 - Horrid Service and Support in regard to repeated voiced complaints.](#)

Date: 2/16/2017 6:49:41 AM

City/State/Zip: Jerseyville, Illinois 62052

Company Complaining About: Frontier Communications

Description

Since DSL internet was set up 2 months ago we have consistently received poor speeds. Voiced complaints to two customer service representatives and one on-site technician have been passed off as "normal". The technician tried to use his own device on a wired connection and got 1/2 (<4Mbit) the advertised bandwidth in tests, but said there was nothing he could do and left soon after.

Speeds vary with time of day, suggesting throttling, but always are far below the amount we should be getting. No other devices were allowed to connect during tests.

We are very aggravated that they care so little of their customers' satisfaction and ability to freely communicate in an online world.

Ticket: # 1458701 - Windstream Slow or No Service

Date: 2/16/2017 10:10:30 AM

City/State/Zip: Sanford, North Carolina 27330

Company Complaining About: Windstream Communications

Description

Hello,

I have been having issues with my Windstream service for months since hurricane Matthew hit. My service was down for two weeks. After the connection was restored, it was never the same. I currently pay for 25 Mbps download, 1.5 Mbps up, and my speed has never broken 13 Mbps. Normally, the speeds are VERY LOW, pushing 3.0 Mbps. The connection cuts in and out and sometimes is down for nearly entire days.

When I contact Windstream, they make a ticket. I let them know that I am only available certain times to let them in. They go ahead and send someone out when I am not at home. They claim to have checked all lines from the outside. They then 'reset' my connection. Speeds then reach 13 Mbps, still way under the advertised speed, but then after a few days it drops back down to 3 Mbps. I have contacted them about this issue 6-8 times now.

The issue is not coming from the inside. I have had my modem replaced, used different ethernet cables, directly connected to the modem, nothing works. They constantly claim it is not their problem when it obviously is, in short they are deceiving me and I do not appreciate it.

It would not be such an issue if Windstream did not have a monopoly on the internet access in my apartments. I would gladly switch to Charter Spectrum if it was offered, as I never had an issue with them in the past, but Windstream's contract with the apartments prohibits this.

Thank you for your time.

Ticket: # 1458748 - COMCAST Speed and Disconnection Issues

Date: 2/16/2017 10:27:13 AM

City/State/Zip: Frederick, Maryland 21701

Company Complaining About: Comcast

Description

I have ComCast BLAST service and have lately been getting terribly slow service and disconnection issues. Calling them to ask for help, they say everything is "green" and fine from their end, but it is not. I replaced my modem and had Comcast hook up and get it working, but it keeps disconnecting and dropping service.

Ticket: # 1458922 - Verizon isn't providing me with the service I'm currently paying for.

Date: 2/16/2017 11:45:17 AM

City/State/Zip: Columbia, Maryland 21045

Company Complaining About: Verizon Wireless

Description

Verizon advertises 50/50 mbps internet speeds, but didn't inform me that I would only be eligible to receive 50/10 of service at my location until I signed the contract. This information wasn't provided in fine print nor contract details. I had to contact customer service.

On top of this. 2 weeks into service I am getting half the internet speeds (wired and wireless) with my service agreement. I've brought a licensed tech NOT employed by Verizon or a competing company in my home to run the same tests with the same result.

My service is being throttled and verizon claims there is isn't anything that can be done. I'm not getting what I'm paying for and somehow, Verizon is calling my bluff as far as reporting their shenanigans

Ticket: # 1459135 - Internet speed not as advertised and promised

Date: 2/16/2017 12:46:53 PM

City/State/Zip: Gardena, California 90248

Company Complaining About: Time Warner

Description

Internet speed is not as promised by representative.

Promised speeds are promised at 60-100gbps.

Actual speeds are 6-25gbps, after Charter/Spectrum takeover from TWC.

Calls to customer service resulted in only temporary speed improvements while on the phone with rep., soon after same slow speed. Significant drop after monthly rate increase.

Ticket: # 1459538 - Lack of internet service from Centurylink

Date: 2/16/2017 2:28:43 PM

City/State/Zip: Graceville, Minnesota 56240

Company Complaining About: Centurylink

Description

Since mid November we haven't had internet service in the evenings & a lot of weekends, we have made numerous calls & complaints to them, always get the run around, told someone will be out to check out the issue, nobody ever comes. We continue to pay full price for internet services we don't get. Our city is in a contract with them so we don't have a lot of option for internet in our area. My kids aren't able to do their homework, my husband isn't able to bring home work to work on in the evenings because we can't get on. We bought a workout program so we can do it as a family & we can't ever get on in the evenings to do it. We have Netflix we can't use. It's getting old having to call in all the time but never getting anywhere. When you call they have no notes or recollection of you calling before. It's just a constant run around.

Ticket: # 1459620 - Rural Broadband in North River, NY

Date: 2/16/2017 2:45:40 PM

City/State/Zip: Haledon-north Haledon, New Jersey 07508-2860

Company Complaining About: Frontier Communications

Description

Good afternoon.

I just finished a conversation with Frontier Communications, based in Dallas TX that is the only provider of phone and internet services here in North, River, NY. They are billing me at "Broadband" rates but list my service to 3 Mbps download speeds. They insist FCC rules only need deliver 1Mbps to qualify as "Broadband". The FCC map shows they are delivering at least 10Mbps. This patently false. If they cannot deliver at least this speed, how do they get away with less than 1/3 that speed as "Broadband" and charge customers 39.99/mo. ?

[Ticket: # 1459689 - AT&T Failing to provide paid-service](#)

Date: 2/16/2017 3:03:28 PM

City/State/Zip: Trabuco Canyon, California 92679

Company Complaining About: AT&T

Description

hello there. for the past several months we have had problems with our current ISP, AT&T. they have not been providing the internet speeds we have been paying for since we got the service back in august. we have made constant calls to their costumer service department with no signs of improvement. when we call to cancel the service, they are telling us we have to pay over 600 dollars to cancel a service they have not been fully delivering. we need to see what can be done regarding the cancellation of the AT&T account without having to pay for a service they have not been fulfilling

Ticket: # 1459755 - Cincinnati Bell Zoomtown frequent outages and slower than advertised speed

Date: 2/16/2017 3:29:14 PM

City/State/Zip: Okeana, Ohio 45053

Company Complaining About: Cincinnati Bell

Description

I have spoken with Cincinnati Bell customer service and tech support on numerous occasions regarding my Zoomtown internet service issues, very slow speeds and daily outages for the past few years. In order to fix the problem which is caused by congestion in my area Cincinnati Bell said that they need to replace the server for that area. When I ask Cincinnati Bell when the problem with the server will be fixed, they do not know if or when that server will be replaced. Cincinnati Bell continues to charge us full price for substandard service in the mean time. A \$15 credit does not even begin to compensate me for all of the time that the internet does not work and when I told them that, they were not willing to offer any other solution. To me, charging full price for a service that they know will not work as advertised is fraud. They are taking advantage of everyone in my area who pays for their Zoomtown internet and receives substandard service. I would like a refund of the fees I have paid for internet services that have not worked properly for years and for them to discount future service if they aren't going to fix the problem with the server in my area so in the future the internet will work as promised.

Ticket: # 1459837 - Internet rip off

Date: 2/16/2017 3:46:44 PM

City/State/Zip: Aurora, Colorado 80011

Company Complaining About: Centurylink

Description

I have been with Century Link for many years then Qwest before them. They have been charging me 36.99 for DSL with 10 MPBS however they are not even giving us 1 MPBS. I have spent hours on line and no one does anything to help my last one they just left and 3 hours went by. We have not had internet above 1 MPBS for over 2 years. I have taken pictures of my speed and have on my phone. We are going to cancel them but these guys need to be fined big.

[Ticket: # 1459941 - Speed and cost](#)

Date: 2/16/2017 4:08:31 PM

City/State/Zip: Star, North Carolina 27356

Company Complaining About: Centurylink

Description

The speed of 1.5 is offered to my community in a rural area for the same price others pay for a speed of 10. Century link refuses to improve service and they have a monopoly over our county and no other internet options are available. Multiple families are upset with CenturyLink and nothing is being done.

Ticket: # 1460019 - Comcast problems

Date: 2/16/2017 4:27:02 PM

City/State/Zip: Montgomery, Illinois 60538

Company Complaining About: Comcast

Description

- > Her TV goes out all the time
- > The internet is supposed to be high speed but it lags
- > They changed something with their emails and she lost an important folder
- > Almost weekly there is some kind of problem, but they won't credit you for anything
- > They also won't assist them by changing the due date
- > When she calls to report problems all they want to do is try and sell her phone service
- > They also say that her SSN is not correct when it is.

Resolution: She wants the internet speed she is paying for; she would like the cable to work properly.

CTR375-phone

[Ticket: # 1460068 - Crappy internet service](#)

Date: 2/16/2017 4:38:42 PM

City/State/Zip: Troy, North Carolina 27371

Company Complaining About: Centurylink

Description

Internet is so slow my husband can't even take a test for his online college class, let alone trying to even watch a Netflix movie!

Ticket: # 1460203 - Slow to very poor internet speeds on Spectrum internet AC 78664

Date: 2/16/2017 5:15:55 PM

City/State/Zip: Round Rock, Texas 78664

Company Complaining About: Spectrum

Description

Not receiving speeds as promised on Spectrum internet. I was receiving 300Mbps/30Mbps service when Time Warner was in effect. Now I'm lucky to receive 100Mbps even though I'm still paying for the 300 tier. When I perform a traceroute to see where the problem is, it's always at the timewarner backbone that's causing the bottleneck. This has been ongoing since TWC was merged with Charter.

Ticket: # 1460251 - T-Mobile Simple Choice Unlimited Plan

Date: 2/16/2017 5:28:53 PM

City/State/Zip: Boston, Massachusetts 02128

Company Complaining About: T Mobile

Description

Hello,

I have a T-Mobile Simple Choice Unlimited Data Plan. I have had this plan since early 2014. I am contacting FCC because shortly after i signed up for this plan T-Mobile imposed new restrictions that de-prioritize users that use more than 28GB of data a month. These new restrictions were not part of our original agreement. I was also not notified of theses new restrictions.

I contacted T-Mobile about this issue. They told me FCC is making them de-prioritize customers that use more than 28GB of data. Upon asking to talk with a manager, the manager corrected the previous associate saying that it is actually T-Mobile that imposes these restrictions, not the FCC.

To sum up, T-Mobile advertised and agreed to give me Unlimited data with no restrictions what-so-ever, and then shortly after this agreement was made they imposed new regulations that de-prioritize customers that use more than 28GB.

Thank you

Ticket: # 1460273 - Service and overcharging

Date: 2/16/2017 5:35:17 PM

City/State/Zip: Seal Beach, California 90740

Company Complaining About: Time Warner

Description

I moved and I get duplicate charges. I'm also getting charged on equipment returned. When I call to discuss the representatives turn off your service. I work from home and have lost income from this on several occasions. The technician who installed my equipment stayed 45 minutes after the job was done charging his phone. I had to stay on the phone with a family member because I felt unsafe. They deny any wrong doing when u call them.

[Ticket: # 1460500 - poor internet service , no way to get info about solution](#)

Date: 2/16/2017 7:17:57 PM

City/State/Zip: Healdsburg, California 95448

Company Complaining About: AT&T

Description

Slow (.25 mbps) and intermittent Uverse service for the last 6 days. Our plan is for 1.5 mbps. Customer service (800-288-2020) does not know or will not say when service will be restored. Was promised but did not receive call backs from a supervisor and the "dispatch" office and was refused contact info for both of them.

[Ticket: # 1460612 - ongoing problem with internet service provider](#)

Date: 2/16/2017 8:09:02 PM

City/State/Zip: Hay Springs, Nebraska 69347

Company Complaining About: Great Plains Communications

Description

In the last 11 months I have had repeated loss of internet service as well as innumerable instances of slow speeds, and I have been away for the last 4 months. Since March of 2016 I have placed 4 calls to my ISP. They have come and tested my equipment and deemed everything to be fine, yet I consistently lose connectivity and have download speeds of 0.13 to 3.72 mbps and upload speeds of 0.09-0.72 mbps. The highest download speed I have recorded is 9.55 mbps, though I am paying for 15 mbps high speed. I am tired of paying for service that I am not receiving, and tired of being told everything is working correctly when it obviously is not. I have video of my router, clearly showing that it is malfunctioning. I have come to believe that they clearly are not committed to providing the service they advertise and, since ISP's in this area are sorely limited, they apparently feel they can get away with it. I hope you will intervene and compel them to provide the service their customers are paying for. Thank you.

[Ticket: # 1460679 - Slow, Slower extremely slow](#)

Date: 2/16/2017 8:52:08 PM

City/State/Zip: Long Beach, California 90808

Company Complaining About: Frontier Communications

Description

When ever I get online, my speeds are the slowest. Even using Frontier's Internet Speed Test software, it varies wildly. Most of the time it takes 5 minutes or so to tell me the speed is around 30 to 32mbps. I am paying for 50/50 and have NEVER attained that speed since April of 2016. (When Frontier took over for Verizon)

Even though in March Verizon stated they had moved me to 100/100, Frontier only gives me 50/50 and does not even meet that speed.

Ticket: # 1460824 - Frontier Internet Service**Date:** 2/16/2017 11:05:45 PM**City/State/Zip:** Lawrenceville, Illinois 62439**Company Complaining About:** Frontier Communications

Description

I called in the later part of January to cancel our home line but keep our line for home internet services. At that time our service with Frontier was for Broadband Max which was costing us 24.99. They disconnected our phone and then we started having trouble with our internet service not working. I called the first time at the first of February, approx. two weeks after we dropped our home phone service to complain about the internet speed which was suppose to be 3 mbps. I was told after they looked over my account on 2/4/17 that we couldn't even get service of 3 mbps in our area and after arguing she stated she would have them look over the service and someone would call me in 48 hours. After not receiving a call on 2/8/17 I called again and spoke to a gentlemen who stated that when I cancelled my home phone service the CSR dropped us from Broadband Max which is 6 mbps to Broadband Lite and I was paying 46.99 a month and for an additional \$5 a month I could be receiving 12 mbps but a service man would have to come to the house and do something outside of our home and he would come on 2/16/17. I said great! but until then Would you please put us back to Broadband Max at 6 mbps like we should be. He said yes he would and someone would call us and let us know on Thursday when he had been here or when he was coming. It is Thursday and I just ran a speed test and we are suppose to be getting 6 mbps and only receiving 4.5 mbps and when I initiated an online chat with customer service (their office is closed so a phone call would not go through but I could reach out online??) The online person named John stated that I was to pay \$55.00 dollars for the 12 mbps and couldn't give me any info on what was happening with my account of if someone had been here. It shouldn't take this many calls and this much run around to get good service. Because we live in a rural area, this is our only option for internet. With a daughter going to college and needing to be able to do course work online and with everything being electronic these days, it is really necessary for us to be able to have the internet that we were told we would have. I don't understand why it takes multiple calls to get something accomplished and with those multiple calls I have to explain the issue from start to finish. We all work to be able to afford these types of things and are gone through out the day so we do not have a lot of time to spend on the phone to call customer support over and over.

Ticket: # 1460833 - Less than 30% advertised speed, 80% of the time.

Date: 2/16/2017 11:08:52 PM

City/State/Zip: Bastrop, Texas 78602

Company Complaining About: Sudden Link

Description

Getting charged for 3Mbps and have not seen speeds better than .7Mbps in weeks. Have placed dozens of calls to the company, had countless technicians come to my house, and nothing is ever resolved. Instead, they forced me to buy a cable modem from them because they said my modem was the problem, and the problems actually got worse.

Ticket: # 1460854 - GVTC - Internet Service Provider - speed issues

Date: 2/16/2017 11:20:06 PM

City/State/Zip: New Braunfels, Texas 78132

Company Complaining About: Gvtc Communications

Description

We live in an area where GVTC has run fiber optics to every house and no other internet provider is available. GVTC markets and charges \$159 per month for internet with 1 Gbps. Unfortunately, myself and everyone else in the neighborhood are getting 8 Mbps to 20 Mbps. I have had GVTC out multiple times with no improvement in speed and no credit on my bill. This has repeated itself with most everyone in the neighborhood. What options are available to obtain relief for GVTC failing to provide what they continue to receive payment for each month other than filing a class action [REDACTED]?

[Ticket: # 1460856 - Frontier Internet](#)

Date: 2/16/2017 11:21:33 PM

City/State/Zip: Oaktown, Indiana 47561

Company Complaining About: Frontier Communications

Description

Frontier promises speeds and provide nothing even close. My speed was .01 download and they said it was area of high demand

[Ticket: # 1460938 - Xfinity Internet speed issue](#)

Date: 2/17/2017 1:35:15 AM

City/State/Zip: Crozet, Virginia 22932

Company Complaining About: Comcast

Description

We recently signed up for service (TV, Internet, Phone) through Xfinity Comcast. We signed up for the "up to 100 mbps" Internet. The technician from Xfinity couldn't install all the services on February 5, 2017. Another technician came on February 13, 2017, after calls to customer service, and installed the services. He did a speed test on the Internet and it was 46 mbps download speed, and 6 mbps upload speed, which is WAY less than what is advertised on Xfinity's website, when shopping for services. Basically, I'm getting charged for services I'm not receiving. I believe this is false advertising and fraudulent; a realistic/reliable speed should be provided by Xfinity. Many others are complaining about this issue, as well.

Ticket: # 1461061 - over billing

Date: 2/17/2017 10:00:42 AM

City/State/Zip: Jacksonville, Florida 32222

Company Complaining About: AT&T

Description

I called AT&T this morning which is February 17th 2017 in regard to my bill AT&T is overcharging me for services that they are not providing I am supposed to be getting 24 megabytes per upload and download speeds and I am only receiving 18 and when spoke with the representative they could not give me the reason for the decrease because I never requested a decrease at the time the services were rendered I agreed to pay the cost for the 24 and found out that I am receiving 18 the company is refusing to rectify the situation I would like to have this matter looked into and resolved and AT&T be held accountable for overcharging for services that they are not providing thank you

Ticket: # 1461437 - Slow and unusable internet

Date: 2/17/2017 12:38:04 PM

City/State/Zip: Atwater, Minnesota 56209

Company Complaining About: Frontier Communications

Description

Slow and unusable internet from frontier internet, have talked to frontier and get the same answer to all my questions it is my router it takes a week to get a service guy to come out and tell me its my router. the only time they care about my speed is when i complain to the FCC which is not what i want to do, all i want is internet that works they have dropped the price for me but they have not fixed the underlying issue, all i want is reliable internet to run our business. if they con not fix it i would like to be credited for the poor service and i will go else where with my business, i need to be back credit because the internet is not readily available in our rural area.

Ticket: # 1461690 - Internet speeds and deceptive billing

Date: 2/17/2017 1:52:56 PM

City/State/Zip: Los Angeles, California 90028

Company Complaining About: Time Warner

Description

This is a two prong complaint for both billing and internet speeds. I was a TWC Time Warner Cable customer with internet only. My bill went up by more than \$20 under the guise of i was on a promotional package which I was told verbally in 2014 that it was not promotional. Customer Service claims because I am a grandfather TWC customer i can't get any discounts but I can move to spectrum internet for even more money!

Further insult to injury is that my speeds that i am paying for is never consistent and way lower than what broadband has been classified as. IK rarely get the 50mbps or my up load of 5mpbs . Of course because I have my own modem(not paying a rent fee) they it is my modem however it is not. They say if i got their equipment they can guarantee my speeds. This is ridiculous ! did charter say that no biull would go up for five years guess that was just lip service.

Ticket: # 1462171 - Constant internet problems

Date: 2/17/2017 5:08:31 PM

City/State/Zip: Fort Worth, Texas 76244

Company Complaining About: AT&T

Description

Our entire neighborhood that uses AT&T UVerse loses their internet and cable connection almost on a daily basis for hours at a time. It is almost a daily topic on our Facebook page that internet is down or very slow. When calling AT&T they tell us nothing is wrong, but when we call a local Manager he is aware of the issue and it affects people in the area. We are paying for "up to" 12 MBps and speed is usually below 5MBps. They have been out to "resplice" our wires at the box and have tried new modems, etc but the problem still exists. Internet is no longer just a "nice thing to have" it is now a need in 2017. AT&T is doing nothing to fix this and our entire neighborhood is suffering. They call it fiber and bill us for fiber but our neighborhood is really on old copper lines, some are even broken and fixed with scotch tape. New neighborhoods around us are getting true fiber but we continue to suffer with unreliable/outdated lines. Please let me know what can be done. Thank you.

Ticket: # 1462329 - Internet speed in half the speed I pay for

Date: 2/17/2017 6:28:00 PM

City/State/Zip: Hermitage, Pennsylvania 16148

Company Complaining About: Time Warner

Description

I have had continuing problems for years with Time Warner Cable ultimate high speed internet service. My service is supposed to get 50mbps. I always check the speed and it's never higher than 25mbps. I run a business from my home and have about 10 devices that use wifi so I need at least 50 mbps. The only other provider that serves internet in my area is Verizon, and their highest speed is 15 mbps. The TWC internet also loses connection every few minutes throughout every day. I've called many times and nothing they've done has fixed the problem.

[Ticket: # 1462583 - Centurylink speed is much lower than advertised](#)

Date: 2/17/2017 11:13:32 PM

City/State/Zip: Clifton, Texas 76634

Company Complaining About: Centurylink

Description

Paying for 25 MBPS getting, getting 6.8 to 7.75 MBPS depending on where the speed is tested.

Ticket: # 1462735 - Centurylink internet problems

Date: 2/18/2017 9:20:16 AM

City/State/Zip: Krum, Texas 76249

Company Complaining About: Centurylink

Description

I have centurylink I pay \$54 dollars a month for 3 down and 1 up. This is lot of money for the slow service. They also seem to have a hard time staying up and running. I would like to file a formal complaint about the bad service and high prices. (b) (6)

Ticket: # 1462767 - Frontier communications

Date: 2/18/2017 10:39:22 AM

City/State/Zip: Whitney Point, New York 13862

Company Complaining About: Frontier Communications

Description

Service was scheduled to be upgraded initially on 2/15/2017 with an appointment for a technician to arrive between 8-5. No contact was made from Frontier, however it was falsely reported that a technician was present. After communicating this to them and scheduling another appointment for 2/17/17 this was again the case. The Frontier technician stated that they had done work to the outside of the house but could not gain entry, again there was no contact made. We had originally downgraded our service due to not receiving the speeds in which we were paying for, however after doing so, noticed that this was still the case and unfortunately at that point the speeds were not able to support two wireless devices at the same time, thus requiring us to return the service back to it's original status (which has yet to happen). I have spoken with 16 people from Frontier, assured that services would be scheduled and provided, and still have not received the original request. I have all of this documented and have attached for you to review. I have also saved the call log on my cell phone that clearly shows that Frontier has made no attempts to contact me in regards to this, other than 1 automated call which I saved as well.

Ticket: # 1462801 - Deceptive Trade Practices

Date: 2/18/2017 11:54:47 AM

City/State/Zip: Raleigh, North Carolina 27606

Company Complaining About: Charter

Description

I believed I was filing an formal, not informal complaint when I filed the last one. I cannot find a webpage for formal complaints, but I am submitting this as a FORMAL COMPLAINT AGAINST TWC. Please see that it gets to the right place.

This is against TWC/Charter (here in referred to ast TWC) in Raleigh NC.

I filed complaining that they have not provided the service that I had purchased.

I was told, and each month's paper bill indicated I was buying "extreme". TWC says "extreme" is 50 mpbs. I have never gotten over 30, usually not even 25, and that is checking from hard-wired line, during non peak. I have photos to prove. (when checked through Netflix it usually says ab out 6)

Contrary to what the TWC tries to imply, they have TOLD me, every time I've called about problems--which is at least once a year--that they checked the lines and there is nothing wrong with them. Furthermore, I have also had a friend in the installation business who couldn't find any problems.

When I complained in November or December, they tried to weasel out of this by telling me that I was really only buying 20, but that they were giving me more (which they actually didn't) as a courtesy; however, this is an "alternative fact," aka LIE, since TWC own website defines "extreme"--the word on the bill--as 50. When faced with that, the service rep said we only guarantee 80% of the total. Well, I don't know what math school TWC sends it's people to, but 6, 20 or 30 mbps is not 80% of 50 mbps.

These statements indicate TWC was never planning to provide the 50 mbps I was told I was paying for and therefore the advertising, and service, and attempts to settle a dispute, all involved false and leading statements and deceptive trade practices, which is against US Code.

I feel I am due a refund of at least half of what I paid each of the months of the last year.

After filing my first complaint, TWC tried to weasel out of current situation by stating that I have to call and have someone come out. This is CONTRARY TO EVERYTHING THEY HAVE TOLD ME FOR YEARS, and seems to be just an excuse--especially given that the state of New York investigated this very issue--not providing the service people believed they were paying for and found no 'line' problems or other service problems other than that TWC simply was NOT providing what they said they would provide, and that it was a widespread problem.

After filing my first complaint, I talked to someone on the phone. I told him I wanted to hear what FCC would tell me. I expected TWC to submit something, and then that I would get the chance to respond before any action taken. I received a response from TWC on or about Feb 10; I expected to then hear from FCC about it, which I was waiting for, then have a chance to respond to their response. However, FCC seemed to close the complaint without giving me a chance to counter their written

response, which I only received this past week--along with a cut off notice. So I am submitting this new complaint--which I consider FORMAL.

In addition to the original complaint, TWC has now violated the Fair Credit Reporting act by sending notices to my tenants, via their phones, about paying the bill--while repeatedly interrupting the service prior to the official cut-off notice. I told TWC that I would let my tenants set up a new account in their names, so I didn't have to deal with this --but TWC still owes me half of what I paid, since I got half or less than half the service I was allegedly paying for.

A related issue is the modem. A few years back, TWC told me (I photocopied the card) they would start charging rent for a moden- but lower my bill the same amount--except they did NOT lower the bill, so I bought my own. I checked with them to make sure it could handle the amount of mbps I was buying and they said it was fine. If that is not the case, then again TWC provided false and misleading information. (As far as I can tell, the modem is fully capable of handling more than the speed TWC provided--but I imagine they would make up something about this, too.)

There was one more issue. I believe both reps I talked to tried to say they don't sell a speed, but a service, or some word-spin nonsense to that effect. TWC clearly advertise they are providing "blazing fast speeds" and they have different rates for different speeds--all of which is an indication they are selling speeds. (I believe the NY Attorney General addressed this in his investigation.) This is clearly deceptive trade practices.

The following is my Response to the TWC Response I got last week (it is dated Feb 2nd but not received until a week or more after that; the Cut-off notice was dated Feb 9 but not received until the 16th, a full week--with only a phone number, which is no good even if it was "legit" excuse, since I lost my phone and new one has not arrived/been activated.)

1. the letter says I was told I had the "lowest rate possible". This is another "alternative fact." for several reasons, some of which I explained to the rep

- a. The intro offer applied to the year PRIOR. The rate I had this year was a compromise rate, because when I called I complained about the service etc. That is what I was initially looking for this year--the same compromise rate for the same 'compromised' service. Now I want a refund.
- b. TWC offers \$35 in this area to new accounts.
- c. In talking to people in this area, including a sales rep at Office Depot, I've discovered that TWC reps make up and sell various rates all the time. The sales rep at Office Depot had a rate that was not a published introductory or sale rate.

Therefore, stating "the lowest rate POSSIBLE" is another false and misleading statement

2. It is true that he offered a service call, but since EVERY TIME I'D CALLED about a problem they had told me there was nothing wrong with their lines etc, and because the internet has THOUSANDS of stories about TWC not providing the speeds they advertise/people think they are buying, a service call seemed to be be a "run around". However, I did nto reject completely, I said "I wanted to hear what FCC had to say" meaning that I expected guidance. Clearly, the rep knew I would not receive that, but did not reveal any information to that effect. And finally, I think the service call thing was just a ruse--they could SAY there was a problem (even though for years they kept telling me there WASN'T) just to weasel out of this WIDESPREAD FALSE AND MISLEADING ADVERTISING/SERVICE issue.

3. The letter says I was advised that it is their policy to credit verifiable service issues. This is another "alternative fact". They also did not ask for photos of the speed tests I'd run, which would have 'verified' the service issue. Third, coming out to the house for a service call--well, see No. 2 above.

4. The letter says to contact if there are any questions--but fails to provide a contact number, email etc for doing so.

I feel the issue has NOT been resolved, because TWC has not responded to many issues:

1. Why did the rep say that I was being provided 50 mbps as a "courtesy," ie not OBLIGATED to pay, when my bill says "extreme" and their website says extreme= 50 mbps.

2. Why the rep said that they were only OBLIGATED to provide 80% of the speed, when that, too is not in the advertising, or on the bill, or ever told to me, and also that TWC never provided even that much?

3. Why did it tell me the lines were fine every time I called, only now--not after calls, not after disputes, but only after filing with FCC--do they tell me they need to come out to check these things? and new ones

4. Why is it that there are thousands of complaints all over the internet about not provided the speed purchased--with little to no resolution? why is this still a problem after the NY Attorney General investigated and found this to be a widespread a problem--and that TWC appears not to even be trying to

Ticket: # 1462826 - Frontier internet

Date: 2/18/2017 12:18:52 PM

City/State/Zip: Harper's Ferry, West Virginia 25425

Company Complaining About: Frontier Communications

Description

Paying for internet speeds I'm not receiving. Only one wire running into duplex and both residents are purchasing separate internet but running off of the same Hotwire. Several hours spent trying to contact technical support and customer service. I've been disconnected over 4 times by phone and after waiting an hour to speak to someone online I was disconnected. Can't resolve the issue through frontier since no one will answer and I do g understand how I am am being charged for speeds I'm not receiving and a separate bill from my neighbor when we run off of the same wire.

Ticket: # 1463089 - Frontier is the worst internet, cable and phone company ever

Date: 2/18/2017 4:33:12 PM

City/State/Zip: Long Beach, California 90808

Company Complaining About: Frontier Communications

Description

Ever since Frontier took over for Verizon the service, customer service and everything about my internet, cable tv and phone has been nothing short of a nightmare. The very first day all my services went down without any notification. My phone line was out for 43 days and the internet service was sporadic to say the least. My plan for the services wasn't supposed to change per a letter I received from Frontier. The price went from \$180 to \$250 per month and calls to Frontier fell on deaf ears. No one I spiked to at Frontier was ever able to help me with the problem with the billing amount increasing. Even more frustrating was talking with Tech Support. I would be on a call for over 3 hours and even thought the tech person had my number hey would not call me back. I spent over 20 hours in total for the calls I'm made to Frontier and I also had to use the wifi on my phone since the internet was down for extended periods of time and I work from home most of the time. I can go on and on but if I write all my complaints this description would be much longer than it is.

Ticket: # 1463145 - Comcast - False Advertising / Monopoly Market

Date: 2/18/2017 5:34:04 PM

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

I signed a year agreement with Comcast for their 150mbps service on January 3rd. Since then I have NEVER tested my connection at more than 130mbps. Comcast technicians have been out 3 times and each technician claims the neighborhood amplifiers are to blame. Comcast tried to charge me \$226 for the technician visits to my house claiming it was my home equipment. I allowed the technicians to do anything in their power to prove my home could get 150mbps and they all said it was a Comcast issue.

When I contact Comcast they claim the technicians never put anything in their notes and never scheduled a truck to come out and look at the lines as promised. The last person I spoke with was a supervisor from the call center and she said I never should have been charged the extra \$120 in service fees because I was still within the 30 day installation period. She assured me she would have a truck come out and she would speak to all the supervisors who oversee those technicians. It has been another week since then and I still haven't received any word about this being repaired and they still haven't given me credit back to my account. I have her recorded on the phone telling me my legitimate bill is "144.77" That's what I paid and it still shows I owe \$21.99.

Someone suggested I change providers and I would love to, but Comcast is the only high speed internet option in my area Zip: 30062. AT&T only offers 18Mbps.

I would like my account to stay anonymous if possible from Comcast so as to not get any retribution from them.

Ticket: # 1463210 - Internet Service

Date: 2/18/2017 6:48:17 PM

City/State/Zip: Sylva, North Carolina 28779

Company Complaining About: Frontier Communications

Description

For 9+ years, I have been a Frontier Communications, and I have paid for 6MB of internet service, the entire time. While speaking with a recent tech, I discovered the max I receive is 1.6 MB. Frontiers own tech has told me that their goal is to provide 75% of the service speed customers pay for, and the max I could receive was 1.6MB; the tech was shocked that I was paying for ^ when the maximum I am able to receive is 1.6, 25% of what I pay for. In addition to receiving 25% of the product I pay for, I have frequent disconnect, multiple (10+ each day), every single day. I filed a complaint with Frontier on 12-17-17 with no contact from Frontier and no resolution.

I would like for Frontier to fix their product. I would like for them to provide me with the service I pay for. I would like a refund of 75% of my bill for the past 9 years (since I've only received 25% during this time). I would like an adjustment to all future bills, at 75% off the monthly price if Frontier is unable to fix the issue and provide the product they offer and I pay for.

[Ticket: # 1463227 - non-disclosure of cause of decreased service speed](#)

Date: 2/18/2017 7:04:05 PM

City/State/Zip: Humble, Texas 77396

Company Complaining About: Comcast

Description

I have service with Xfinity/Comcast. Prior to I paid for cable and 100Mbps internet speed. I canceled the cable and doubled my internet speed, but I am getting worse signal then before. This notice was within minutes of cancelling the cable. I went from a 100Mbps to a 200Mbps service and my power and SNR dropped by 25%.

It is obvious that the about of signal that is delivered to my residence is controlled by Xfinity/Comcast. I have to have the best modem and router that is on the market for typical home use. My modem has the capacity of 10 times than what I am receiving and my router has the capacity of 50 times greater speeds than what I'm receiving.

After doubling my ISP speed, I'm getting the exact same speeds with 25% lower power and SNR.

That means that I got screwed by this company and they are unwilling to increase my bandwidth to what I pay for. I guess because I had cable, Xfinity was giving me more than 100Mbps speed and not that I cancelled the cable they are delivering 1/2 of what I paid for, which is 200Mbps. So I'm getting the same exact speed with 25% lower power...

Give me what I paid for plus 20 additional to compensate for any interference with hotspot bs. Oh yeah... they were actually using my router as a public wifi...

My expectations:

-0.5 to 0.5 dBmV

and greater than 45 dB

Ticket: # 1463245 - Internet in rural areas

Date: 2/18/2017 7:33:53 PM

City/State/Zip: Spokane, Washington 99203

Company Complaining About: Centurylink

Description

We live in a rural area with the only option for internet is CenturyLink. They have told us we are in a "broadband exhaust" and they have no plans to upgrade the equipment. Access to the internet is vital and essential for doing business. Century Link doesn't seem to care about the Methow Valley/Mazama, WA.

[Ticket: # 1463371 - Poor Internet Service](#)

Date: 2/18/2017 10:49:49 PM

City/State/Zip: Palm Harbor, Florida 34685

Company Complaining About: Frontier Communications

Description

I am paying for 100mb download and upload, but I am only getting 70%-80% of that and per Frontier they advised that is all they have to provide to meet "their" obligation to their customers?????

[Ticket: # 1463395 - Inconsistent internet signal and way low speed](#)

Date: 2/18/2017 11:40:29 PM

City/State/Zip: Gainesville, Florida 32608

Company Complaining About: Cox

Description

I have using cox high-speed internet for a year. I purchased Up to 150 Mbps download. But it is never this speed, I tested several times, the speed is even below 30 Mbps most of the time. Recently there is a adding issue with consitently breaking signal. I was trying to contact the customer service, they refuse to fix it and keep saying it is OK at their end. I pay about 90 dollars a month and only getting service for less than 20 dollar, and they refuse to admit it or fix it not even mention to make any kind of compensation for it.

Ticket: # 1463451 - Internet service

Date: 2/19/2017 3:08:08 AM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

Frontier internet is the problem for me in spring Creek Nevada. I pay a premium for my service and have not been able to use it for about two weeks now. I pay 60 dollars for 12 mbps. For the past two weeks the best I can get out of it is 1.13 mbps. I have called multiple times to see what the issue is and I keep getting the run around as they are having a server issue, to a severed cable to most recently my own equipment. It's not my equipment that is having the issue. And when I ask if they can pro rate my bill to match the level of service I'm getting they tell me they cannot because my modem is still active. Even though they state on their website that they have to guarantee at least 80 percent connection speed.

Ticket: # 1463609 - Poor Internet service

Date: 2/19/2017 1:50:19 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

I pay for 12 mbs.hardly get 1 mbs. Made several phone calls made several ticket repairs. Last one was the 9th February. He never showed up. Was told to wait 8am-5pm. Wasted my time .Guy never closed ticket so I can't make another one till it's closed.hundreds of us with same issues

Ticket: # 1463623 - Deceptive "High Speed"

Date: 2/19/2017 2:12:26 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

Very inconsistent speed for the money.

[Ticket: # 1463650 - Internet working at .26 Mbps](#)

Date: 2/19/2017 2:40:07 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

The issue has been going on for several weeks now. I have called am so been told a service tech would come look at it and nobody ever shows up. I have complained several times and they always tell me they don't know what's wrong and there is no estimated time of repair.

Ticket: # 1463678 - EVERYONE HATES ADVANCED CABLE IN CORAL SPRINGS

Date: 2/19/2017 3:11:45 PM

City/State/Zip: Coral Springs, Florida 33071

Company Complaining About: AT&T

Description

There service is always out. Someone is getting paid off to keep there contract going. Just look at there Facebook page and reviews. There are tons of people here that want to see Comcast come here and it just never happens. As a matter of fact, there are some people that won't even move here because they know that the internet sucks. Recently they just changed there name to try to rebrand themselves with a new name (Blue Stream) with the same old sub par service.

<https://www.facebook.com/search/top/?q=advanced%20cable%20communications>

<https://www.yelp.com/biz/advanced-cable-communications-coral-springs>

[Ticket: # 1463691 - Internet slow for what we are paying for and we are locked in](#)

Date: 2/19/2017 3:33:10 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

We had 3.8 Mbps and paying for 6.0 Mbps. We upgraded to 12Mbps to get faster Internet and are currently getting 6.13 Mbps ****After**** we installed a \$300 Nighthawk booster router.... very disappointed to say the least

Ticket: # 1463721 - DirecPath ISP not delivering service as advertised

Date: 2/19/2017 3:58:54 PM

City/State/Zip: Norcross, Georgia 30071

Company Complaining About: Direcpath Llc

Description

I subscribe to a 12 mb/s cable internet plan with DirecPath LLC. I do so, not because I want to, but because DirecPath is the only ISP available to my MDU. I've inquired as to why this is the case in the past, considering the proximity of my community to the Atlanta area and its relative density, but I've only received vague responses without substance from my community office (KRC Hilltops). I strongly suspect there is some kind of exclusive service agreement between KRC Hilltops and DirecPath LLC, which I assume (and hope!) must be illegal in some capacity.

This 12 mb/s plan is the highest tier of internet service offered by DirecPath in my area. When I asked if there was any "business" tier or similar, I was told that the 12 mb/s plan, dubbed "GAMER", was absolutely the fastest possible plan available. Upon connection of my service, I was very disappointed to find that nearly any daylight hour suffered considerable slowdown.

In order to demonstrate the issue, I began recording hourly records of my network speeds using speedtest-cli, a linux utility (log file attached below). My average downlink speed between 6PM - 12PM was averaging at ~4.2 mb/s, a far cry from the agreed 12 mb/s. Ping times suffered as well, averaging ~183ms during these same hours. While I've not collected logs concerning this last issue, I can also personally attest to packet loss peaking at 8% and only consistently resting at 0% during early morning and late night. When I called DirecPath concerning this issue, I was escalated quickly and a technician was dispatched to collect diagnostic information. He visited, collected information, then left. This was the last time I heard from my assigned support representative, no attempt to follow through was made and I have since been attempting to contact my representative via email and phone.

Now it has been over a week since I've last had contact with my representative. I've elected to discontinue my DirecPath service at the end of this month, effectively discontinuing my internet service altogether, since I have no alternative. It's likely that I won't be able to connect to the internet in any significant capacity for the next 11 months, until my lease expires and I can move somewhere else.

I strongly suspect DirecPath could have offered better service if it had not elected to be so abusive of its subscriber-base. I believe this because the current infrastructure employed at my cable node is DOCSIS 1.1, a standard that became obsolete in 2001. To me, it is a ridiculous notion that DirecPath could claim any semblance of ignorance when they have maintained such an archaic infrastructure for what must now be 15+ years, especially considering their abysmal ratings on platforms like Yelp and Google Reviews. I was even told by a representative that they had remotely examined my node and that it was operating just fine by their standards. This left a very bitter taste in my mouth indeed.

It is clear to me that DirecPath is not so much in the business of being an ISP as it is in the business of being as little of an ISP as possible. I can only hope that the attached data provided proves useful in having this abuse corrected for future residents

Ticket: # 1463732 - att is not giving speed they claim

Date: 2/19/2017 4:15:56 PM

City/State/Zip: Carmichael, California 95608

Company Complaining About: AT&T

Description

hello my name is (b) i just moved to an area upgraded to the new att fiber. i then upgraded to what they claim is 100 mbps with would alway be around 90mbps at the slowest. i have not at att seen this iv ran alot of speed test thru different the ost trusted being internet health test and google.com speed test pic of result included below. i have contact them they clam ever thing is fine but because there speed test on there site say it ok. which isn't true i download an app from google play and it take almost 10 mins when the app is only about 30mbs.

Ticket: # 1463830 - FRONTIER COMMUNICATIONS NOT HONORING THEIR PROMISED SPEED

Date: 2/19/2017 7:15:43 PM

City/State/Zip: Bloomington, Illinois 61702

Company Complaining About: Frontier Communications

Description

I have had multiple issues with Frontier Communications. I've gone in to the local main office and spoken to several people, including their lead manager about my lousy service. Customer Services is no use. They have repeatedly told me they "don't know what to do or how to fix the problem". Then, I was told my Internet speed "depends on how many people in my area/neighborhood use the Internet and that determines the speed. That is a bunch of crap! Why should I be paying money for some lousy service like that. That is ridiculous. I was told this by 2 reps, 2 on CS phone and 1 rep that came out. I plan to lodge a legal action but I also wanted to file a complaint here. I was told when I signed up that my speed I was paying for, the Broadband Ultra was 12mbps. They have been billing me and if I'm a week late on my bill or late at all, they add late fees. Yet, they've been "f"ing me over since the day I got the Internet and they still have not fixed the issue, rather, they continue to bill me for the same speed. This is FRAUD, nothing more than Racketeering and Enterprise Corruption. I was told repeatedly that my speed would be fast, 12mbps, in their office BEFORE I signed up and after. Customer Services has told me otherwise. I was told by a rep that Frontier was "in the process of upgrading their system to accommodate the number of users in my area but have not as of yet and that's why their Internet cannot accommodate the number of users in my area." Can you believe that garbage? WTF are they trying to pull here? Do they think we're just [REDACTED] stupid?? If I were still in New York, I'd simply have a friend, some wiseguy, go down to their local office and break the manager's [REDACTED] legs! Then maybe he'd tell his staff that are lying about their service to quit [REDACTED] people over and fire their asses on the spot. My PC is wired and my son uses his laptop (wireless connection) for his schoolwork.

Ticket: # 1463851 - Internet Service Provider not providing service that is being paid for

Date: 2/19/2017 8:04:42 PM

City/State/Zip: Jamestown, California 95327

Company Complaining About: Hughes Net

Description

Since we began service with our ISP in October 2016, we have never had enough data to get through the month and spend much of our data roaming. The ISP tested our Modem connection and said it had an excellent connection and that it was probably our router. Our router was sold to us by the company that our ISP sent out to install the system. Now, the ISP says that they are not responsible for the router. We pay one bill per month the this ISP and no one else, therefore we feel that they are the responsible party to ensure that our connection is good. All the way through. But yet, they continue to charge us for "lighting speed" internet and cap us at 20gb per month, leaving us without internet for the last 10 days of every month. Again with most of the time on any device we have connected to the internet about 60% of the data used is spent waiting for things to buffer before playing. For just internet service with a data cap of 20gb, we are paying \$120/month. This seems to be a very steep price for getting such poor service.

Ticket: # 1463885 - Frontier Communications not Providing Internet Speed as Advertised

Date: 2/19/2017 9:04:17 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

I have been in contact with Frontier Communications about our Internet Service over the past month and a half with no resolve to our slow download speeds. We are averaging around 2 - 2.25 Mb/s for the last month on an advertised 6 Mb/s service.

I have been told by one tech support representative that it was a problem with our router and they would schedule a tech to come out. We have never seen a tech, when I called back to inquire about the tech they informed me they found an issue with the service line and was fixed. We would see an increase in our service speed for a couple of days and then it would return to less than 2 Mb/s. On several occasions I have received this same runaround tactic.

02/18/17 - On my last phone call with a Tech Support Representative (Lee) I was told that I have a Provisioned 3 Mb/s service. I asked her what "Provisioned 3 Mb/s" meant and she explained that I am only guaranteed 75% of 3 Mb/s. I explained to her that I was paying for a 6 Mb/s plan; at this point she said I would have to talk to a Customer Service Representative because it looked like I had a 3 Mb plan from the data I was receiving. She then transferred me to the Service department.

When I spoke to the Service Rep she initially told me I had a 1 Mb/s plan! When I asked her "You are telling me that I am currently paying \$39.99 a month for a 1Mb/s service?" she politely said "well let me refresh my screen and look in your account." At this point she verified that I did in fact have the advertised 6 Mb/s plan on my account. When I asked her about the issues we have been having she wanted to transfer me back to the Tech Support department!

I am back to square one with the ISP and cannot seem to get a resolution to this issue. I have also spoken with others in our area that are having similar issues. What can I do to get the service that I am paying for?

Thanks for your help in advance.

Ticket: # 1464057 - Fairpoint Failure to Provide Advertised Services**Date:** 2/20/2017 8:55:14 AM**City/State/Zip:** Parsonsfield, Maine 04047**Company Complaining About:** Fairpoint

Description

To whom it may concern,

I have used Fairpoint Communications for my ISP the past several years, and have rarely received the amount of bandwidth that I am paying for. While I pay for 7 mb/s at the moment, I am often able to access less than 1mb/s while using the internet, suffer daily (and yes, I do mean daily) disconnections for no reason, and my every attempt to communicate the shortcomings with the company has resulted in accusations being thrown at myself, or a temporary fix that lasts until the technician has left my home. On 1/25/17 I contacted Fairpoint, yet again, to discuss receiving the services I had been paying for, and not receiving. I spoke to a customer service rep, named Sandra, who promised to send a technician and credit our account for the theft her company had committed by not providing the services promised and paid for. While the technician came and installed new hardware (which we had done before, and also did not work), our account was never credited. What's more, they overcharged us for that month! Not only that, but the internet continued to lag and die, maxing at about 2 mb/s for a moment here or there, but commonly running below 1 mb/s.

At this point, I am extremely frustrated and am considering cancelling my account and pursuing some sort of legal action for damages caused (which have been extensive, due to missed business availability, missing social events, missing important family gatherings due to lack of available communication, etc.), but I would really rather just pay for a service, receive it, and leave well enough alone.

I do not feel that it is right for a company to advertise something that they either cannot, or will not provide. I appreciate your time in reading my complaint, and I hope that you folks can meet with more success than I have.

Thank you.

[Ticket: # 1464229 - Incorrect description of services](#)

Date: 2/20/2017 12:24:44 PM

City/State/Zip: Newark, California 94560

Company Complaining About: Comcast

Description

Comcast promised me an upgrade of internet speed to 200 mbps speed a few weeks ago and increased my monthly bill. However, my speed has NOT increased. I tried calling them and

[Ticket: # 1464431 - Connectivity issues/ slow in & out](#)

Date: 2/20/2017 2:11:38 PM

City/State/Zip: New York, New York 10029

Company Complaining About: Time Warner

Description

Since September 2016 I've been experiencing multiple issues with the internet service provided by Time Warner. Nobody knows what the issue is or how to fix it. The speed , connectivity & some type of interference all seem to be problematic

[Ticket: # 1464449 - Slow Speeds from Comcast](#)

Date: 2/20/2017 2:21:17 PM

City/State/Zip: North Salt Lake, Utah 84054

Company Complaining About: Comcast

Description

I pay for the Blast Pro package from Comcast which claims up to a 200 mbps speed. I've never gotten even up to half of that speed with a hardwired connection. I have spoken with customer service through phone and chat and all they ever offer is to send out a technician to fix the internet and charge a hundred dollars for it. They have been to my apartment before and nothing changed, except that I was a hundred dollars lighter.

Ticket: # 1464628 - Comcast Internet Issues

Date: 2/20/2017 4:02:29 PM

City/State/Zip: Quincy, Massachusetts 02169

Company Complaining About: Comcast

Description

I have comcast internet but the speed is below what has been advertised and it consistently drops throughout the day.

Ticket: # 1464639 - I was sold internet & phone service under fraudulent terms

Date: 2/20/2017 4:06:38 PM

City/State/Zip: Lakeland, Florida 33801

Company Complaining About: Frontier Communications

Description

On Friday, February 3, 2017 a Frontier technician installed phone and internet service to my home. Later that day my family and I noticed that the signal to the internet was going in and out making use of the internet practically impossible. We tried a variety of things to resolve the problem over the next several days.

Wednesday morning, February 8, 2017 I called Frontier customer service to inform them that we were continuing to have this repeated disconnect. I was surprised and disheartened to learn that a repair technician would not be sent until February 13, 2017, five days later. This, even after my explaining that this problem had been occurring since the first day of installation.

Later that same day, Wednesday February 8, 2017, both, the internet service and the phone line stopped working completely. That same afternoon, Wednesday, February 8, 2017, I called customer service again and explained that we had now completely lost both internet and phone service. I conveyed that we would not be able to go another five days with no internet service and no phone service at all as we are dependent on these services for medical access, supplemental income and a host of other daily needs. The representative told me that dispatch would expedite the order but she could not tell me when a technician would actually arrive.

Over the next four days, I called repeatedly (over 10 times) pleading for help with this problem. I was told a variety of things, including my order was changed from a "repair" to a "no service order" and at one point I was told that someone would try to come on Friday, February 10, 2017, but if they could not make it, then they would be here on Saturday, February 11, 2017. Nobody arrived on either day.

In my many calls, I spoke to four people who claimed they were managers or supervisors of some sort. I found it curious that no matter how much I tried to speak to someone of authority, finally, each of these people seemed to be subordinate to the service department dispatcher. The dispatcher seemed to have all the final decision making authority. This left me with nobody that I could get access to who could resolve this problem by facilitating through the dysfunctional departmental structure.

On Monday, February 13, 2017, a technician came to my house and informed me that there was a problem with the line in another location. He said that he had restored the phone line but the people in the office would now have to complete some other technical procedures before my internet service would work again. Later I called Frontier to find out when this other procedure would be made so that I could resume internet access again. After speaking to a technician and remaining on hold for over an hour, the phone service went out again. I called again from a cell phone and spoke to a technical support provider named Stephen (vsss823). After 2 more hours of going back and forth, he informed me that he had to submit another repair order and that a technician could not come out for another three more days on Thursday, February 16, 2017. I explained that I could not wait another three days after already waiting five days and being without service for ten days now. He transferred me to a

supervisor named, "Sonti." After explaining to her the ordeal that I had been through and the situation at hand, she said the soonest a technician would come would be Thursday, February, 16, 2017 and there was nothing that she could do about it.

On Tuesday, February 14, 2017, I called Frontier customer service department and spoke to supervisor Tia (v_thh252). After over an hour on the phone with her, she said that she finally, got through to the dispatch department and explained the situation to them. She told me that dispatch said that they would try to get someone to my house today but if not today then for sure tomorrow. I explained to Tia that I had heard this story before and asked her to be sure to note what she just told me in the computer so that if dispatch tried to deny this later, we would have a record of what they said. She assured me that she would do this. A technician never arrived this day.

On Wednesday, February 15, 2017 beginning around 10:00am, I called Frontier customer service department and spoke with Kweillin (v_5818). I asked her for an ETA that the technician would arrive. She told me that there was no technician coming today. I told her that this was incorrect and explained to her my prior conversation with Tia. After going round and round, Kweillin continued to tell me that there would be no technician coming today. I asked to speak to her supervisor. She told me that he was in a meeting and that he would have to call me back. She said his name was Waleed but she did not know his operator number. It was no surprise to me that Waleed never called me back.

On Thursday, February 16, 2017 a technician arrived and finally restored our phone and internet service. I asked him what our internet speed was reading. He told me a little over 3 mbts. This is less than half of the 7 mbts that I was told I would receive by the customer service representative who took my original order. Moreover, the internet connection continues to work intermittently.

[Ticket: # 1464782 - Less than advertised and paid for internet speeds](#)

Date: 2/20/2017 5:21:44 PM

City/State/Zip: Denver, Colorado 80202-3850

Company Complaining About: Directv

Description

I am paying through AccessMedia3 for Directv internet speed of 100 Mbps. The highest I ever received is less than 94 MBPS for download and less than 90 Mbps for upload speeds. The six to ten percent less than advertised is unacceptable. I contacted them and the answer is that this is within the normal range. Is it OK that I pay them six to ten percent less?

[Ticket: # 1464972 - False advertising and practices](#)

Date: 2/20/2017 7:07:12 PM

City/State/Zip: Charlotte, North Carolina 28208

Company Complaining About: AT&T

Description

i ordered 6mbps service at att.com it was advertised at 6mbps the service i only can get is 1.86mbps i try to call them and they say actually speeds very i feel its false advertising to ask someone to pay for 6mbps service and only provide 1.86mbps

[Ticket: # 1465208 - Windstream](#)

Date: 2/20/2017 10:04:32 PM

City/State/Zip: Dawsonville, Georgia 30534-7130

Company Complaining About: Windstream Communications

Description

Windstream is the only provider and I am paying more \$\$\$ for a connection speed that I had in the 80's. 5 minutes from my house is an AT& T service area but Windstream is the only choice for Dawsonville, GA. I live 3 miles from an area that literally has new major businesses opening up. I was just told that despite paying for download rates of 3mps I am only guaranteed up to 65% of the 3 mps. I feel there is a monopoly which is unfair for consumers and misleading advertising.

Ticket: # 1465314 - Comcast Phone Support

Date: 2/21/2017 12:10:35 AM

City/State/Zip: Oakland, California 94611-2504

Company Complaining About: Comcast

Description

Internet speeds are .2% of what I pay for. I am in the 100 - 150 MB tier but am consistently getting only .02 MB. I called their phone support and after running through the diagnostics for 45 min was transferred to advanced support where the woman spent another 45 minutes running diagnostics and telling me her system is working. The speeds never improved and eventually she transferred me to her supervisor who made me do the same basic diagnostics that the other 2 people had made me do and then she hung up. The whole ordeal took about 2 hours and they did not even partially fix my problem.

Ticket: # 1465320 - Internet Speeds

Date: 2/21/2017 12:19:56 AM

City/State/Zip: Lisle, Illinois 60532

Company Complaining About: Comcast

Description

My internet upload speeds on a monthly basis drop to 1mbps upload and lower. I've complained to Comcast for 6 months now with no resolve yet I'm forced to keep paying for a service that is not provided to me. I've provided them proof of the issue and even had techs on site who can't figure out why its happening. Comcast also continues to try and charge me service fees every single time they come out for their issue. Even Greg in their executive care team wants to blame the issue on me and charge to send someone out. That's not right.

[Ticket: # 1465591 - Verizon Internet Speed Complaint](#)

Date: 2/21/2017 10:36:25 AM

City/State/Zip: Manchester, New Jersey 08759

Company Complaining About: Verizon

Description

Fax Ticket Ready For Data Entry

Ticket: # 1466080 - Internet Issues

Date: 2/21/2017 1:31:19 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

We pay frontier for 12 g of Internet and we barley receive 1 g and that's on a good day. It has been like this for over a month. I work from home and I'm unable to get any of my work done. I can't even run a speed test because our Internet is that slow.

[Ticket: # 1466254 - Centurylink](#)

Date: 2/21/2017 2:17:56 PM

City/State/Zip: Robertsdale, Alabama 36567

Company Complaining About: Centurylink

Description

Consumer has Centurylink for internet. When watching You Tube the internet buffers for as much as 15 minutes at a time. Her internet is too slow to have a security system put in, ADT cannot install camera system her upload speed is .03. Centurylink has sent techs out but the techs are not able to make the internet any faster. Centurylink says if they send a tech out and they find nothing wrong she will be charged for the tech visit. Centurylink wants her to do a speed test, but she doe

[Ticket: # 1467000 - Internet Speed Less than Advertised](#)

Date: 2/21/2017 5:21:24 PM

City/State/Zip: Denver, Colorado 80202-3850

Company Complaining About: Accessmedia3

Description

The contract that I have with AccessMedia3 should provide 100 Mbps, but I have never gotten over 94 Mbps. To me this is false advertising, but when I contact to complain they inform that it is within their standard.

Ticket: # 1467030 - Slow Internet Speeds

Date: 2/21/2017 5:31:18 PM

City/State/Zip: Stow, Ohio 44224

Company Complaining About: Time Warner

Description

I purchase a new internet package through Spectrum for 100 Mbs. From the time of purchase (about 3 weeks ago) until today I have yet to see speeds over 40Mbs. I consistently see speeds between 5 and 25 Mbs, and sometimes as low as 1Mbs.

Ticket: # 1467133 - Minimum Internet Connection Speed Provided**Date:** 2/21/2017 6:02:52 PM**City/State/Zip:** Arcadia, Florida 34266**Company Complaining About:** Centurylink

Description

After 2 decades of paying for Internet Service, CenturyLink still only provides us with minimum connection speed. Our control box will not handle more than 3 Mbps when most if not all other local areas have much higher speeds. I have talked with CenturyLink servicemen in our area who say they have even tried to get us newer, faster service. They have told me of putting in newer, faster service boxes at mobile home parks where residences are only their 6 mos. out of the year while company refuses to upgrade our box. In today's world, Internet is as important as, if not more so, than phone service. Have met with Board of County Commissioners but they say you are the ones to address our abuse.

[Ticket: # 1467376 - Frontiers horrible internet service](#)

Date: 2/21/2017 7:26:15 PM

City/State/Zip: Elko, Nevada 89801-8432

Company Complaining About: Frontier Communications

Description

I have frontier for internet and their service is horrible. I have to reset my modem multiple times a day. At least 3 days a week I have no internet at all during the day. I pay almost 60 dollars a month for internet speed that I don't come close to receiving. Just plain horrible service all around.

Ticket: # 1467435 - High Speed Internet Access

Date: 2/21/2017 8:00:21 PM

City/State/Zip: Earlville, New York 13332

Company Complaining About: Frontier Communications

Description

According to the recent tests on our internet, our Download speed is 0.2Mbps and our Upload speed is 0.3Mbps falling approximately 99% slower than the U.S. average. As farmers who rely on the internet to communicate with other producers, our shipping operators and manufactures, in addition to receiving vital quality reports and handling changes in a timely fashion, we find this lack of connectivity completely unacceptable to be able to operate our business efficiently. Our provider, Frontier, has been aware of this issue for SEVERAL years and has done absolutely nothing to assist us.

[Ticket: # 1467499 - Re: internet connections & speed](#)

Date: 2/21/2017 8:42:49 PM

City/State/Zip: Crockett, Texas 75835

Company Complaining About: Windstream Communications

Description

This is a follow-up to your previous request #1423394 "internet connections & speed" Just did speed tests and one was download speed of 22mbps and the other test was ,90mbps...Speed I should be getting is 1.5mbps. They will not do anything to correct it.. Still have not gotten any response from WINDSTREAM about this situation, nothing in writing from them!!

[Ticket: # 1467779 - slow internet service](#)

Date: 2/22/2017 3:07:40 AM

City/State/Zip: Big Sky, Montana 59716

Company Complaining About: 3 Rivers Communication

Description

Slow internet service per attached files. Prior contact resulted in being blown off.

[Ticket: # 1467891 - Follow up to Ticket #1390340](#)

Date: 2/22/2017 9:06:04 AM

City/State/Zip: Morgantown, West Virginia 26501

Company Complaining About: Frontier Communications

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1468030 - Internet Speed

Date: 2/22/2017 10:52:30 AM

City/State/Zip: North Garden, Virginia 22959-1832

Company Complaining About: Centurylink

Description

I was paying for 1.5 speed and getting .444 with Centurylink. I have called several times and they keep telling me that faster speed is coming but no date. They also told me that I am currently hooked up to a switch that is 5 miles away, but there is a switch 2 miles away that would increase my speed. They are saying they can't get approval to change me to the closer option which is not an acceptable answer. I have been paying for service that I am not receiving for years and it's time they fix this issue.

[Ticket: # 1468032 - Verizon DSL internet at the speed of dial-up.](#)

Date: 2/22/2017 10:55:19 AM

City/State/Zip: Nyc, New York 10031

Company Complaining About: Verizon

Description

The DSL service is NOT as advertised. It often does not work at all. Speedtest reveals 128 Kbps--that is, slower than dial-up. Verizon has acknowledged the problem on numerous occasions over several years and yet has NOT done the new construction they acknowledged would be necessary and that they promised to do. Nor will they upgrade to FIOS. They charge me for service I do not receive. They have promised credit going forward, but only, "once the issue has been resolved." This never occurs! I filed a complaint with the FCC several years ago on the same matter. IT was never resolved.

[Ticket: # 1468134 - internet speed](#)

Date: 2/22/2017 11:35:55 AM

City/State/Zip: Russell, Pennsylvania 16345

Company Complaining About: Verizon

Description

(b) (6)

Ticket: # 1468479 - Rise Broadband

Date: 2/22/2017 1:18:11 PM

City/State/Zip: Alvarado, Texas 76009

Company Complaining About: Rise Broadband

Description

providing aprox 1/4 of agreement.. several calls, say upgrading towers.. have more customers in area than equipment can handle... told me will have \$200 or \$250 ?? chg to terminate before end July & "they" are not living up to agreement.. Now have Legacy & is lots better..was inst 2-21-17---- should not chg a early termination fee when they are at fault...several complaints about them on Facebook & great reviews on Legacy..

Ticket: # 1469243 - Internet Speeds

Date: 2/22/2017 5:01:54 PM

City/State/Zip: Suisun City, California 94585

Company Complaining About: Comcast

Description

I am paying additional fees to have internet speeds of 150Mbps. My internet speeds are not consistent with what I pay for. I contacted Comcast customer service and they have conformed that there is an account coding that limits me to 105Mbps. Comcast has been billing me additional fees for "Blast Services" without allowing me to use the paid for internet speeds. Please refund any extra fees I paid, for the upgraded internet boost. Thank you.

Ticket: # 1469476 - DO NOT TRANSLATE

Date: 2/22/2017 6:13:47 PM

City/State/Zip: Cupertino, California 95014

Company Complaining About: AT&T

Description

DO NOT TRANSLATE

THIS IS TO INFORM YOU I CONTACTED HIGH LEVEL UNITED STATES GOVERNMENT OFFICIALS REGARDING COMPUTER SCIENCE SPAM COMPUTING - JUNK FAXING - JUNK EMAILS - MONTY PYTHON SPAM - SPAM EMAILS - SLAMMING - UNWANTED CALLS - UNWANTED TOUCHING - DISCONNECTING ME - HANGING UP ON ME - (COMCAST HAS TO GIVE ME BACK ALL MY MONEY COMCAST HAS EVER STOLEN FROM ME - USED OF MINE - PULLED OUT OF IT - USED ON OTHER PEOPLE - USED ON SOMEONE ELSE - USED ON EVERYONE ELSE (BUT ME AND IT WAS ALL MY MONEY) - (RETRO-ACTIVE WITH INTEREST). COMCAST OWES ME FOR BEING ON MY MUSIC'S FREQUENCYS TONES AND WAVES - TAKING MY HOME FROM ME - (I HAVEN'T BEEN THERE FOR 5 YEARS) - I NEVER SOLD THESE FREQUENCY'S TONES AND WAVES - I NEVER SOLD ANY OF MY HOMES - THEY WERE STOLEN FROM ME - MY LOCKS WERE PICKED - WINDOWS BROKEN - DOORS TORN DOWN - SLAMMED INTO - ALL THIS COMCAST HAS TO GIVE BACK TO ME (RETRO-ACTIVE WITH INTEREST) (ORAL SEX AND DICK SEX WILL NEVER BE ACCEPTABLE ON PAPERWORK OR ON THE AIR WAVES). YOU WILL NO LONGER BE ABLE TO DICK ME AROUND - ALL THE POSITIVE YOU TURNED AROUND TO NEGATIVE - ALL WILL HAVE TO BE GIVEN BACK TO ME - (NEGATIVE YOU WILL NO LONGER HAVE ACCESS) (AT&T - ATT UVERSE - ATT DIRECT TV - GARBAGE - PG&E (PACIFIC GAS AND ELECTRIC) WATER - COMET TECHNOLOGIES / SAN JOSE WILL HAVE TO GIVE ME ALL MY THINGS MONEY BACK)

I WAS SEXUALLY ASSAULTED AND RAPED AND ALL LOCAL FIRE DEPARTMENTS AND ALL LOCAL POLICE DEPARTMENTS ARE AND HAVE BEEN ON IT - THEY'RE USING SIRENS - RED CURBS - CURBS - ALL LOCAL AND ALL CITY'S I'VE BEEN AT - WHEREEVER I GO ARE ALL ON IT - (SHAME ON YOU) (SHAME ON ALL OF YOU). DONALD TRUMP CALLS THE RAPE AND THE SEXUAL ASSAULT (SHE'S NASTY). THEIR ARE MANY LANGUAGES ON THE SEXUAL ASSAULT - VIETNAMEES MEXICIANS - I CAN HEAR THE TONES. THEY HAVE BEEN USING THE SAN JOSE POLICE DEPARTMENT EVERYWHERE - I WAS AT THE REAL SAN JOSE POLICE DEPARTMENT TWICE - THEY WANTED ME HANDCUFFED FOR THE ELECTIONS. THESE ARE BAD PEOPLE. EVERYWHERE I'D GO I WOULD HEAR THE WORDS SAN JOSE - THIS BROUGHT AROUND THE REAL POLICE REAL FIRE REAL SHERRIFFS WHERE I WAS AT - EVEN ON A DAY TRIP. ITS AS THOUGH THE SEXUAL ASSAULT FOLLOWS ME AROUND. BOTH THE SEXUAL ASSAULT AND THE RAPE HAD TO DO WITH MUSIC. I WAS TRAMATIZED BOTH TIMES. I WANT EVERYONE OFF AND OUT OF IT. BOTH EMPLOYEES AT BANKS AND ON THE PHONES WOULD ALWAYS SAY TO ME 'NOT AT THIS TIME' - THEY ARE STREAMING AT STORES THE SEXUAL ASSAULT MUSIC AND THE RAPE MUSIC WITH THE COMMERCIALS. A REAL MAN SEXUALLY ASSAULTED ME - I THINK HE'S WITH THE SAN JOSE POLICE - THEY'VE CALLED ME A RAT ON TV AND PLACES I'VE BEEN I CAN HEAR THE WORD RAT AND SAN JOSE.

I AM A FAMOUS COUNTRY MUSIC SINGER - I WANT ALL MY MONEY BACK - THERE'S NEVER GOING TO BE ANYMORE 1/2 - I WANT 100% OF ALL MY MONEY BACK.

I'M WITH HILLARY CLINTON. DONALD TRUMP IS JUST A MESSENGER - I WORKED FOR PALM INC / SUNNYVALE CA (CELL PHONES - HP BOUGHT PALM INC) I TOLD MY BOSS THEY'RE ALL MESSENGERS - I'M DOING ALL THE WORK.

CNN NEWS AND FOX NEWS SMEARED MY NAME (I WANT THEM OFF OF ALL MY SCREENS) CHARACTER ASSINATED ME - ALL THIS THAT LANDED ME IN THE REAL WORLD - I DON'T WANT TO BE IN THE REAL WORLD - I NEVER WANTED TO BE IN THE REAL WORLD - I BELONG IN MOVIES TV ONLY - I CAME FROM MOVIES AND TV - MY BODY WASN'T MADE TO BE IN THE REAL WORLD - I'LL DIE IN THE REAL WORLD.

I WORKED FOR HEWLETT-PACKARD FOR MANY YEARS - MERCURY INTERACTIVE / SUNNYVALE - ABBOTT LABS / REDWOOD CITY - MOLECULAR DEVICES / SUNNYVALE - I'VE WORKED COMPUTER COMPANY'S - HARDWARE SOFTWARE AND BIO-TECH - I WORKED FOR ATTORNEYS EARLY IN MY CAREER - I HAVEN'T WORKED FOR A FEW YEARS. I AM PURSUING MY MUSIC CAREER.

I NEED TO MOVE OUT OF CALIFORNIA ASAP - THE HARASSMENT BOTHERING BUGGING FOLLOWING ME TORTURING ME ETC - I NEED TO BE OUT AND OFF THE CALIFORNIA SYSTEM ASAP. THE SEXUAL ASSAULT AND THE RAPE IS IN AND ON THE CALIFORNIA SYSTEM. THEY ALWAYS SAY I'M ON IT.

THE ASIA PACIFIC REGIONS / THAILAND / CHINA / SINGAPORE / NORTH AND SOUTH KOREA / - VIETNAMEES / NORTH AND SOUTH KOREANS / MALYSIA / ASIA / PHILIPPINES / PORTUGUESE - ALL ASIAN DECENTS - THESE PEOPLE HAVE BEEN A REAL BOTHER - THEY BRING IN 'THE HEADS' WHEN THEY SEE ME. I WANT TO BE DISCONNECTED FROM ALL THESE PEOPLE - THEY INTERCEPT MY CALLS - INTERCEPT CUSTOMERS - INTERCEPT EMPLOYEES - THEY HAVE BEEN CONTROLLING THE WORLD - I NEED TO DISCONNECT FROM ALL 'THE HEADS' AND ALL THE ABOVE. I HAVE A PHONE CONNECTION WITH THE HEADS - I WANT TO BE DISCONNECTED. I HAVE A CONNECTED WITH THE WORDS 'THESE PEOPLE' AND 'YOU GUYS' I WANT TO BE DISCONNECT - THE WORDS THESE PEOPLE / YOU GUYS ARE CONNECTION WORDS. THE HEADS TOLD ME I CAN'T HELP YOU. THEIR ON TV / THE INTERNET / PHONES / COMPUTERS / AND THEY COME AS SECURITY MAINTENANCE AT TIMES AS MAIDS IN HOTELS A LOT OF HOTELS EVERYWHERE. THOSE TOO ON THE SEXUAL ASSAULT AND THE RAPE.

I'M ALWAYS READING SEEING AND HEARING AN OLD PATTERN - REALESTATE AGENTS ASKING FOR A FUNDS LTR - THINGS PEOPLE SHOULDN'T BE READING - DEPRESSING - GLOOM - MISERY - DISADVANTAGE - MISERY - DEPRIVED - SLUGGISH - POVERTY STICKEN - ALL NEGATIVE WORDS - THE FUNDS LTR DOESN'T HAVE ANYTHING TO DO WITH MONEY - THEIR JUST WORDS AND TRIGGER NUMBERS - WORDS IN A SONG - THEY'RE ALL TRIGGER WORDS AND NUMBERS - THEY POINT THEIR FINGERS AT THE TRIGGER WORDS ON PAPERWORK OR PAPER TO TRIGGER YOU ON A PARTICULAR WORD WORDS OR PHRASES THEY ARE SHOWING YOU - WHEN THEY DO THIS YOUR TIRGGER HAS BEEN SET - THEN YOUR TIRGGERED WORDS ARE EVERYWHERE YOU GO ON THE WORDS THAT WERE POINTED TO - THEY ARE PUTTING WORDS IN YOUR MOUTH - CUSTOMERS DO THIS TO RECEPTS TOO TO CONTROL THE EMPLOYEE TO PUT WORDS IN THEIR MOUTHS. ITS A

BACK AND FORTH THING - CUSTOMERS TRIGGER EMPLOYEES - EMPLOYEES TRIGGER CUSTOMERS. (THE ASIAN DECENTS ARE ALWAYS ON IT) - THEY HAVE TO GIVE ME ALL MY MONEY BACK. I WANT ALL THE ASIAN DECENTS OFF MY THINGS. I'VE SEEN THEM SWITCH RIGHT BEFORE MY EYES - THEY ARE WHITE THEN THEY SWITCH TO ASIAN DECENT. I WANT TO STOP ALL THE SWITCHING. WHEN I TELL THEM I'M GOING TO CALL THE COPS - THEY LAUGH AT ME. THEY ARE THE COPS.

I'M AT A PLACE - CUPERTINO CA - WHERE REAL COPS ARE WORKING IN GROCERY STORES BANKS CAR LOTS RESTAURANTS STORES - EVERYWHERE - EVERY BUSINESS IS THE SAN JOSE POLICE STATION - MAINLY THE SAN JOSE POLICE DEPARTMENT IN SANTA CLARA COUNTY CALIFORNIA. THEY HAVE MY NAME AS ROXANNE MYERS - I HAVE LEGALLY CHANGED MY NAME TO LAWLER.

I NEED HELP - PLEASE DISCONNECT ME. THE CALIFORNIA SECRET SERVICE TOLD ME TO CALL THE FCC.-

I'VE PROVIDED YOU WITH A 2016 PHOTO OF ME - THEY ARE TRYING TO FORCE AND MAKE PEOPLE BELIEVE I AM OF ASIAN DECENT - THIS IS A LIE - NO WAY IN HELL.

DO NOT TRANSLATE

Ticket: # 1469789 - Internet Speeds

Date: 2/22/2017 8:49:25 PM

City/State/Zip: Deltona, Florida 32725

Company Complaining About: Bright House

Description

I am currently subscribed to a 60 Mbps internet plan. After my most recent tech visit my internet speeds are still testing at only 35Mbps. When I ordered service I advised the salesperson I needed to be able to support multiple devices and having 3 teenagers I needed to have the appropriate bandwidth to support our needs. I am not very satisfied with my service or my options.

Ticket: # 1469834 - Slow DSL Speeds -- Second Complaint

Date: 2/22/2017 9:12:02 PM

City/State/Zip: Bainbridge Island, Washington 98110

Company Complaining About: Centurylink

Description

On January 13, 2016 I filed a complaint with the FCC because of the unresolved slow internet speeds I continue to experience. Please see FCC ticket # 1396628 for the background to my complaint. I recently received a response from CenturyLink. The same one you received. As you can see from their response, they did nothing to resolve the problem.

While I was waiting for responses from you and CenturyLink I did not complain, but it doesn't mean the problem wasn't encountered. I was truly hoping they would resolve the problem, but instead they tried to blame their problem on the Internet being busy or devices that are being used within my home. This is faulty logic and/or contradicts their statements. Let me explain:

1. The only device other than my PC using bandwidth is my Smart Phone. This is not the problem. It is connected at the times that my speeds are at 1.21 Mbps, which is acceptable. Therefore, it is not the problem.

2. They blame the problem on a busy Internet. Yet they say they checked to see if a faster service was available in my area. This is a huge contradiction. If the problem is a busy Internet a faster line will still encounter the same slow Internet.

The problem is not the Internet, nor is it my home which their technician has inspected.

Today, I complain to them after encountering a speed that was so slow I could hardly do anything. I performed two speed tests. The first one didn't even run. The second one was at .19 to .21 for some time before going up to .30Mbps. At which point it stopped and failed to complete. Note, I waited approximately seven minutes for the test to complete.

CenturyLink stated in their reply that speeds are not guaranteed. They sold me a line that is supposed to be at 1.544 Mbps. When I only get .30Mbps I am only getting about 19% of the speed they advertise. Guaranteed or not, this is nowhere near what it should be.

I have attached two files. One has a number of the speed test results that I performed since October. The other has a copy of their response for your convenience, and the speed test from today. Notice in today's test, that about an hour after I encountered the extremely slow speed I had acceptable speed. Nothing in my home had changed during this time.

Once again, I am asking for your help in getting CenturyLink to do what they should do without my having to contact you.

Thank you,

(b) (6)

Ticket: # 1469878 - Slower speed than I pay for

Date: 2/22/2017 9:47:40 PM

City/State/Zip: St. Petersburg, Florida 33716

Company Complaining About: Charter

Description

Ever since Spectrum bought out Brighthouse my speeds have gotten slower. Is so bad I can stream on my new Apple TV. I work from home and computer is slow too. It looks like spectrum is punishing the old Brighthouse customers who did not get a new more expensive package to help pay for the acquisition of Brighthouse. It is unacceptable and I need a refund and a new faster router, or another service offering because I am in a monopoly area. I can't stream anything after the takeover it is so slow that nothing will play. I can't get anyone on the phone to fix it. I rebooted and still nothing but a bill.

[Ticket: # 1470045 - Slow internet speed](#)

Date: 2/23/2017 1:30:28 AM

City/State/Zip: Topeka, Kansas 66614

Company Complaining About: Cox

Description

I have been monitoring my speed throughout the day and random at night. I'm paying for "up to 15 mbps" and have rarely come close to that number. It's usually around 4, but lately at night and specific times during the day it's as low as 1.5 mbps. I'm in school and have online classes. That's not acceptable. I need the reliable speed at different times. I think they are throttling me. I should have better speed. I'm paying lots of money for crap, sometimes non existent service. I've used multiple speed test apps, including the one from Cox cable and they all agree on the extremely slow service.

Ticket: # 1470047 - Comcast not delivering promised speed

Date: 2/23/2017 1:42:53 AM

City/State/Zip: Philadelphia, Pennsylvania 19106

Company Complaining About: Comcast

Description

Comcast is delivering internet speeds averaging 1-3 Mbps, but I pay for a business account which promises 50 Mbps.

The reduced speed is having a negative impact on my business.

The problem began December 24th, 2016 and continues today, February 23rd, 2017.

3 technicians have checked my modem and replaced all lines in my unit and all lines leading to the tap outside my unit. My modem has been replaced 3 times. All 3 technicians said the problem is originating before the tap, and all 3 said they put in a maintenance ticket to request a tier 2 line check which would remedy the problem within 48 hours, but after 2 months, the problem persists.

I have called tech support to check for these supposed maintenance requests, which each in-home technician promised to submit, yet when I call, tech support says they have any record of any maintenance requests.

I would like Comcast to repair the lines, or do whatever maintenance they need to do to provide the service they are charging me for. I am on a 2 year contract and I have no other option.

Please help, I will provide any assistance I can if you have any guidance.

Thank you for reading this.

[Ticket: # 1470501 - Very slow internet broadband service](#)

Date: 2/23/2017 12:00:32 PM

City/State/Zip: Phoenix, Arizona 85044

Company Complaining About: Cox

Description

I have Cox 50mbps internet service .. I am only able to get less the 1mbps speeds at my home ... And from 3pm -10 PM the service is completely unusable ... I have had Cox technician at my to evaluate the service and I am told there is no issues with my home equipment ... The technician's tell me that I am not the only one with this issue.. and that I will never get the speed I am paying for ...

Ticket: # 1470588 - I requested Verizon (tel 888-588-0875) free upgrade 3 meg to 5-7 meg but Verizon denies me this upgrade.

Date: 2/23/2017 12:31:33 PM

City/State/Zip: New York, New York 10010-1931

Company Complaining About: Verizon

Description

I requested Verizon (tel 888-588-0875) free upgrade 3 meg to 5-7 meg but Verizon denies me this upgrade.

Ticket: # 1470659 - Misrepresentation of internet speeds, 3.6 download max, 1.2 upload max actual

Date: 2/23/2017 12:46:24 PM

City/State/Zip: Boca Raton, Florida 33496

Company Complaining About: Comcast

Description

High speeds advertised misrepresented as confirmed by Comcast failing to provide resolution despite 20+ hours customer time over 2 years, multiple modem tests, clean signal, new construction with new lines etc, achieve max 3.6 download max, 1.2 upload current w/ provider modem, customer modem, payment of private tech after Comcast reps failed to resolve. The bad business practice amounting to fraud is the practice of making customer undergo same, failed, troubleshooting process multiple times without rep or customer access to solutions. Most customers wouldn't be this persistent in the face of entity incapacity to provide paid and promised service. Yet entity provides no accessible process for customer to resolve outside line problems. If oranges don't drive, you pay for a driver, yet the company insists on only providing oranges when you call for your paid ride, they shouldn't advertise rides! While we've enjoyed the customer credits and free HBO and so on, we'd prefer to receive the promised and paid connectivity.

Ticket: # 1470692 - service interruption and unusable speeds

Date: 2/23/2017 12:52:36 PM

City/State/Zip: Centerview, Missouri 64019

Company Complaining About: Centurylink

Description

We signed up with CenturyLink in our area some years ago and had no serious problems until about Nov. of 2016. Our provider promised base service speeds of 786 kbps to 1.5 mbps download, but this seldom is achieved now. Our speed is most often less than 10% of those numbers. Recently we provoked them, after calling their escalation line, to send a service man. He examined our line and confirmed the slow speeds and explained that their equipment is outdated and that they have no plans to provide any solution, even though the solution is available. We have "broadband exhaust" and we're stuck with it. We do not wish to pay for what they are unwilling to provide as promised, but in a rural area there are very few options without paying nearly triple the price.

Ticket: # 1470820 - Spectrum Internet Issues

Date: 2/23/2017 1:20:11 PM

City/State/Zip: Austin, Texas 78727

Company Complaining About: Time Warner

Description

Hello I have had issues with Spectrum internet ever since I have switched. They promise 100Mbps and for the last 2 months I have gotten no better than 20Mbps. I have had them come out and say its my modem and routers fault and they cannot do anything. I have used that modem and router with my last companies and I have had no issues. I am paying for 100Mbps and they are ripping me off. At times I cannot load a simple website. Youtube lags and gaming is really spotty at times dropping me out of Call of Duty matches. They say you need to be wired to meet their speed. I have had them out twice now and they screw around and say sorry cannot fix it.

Ticket: # 1471560 - Windstream is overcharging for a service that hasn't met their advertised speed

Date: 2/23/2017 4:28:32 PM

City/State/Zip: Waxhaw, North Carolina 28173

Company Complaining About: Windstream Communications

Description

I am being overcharged for a service that they cant even provide at the advertised speeds of 3mbps which is pathetic considering that we are well into the 2010's. The original bundle agreement was to be at \$120 per month. Since last may when I agreed to the service, my bill has crept up to \$145 per month and they have never provided stable internet at anywhere close to 3mbps. I would go with another provider but there is no other available to me at this address. The cable line ends a mile up the road and time warner refuses to provide service to this neighborhood. It's ridiculous. Windstream refuses to update their equipment and bring my area into modern times. Furthermore, they have never honored the arrangement that was agreed to in the first place.

Ticket: # 1471941 - high speed internet

Date: 2/23/2017 6:26:20 PM

City/State/Zip: New Britain, Connecticut 06053-3960

Company Complaining About: Frontier Communications

Description

Sign for high speed internet with AT&T. Paid \$39.00 for 8 Mbps.

Since my service switched to Frontier my internet speed is between 1 to 1.3 Mbps for the same amount of \$39.00. Frontier explain me that my plan covers internet speed from 1 Mbps to 15 Mbps and it's normal to have 1.3 Mbps and if I want to have higher speed I need to change my plan and pay more.

Ticket: # 1472021 - Piss poor internet service

Date: 2/23/2017 7:11:28 PM

City/State/Zip: Walker, Michigan 49534

Company Complaining About: Comcast

Description

Have had Xfinity for almost three years or more their service has not worked right since day one when I talk to the technicians on the phone they tell me when I am hard-wired in that I should be getting No less than what im paying for which is 150 and it is all over the bord on the low end its affected my on line gaming, im done with them putting band aids on the problem i want them to fix the problem right and i want reimbursement for the past 3 years

[Ticket: # 1472060 - Unreliable internet speed](#)

Date: 2/23/2017 7:32:05 PM

City/State/Zip: Saraland, Alabama 36571

Company Complaining About: AT&T

Description

I PAY FOR 6MPB INTERNET SPEED AND RECEIVE AN AVERAGE OF 1mpb FOR UPLOADS AND 3-4mpb FOR DOWNLOADS. CAUSES DIRECTTV BOX TO MALFUNCTION. I AM A CUSTOMER OF BOTH DIRECTTV AND ATT.

Ticket: # 1472212 - Spectrum YouTube Issues**Date:** 2/23/2017 9:46:51 PM**City/State/Zip:** Oviedo, Florida 32765**Company Complaining About:** Bright House

Description

I have been having an ongoing issue with Spectrum, dating back to Bright House networks, for over 5 years now. I used to work for Bright House even, and had internal information proving they know they have an issue with YouTube on their network, but never found the problem. Now as a paying customer I want this issue fixed once and for all, because I'm tired of paying for service I am not getting. My internet connection itself is fine, I can run a speed test and pull well over 100Mbps. Netflix usually works fine in full 1080p, only with minor hiccups here and there, but, YouTube has always had issues with Bright House Networks, and now YouTube. I want the FCC to take action because as a paying customer, I deserve to get access to the Internet as I am paying for.

I have screenshots I will attach, showing what my speed test results are, modem RF levels, and proof that YouTube simply can't pull in data more than a couple Mbps, sometimes even under 1Mbps. For someone who pays for 100Mbps, and can pull it under all tests, it's silly that all they ever want to do is come out and inspect lines and equipment. If the equipment was the issue, my speed tests wouldn't be so good. It's only one site that has issues, simply YouTube, and I feel that Spectrum needs to fix the issue, because many users have issues, whereas other users with Spectrum do not. My friend whom is a couple cities over with the same service, gets 40Mbps on YouTube, whereas I don't. We checked traceroutes, we seemed to be going through the same route, so either Spectrum is having an issue with their CMTS, or there is another issue regarding the CMTS to the central hub/router.

Ticket: # 1472302 - Frontier Communication internet speed

Date: 2/23/2017 11:35:07 PM

City/State/Zip: Farmington, Connecticut 06032

Company Complaining About: Frontier Communications

Description

My High-Speed Internet package with AT&T gave me 12-18 Mbps. Frontier Communication sent me a letter with promise to keep my plan without any changes. I checked several times my Internet Speed and I got ~12Mbps. Couple months ago I checked my Internet Speed because my computer was slow and got 7.3Mbps. Customer Service told me that my plan covers 7 Mbps. Frontier Communication reduced my speed without informing me about this and at the same time raised the price of service. They have deceived me, and I believe that Frontier Communication should return to me the difference in cost between 7 Mbps which I have now and 12 Mbps which I supposed to have, during the period when my plan was changed without informing me.

[Ticket: # 1472305 - Charge for lack of service](#)

Date: 2/23/2017 11:51:49 PM

City/State/Zip: Tooele, Utah 84074

Company Complaining About: Rise Broadband

Description

Rise Broadband continues to charge for service they do not provide. Not only do they not provide the speed often times it is below 5 and drops repeatedly. This goes on for months while they continue to charge customers

Ticket: # 1472315 - Slow internet Speeds

Date: 2/24/2017 12:04:29 AM

City/State/Zip: Flushing, New York 11358

Company Complaining About: Time Warner

Description

This has been an ongoing problem since I moved in a year ago. Well ever since I can remember. And it has to be the provider, because I've been living in different neighborhoods with the same service. Unfortunately no one else can provide the service in the area. I called to solve the issue, you name it I have tried it. A tech to my apt. Reset, unplug, try to change routers settings, cables etc. I am sick of paying for something I have not been receiving. I'm sure I am not the only one with this issue. Please help solve the issue or force to either really fix the problem or to issue refunds for years of lies.

Ticket: # 1472370 - AT&T Slow Speeds and Constant Loss of DSL Sync

Date: 2/24/2017 1:42:05 AM

City/State/Zip: Farmerville, Louisiana 71241

Company Complaining About: AT&T

Description

Ever since 2009, I have always had issues with my AT&T Internet connection. We have "high-speed" DSL ... "High speed" is a complete joke, especially by FCC definition of broadband. I have been battling loss of sync for the past year, where my DSL loses sync anywhere between 2-10 times a day. AT&T can't figure out where the underlying issue is and I have been told by two field techs that what I have is "best they can do, because they don't know where the problem is." Today, 2/22/17, I have been battle slow speeds, I pay for 6 Mbps, but am getting on average less than 1 Mbps. AT&T Support told me to reboot my modem, there was a network issue in my area, and call back in 3 hours... How convenient that the 3 hours later was when their DSL support CLOSES (11 PM CST). So now I have to wait and speak to someone in the morning. This practice by AT&T is completely unacceptable, especially at the cost of their service for a dying platform.

Ticket: # 1472459 - Time Warner download internet speed

Date: 2/24/2017 8:03:19 AM

City/State/Zip: Cortland, New York 13045

Company Complaining About: Time Warner

Description

I have called many times complaining to time warner about speed issues. It was determined that none of the equipment was the issue. My speed swings go from 6mps downloads to 37mps downloads ads. Most of the times it is in the 6 to 12mps range which is more than half the advertised range of 30mps (I am currently paying for) the funny thing is after talking to a tech rep from time warner yesterday about this and on their side they did some trouble shooting it mysteriously went to 30mps on my speed test results. Now this morning it's back down to @7mps, interesting

Ticket: # 1472508 - Internet speeds

Date: 2/24/2017 9:46:28 AM

City/State/Zip: Pleasant Plain, Ohio 45162

Company Complaining About: Tds

Description

We are paying for 15mbps and receiving their 1 mbps. They are providing us a credit of \$5.00 per month stating that is because they can no longer offer the 15mbps in our area. We considered to be grandfathered in at that speed but they cannot offer that speed in our area. It seems they would change everyone's service rather than let you think you would still be receiving the 15mpbs. They state if I reduce my speed I can never go back. Plain and simple we should be receiving at the least the speed they are offering in our area and not less.

Ticket: # 1472531 - Comcast Xfinity Internet

Date: 2/24/2017 10:04:19 AM

City/State/Zip: Indianapolis, Indiana 46241

Company Complaining About: Comcast

Description

Greetings, This is my second complaint in approximately 3-4 months. Previously, I filed a complaint because my internet speed was not what I was told it should be. Additionally, the service was sporadic with speeds between 12 and 30 Mbps. In answer to the previous complaint, Comcast adjusted my internet speed by sending a code to my modem, after sending a technician out to verify there were no problems with the line and my equipment. I was then receiving download speeds around 70 Mbps, which is what I was being billed for according to Comcast. I was given a credit to my account of \$250.00, and I agreed to paying for the "Blast internet service," which is currently reflected on my last bill. About 2 weeks ago, I noticed problems again with my internet service. I began monitoring my internet speeds by utilizing the Xfinity speed test. Sure enough, I am back to no better than 30 Mbps in speeds, and sometimes lower. I have tried 2 times in the last week to resolve the issue with Comcast directly. Unfortunately, those attempts have been unsuccessful with my first attempt resulting in a 47 minute period on hold. My second attempt after spending quite some time navigating their cumbersome phone system, I finally spoke with a customer agent. I explained the whole issue I was having again, and was told there was nothing they could do because their system was down. At that point I requested to speak with a supervisor. My request was denied with the agent citing the supervisor was very busy at the moment. The agent assured me that the supervisor would call me back in 10-15 minutes. Of course, that never happened. In closing, I would just like to state that I have no problem paying the rate I agreed on for the internet speed that we agreed on. Unfortunately, Comcast does not seem to want to hold up their end of the deal.

[Ticket: # 1472728 - Internet speed](#)

Date: 2/24/2017 11:30:52 AM

City/State/Zip: Woodbridge, Virginia 22191

Company Complaining About: Comcast

Description

My cable internet service is through Xfinity (Comcast). We pay for the "Blast Internet" which is supposed to provide 200 Mbps Download and 10 Mbps upload, but are consistently receiving speeds between 0.5 Mbps and 5.0 Mbps. Technicians have been to our home 3 times and have determined that the problem is not in our home. The problem has been ongoing for well over 2 months and nothing is being done about it.

[Ticket: # 1473268 - Frontier Internet not working.](#)

Date: 2/24/2017 2:01:47 PM

City/State/Zip: Carlinville, Illinois 62626

Company Complaining About: Frontier Communications

Description

I am writing with a complaint on my internet service. I have had problems with our internet for a long time and called the company several times. The never do solve the problem and I have to keep paying for a service that doesn't work half the time and they are not providing us with the service we pay for. I always pay my full bill and it is costing me added cost on my cell phone. I have children in school that can't do their homework because the service is so bad.

[Ticket: # 1473323 - Billing and service](#)

Date: 2/24/2017 2:16:07 PM

City/State/Zip: Morganton, Georgia 30560

Company Complaining About: Tds

Description

My area was downgraded to 1 MB. However, I was told my account was grandfathered in and I'm supposed to receive no less than 6. TDS doesn't come close to meeting their base service requirement to me, what they are charging me for and have been for years. I've called several times and this is my last resort. Please help me if you can.

Ticket: # 1473472 - Frontier Internet Service

Date: 2/24/2017 3:04:15 PM

City/State/Zip: Churubusco, Indiana 46723

Company Complaining About: Frontier Communications

Description

On an average day, we can only get 750k download speed for our internet service. Last February I asked to be upgraded and took a vacation day and they never showed up and called me a 3:30pm to tell me they didn't have a port for me. I've been on a waiting list. They called me about three weeks ago we could get 12mbp and I set up an appointment, and nobody showed. They came this week, and they said they said they could only give us 3mbp on a slow time (during the day when the kids are in school). Frontier has no competition in our area, so we can't get good service out of them. I have tried to see if we can get Mediacom, Comcast. The only thing available is satellite internet.

[Ticket: # 1474384 - DSL/internet speed](#)

Date: 2/24/2017 8:25:36 PM

City/State/Zip: Tallapoosa, Georgia 30176

Company Complaining About: AT&T

Description

Hi!

I have been paying for 6mps for years. I have never got up to that speed. I am sick and tired of it. I just did a speed test on the atnt site and got 1.34 mps. I have contacted atnt at least 15 times and have swapped modems with them 3 times. They never fix the problem. They have basically told me there is nothing they can do.

Ticket: # 1474446 - Internet Issues

Date: 2/24/2017 9:19:12 PM

City/State/Zip: Canton, Michigan 48187

Company Complaining About: Comcast

Description

i have for a little over a year now been having issues with very poor internet connection through my service provider xfinity,i have had 13 different technicians out to my home and every one of them see and state that there is problem and still have failed to fix it. i am paying for the highest tier of residential internet speeds offered in my area and i am not even getting a third of what i pay for... i pay for the 150mbps and i am extremely upset and frustrated with this and would very much appreciate some assistance in resolving this issue.. i have no other option ..

Ticket: # 1474450 - Unreliable Service

Date: 2/24/2017 9:22:12 PM

City/State/Zip: Ravensdale, Washington 98051

Company Complaining About: Centurylink

Description

Since the strong winds in earlier this month of February, our internet speeds (we only have 1.5mbps) have been extremely low after a CenturyLink technician has already come out and he said everything is "fixed". Not only has speed been impacted; we have been getting frequent service interruptions as well. We would lose connection frequently and sporadically throughout the day. We are paying for the 1.5 mbps (maximum speed offered for my area); but have not been getting the service we are paying for. This is especially frustrating for someone who is a full-time work at home employee for a company. I need the internet for my livelihood! I need help, please.

Ticket: # 1474544 - Morris Broadband Poor Internet and Customer Service

Date: 2/24/2017 10:57:23 PM

City/State/Zip: Marion, North Carolina 28752

Company Complaining About: Morris Broadband

Description

For the past year, or more, we have suffered from inconsistent internet speeds and often times speeds far less than what's advertised. Advertised I don't 10mbps download and 1mbps upload. I just performed a speed test on my PlayStation 4 which indicate do it is only receiving a 1.92mbps download and it is HARD WIRED to the router! When I call to report he inconsistent speed, they either tell me 1 of 2 things: 1-restart your router to refresh your connection. Or 2-you're neighbors are using the internet and therefore I think is slowing your internet down.... we have called them on some occasions which they state we have been streaming videos when in fact there is nothing being played at all. Morris Broadband is the definition of poor customer service and poor performance as an internet service provider. If there was ANY service provider in the area remotely comparable, I would not be a Morrison Broadband customer.

Ticket: # 1474576 - Poor internet service

Date: 2/24/2017 11:48:50 PM

City/State/Zip: Gatesville, Texas 76528

Company Complaining About: Centurylink

Description

Within the last two months I changed from two 10 Mbps lines to my home to one 25 Mbps line. The two 10 Mbps lines worked ok...but Centurylink assured me I could now get a 25 Mbps line. So...that's what I did. For the first 3 weeks my service speed was from 23 to 25 Mbps. I was happy. Then it quit working so good. For the last 3 or 4 weeks I've been able to get adequate service speed during the day. I have included a jpeg taken during the afternoon that shows this. But during the evenings, starting at various times, my speed drops to half or below, usually much below. Recently the speed has been below 5 Mbps. I have included two jpegs taken this evening showing this. I have talked with Centurylink on the phone at least a dozen times and online chat 3 times during this period. Centurylink tells me that my equipment is working perfectly with good and stable speed. You can see from the jpegs that it is not. With speeds as slow as 4.74 Mbps I am unable to stream or do many simple and basic things on the internet. I'm paying for 25 Mbps. In fact...I'm paying around \$150 a month for this crappy service. I live in a small town. We have no choice but to use Centurylink. All I want is the service I'm paying for. It did work fine for 3 weeks...and it does work fine during the day...but every evening it does not. Centurylink may say that the speedtest.net speed test is not accurate, but the Centurylink speed test is the same. Every person from Centurylink that I've talked to have had me do the Centurylink speed test. It's the same! I hope something can be done about this. Thank you.

Ticket: # 1474744 - Comcast Internet Throttle

Date: 2/25/2017 11:46:14 AM

City/State/Zip: Washington, District Of Columbia 20004

Company Complaining About: Comcast

Description

I currently have Comcast internet service in Washington DC and have no alternative choice in my building for any other internet service. While I am subscribed to a medium high speed package (up to 25 Mbps), my speed tests show that I rarely ever get to those speeds and are consistently in the 0.1 Mbps to 3.0 Mbps range and do not believe we are getting the service speeds that we are paying for. Additionally, we use a number of streaming services such as Hulu, Netflix and Amazon and notice that when we start watching something, our internet speed begins to degrade and the HD quality of the show streaming, drops to unviewable levels of quality. This has been ongoing for the past 7 months.

[Ticket: # 1474929 - Slow speed](#)

Date: 2/25/2017 2:28:11 PM

City/State/Zip: Glidden, Iowa 51443

Company Complaining About: Exede

Description

My internet thorough exceed is running very slow

They say speeds up to 12 Mbps but lucky to get 3

Have contacted them numerous times and they say it is congestion or in other words they have over sold their satellite

Ticket: # 1474938 - Internet Throttling

Date: 2/25/2017 2:33:48 PM

City/State/Zip: Portland, Texas 78374

Company Complaining About: Spectrum

Description

If the FCC has no power to make this thieving corporation stop throttling then why am I complaining to you? This internet is absolute shit. Every god damn day it throttles. We never get our upgraded speeds even though we are now paying more for an "upgrade". Either they need to stop taking on more customers or they need to upgrade thier infrastructure. But guess what? Because of law written in favor of greedy corporations they will not invest the amount needed to adequately provide the service one purchases. This is absolute bullshit and very frustrating. This company is STEALING from the people and it has to stop!

Ticket: # 1474940 - Frontier internet

Date: 2/25/2017 2:34:39 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

have had slow internet for months and I pay for the fastest they provide.

it goes out nearly everyday and is as slow as 0.40 mbps.

it has been an ongoing issue for me and the whole community I don't believe they are even trying to fix the problem they told me it would be fixed weeks ago, its still just as slow

[Ticket: # 1475103 - At&t internet speed](#)

Date: 2/25/2017 5:16:56 PM

City/State/Zip: Temple, Georgia 30179

Company Complaining About: AT&T

Description

(b) (6) .

[Ticket: # 1475166 - Slow speeds / packet loss](#)

Date: 2/25/2017 6:15:49 PM

City/State/Zip: Jacksonville, Florida 32256

Company Complaining About: Comcast

Description

Over the past month we have seen an increase in slow speeds and packet loss. I work from home and as such this is effecting my ability to work. I've had a tech out who advised it was our entire apartment complex and they are working on the issue. However, I have yet to see any form of resolution and it feels as if Comcast doesn't care to resolve our problem. I have a very serious problem with paying for a 150 meg internet package and only be getting 1 with massive packet loss. I've included screenshots of several of the speedtests as well as screenshots showing packet loss.

Ticket: # 1475235 - Comcast I internet service

Date: 2/25/2017 8:19:55 PM

City/State/Zip: Brookline, Massachusetts 02446

Company Complaining About: Comcast

Description

i am paying 50\$ a month for 40 mbps service and per a web test I am currently getting less than 1 mbps.

[Ticket: # 1475253 - Re: Terrible service, for many reasons...](#)

Date: 2/25/2017 8:57:56 PM

City/State/Zip: Chisago City, Minnesota 55013

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request #1173742 "Terrible service, for many reasons..." Frontier Communications has not sent me a letter via post mail. Not only have they failed to contact me through the mail, they have also failed to complete improving our service. They have not been working on improving our service, laying cables, digging trenches, wiring boxes, since mid-November. I am not aware the level of control the FCC has over complaints such as mine, however, I felt as though I should inform you of the current state. Thank you

Ticket: # 1475255 - internet speed way less than advertised

Date: 2/25/2017 9:01:54 PM

City/State/Zip: Greenbrier, Tennessee 37073

Company Complaining About: Comcast

Description

inter speed is less that dial up and keeps dropping out causing use to have to use data on our phones. Have tried contacting xfinity and was told to keep resetting the box. On 2/25/17 contacted again was told there would be a tech coming between 1:00 PM and 300 PM they were a no show. Called them back again was told they were supposed to be here between 3:00 PM and 5:00 PM no show again. Called them back and was told no tech available. Scheduled for 2/26/17 between 100 AM and 12:00 PM. Was told by the tech on the phone that the boxes were only good for 1 to 2 years I was never contacted that I needed an upgrade. I need your assistants on this mater

Ticket: # 1475272 - Comcast High Speed Internet

Date: 2/25/2017 9:22:10 PM

City/State/Zip: Arlington, Virginia 22206

Company Complaining About: Comcast

Description

Comcast has been charging me for 150 mbps speeds since August 2016. I just learned that they have known since then that the wifi modems they provided me were recalled and the speeds never reached those rates. They refused to refund my money and instead continue to charge me for the same 150 mbps even though I have never received more than 55 mbps service. I have no problem paying a premium for high speed internet, but this is fraud--Comcast is knowingly not providing the service that it is charging customers for.

Ticket: # 1475414 - Internet Speed Reduced and Billing Issues**Date:** 2/26/2017 9:24:50 AM**City/State/Zip:** Forsyth, Georgia 31029**Company Complaining About:** AT&T

Description

FCC Complaint

I have been an AT&T customer for years. About a month ago someone electronically forged my mother's signature and sent it to AT&T in order to have our home phone number changed. When this happen we lost our home phone and DSL service. AT&T beat around the bush for about two weeks, and finally got it restored, but had to give us a new account number. They said we would be given all the new customer benefits of a lower bill. We also had \$112.71 in credit on the old account. We were promised by AT&T corporate office that we would be give our full credit, plus the credit for the days we were without service, plus long distance home phone all on top of the new customer low costs all for our trouble. All they did was send us a check for \$57.24 and upped our bill. They used up our old credit for the days we were without service, and on top of it all our internet speeds at night at .10, .26, .84, .74, .38, .76, and .75. Our service is supposed to be about 3.00mbps. We have left messages with the people at AT&T corporate offices, and talked with the people in the technical department. We cannot get the corporate office to return our calls, and the technical department sent us a new modem thinking that was the problem. We still have the same poor service at night; which is aggravating because I have a computer repair company and eBay business I run from home. It was bad enough that I was shut down for the 11 or 12 days, but this doesn't help much. I do not think we are asking for much. Just asking to be given the speeds we are paying for, and for AT&T to follow through with their promises of making things right.

Ticket: # 1475514 - Centurylink: Deceptive practices and throttling/inconsistency

Date: 2/26/2017 1:25:55 PM

City/State/Zip: South Ogden, Utah 84405

Company Complaining About: Centurylink

Description

CenturyLink is throttling my connection: See attached screenshots. Internet is slow depending on what time of the day it is. 9P.M seems to be the time that my internet connection is throttled or disabled all together. I have contacted CenturyLink about this issue multiple times with NO resolution.

CenturyLink is deceptive: See capture.png. There is a modem status page upon logging into their modem to change settings. Towards the bottom left of the screen you can see a picture that says "Connection Status". This connection status symbol, nor the text in the box is an actual reflection of the status of your internet connection. By examining the HTML on the page it is easy to see that the "Connection Status" is merely a STATIC image and the "Connection Speed" is hard coded into the HTML. This is unacceptable and make the consumer believe that they are getting the speeds they pay for, when in reality it shows no reflection of the consumers actual connection.

[Ticket: # 1475597 - ATT Advertised Speeds](#)

Date: 2/26/2017 3:26:43 PM

City/State/Zip: Nice, California 95464

Company Complaining About: AT&T

Description

I am currently on ATT 18 MBPS plan and it has been really slow for months. I have contacts ATT multiple times and they have not done anything that shows improvement. While there have been times when downloads reach adequate speeds, there is always a discrepancy when trying other services such as Netflix, Youtube, or even iOS services which never load.

[Ticket: # 1475604 - Complaint on cricket wireless](#)

Date: 2/26/2017 3:28:22 PM

City/State/Zip: Muldrow, Oklahoma 74948

Company Complaining About: Cricket

Description

I joined cricket wireless a few months ago because of their unlimited high speed data. I pay 144 dollars a month and they are now shutting down the unlimited high speed data down. They have falsified their advertisement on this subject. I want justice. We all want justice. Compensation for the grief and reimbursement for their high prices we have been paying for a product we will not be getting.

Ticket: # 1475657 - verizon denies disabled current customer free upgrade to 5 meg

Date: 2/26/2017 4:42:42 PM

City/State/Zip: New York, New York 10024

Company Complaining About: Verizon

Description

verizon's john bettencourt of Verizon's MCO promised roger pudlin free upgrade to 5 meg
verizon denies free 5 meg upgrade without cause or reason

Ticket: # 1475799 - Internet Speed Sunstantially Slower Than Payed For

Date: 2/26/2017 8:15:16 PM

City/State/Zip: Lyons Falls, New York 13368

Company Complaining About: Frontier Communications

Description

I have exhausted my options with trying to work with our current provider and cannot think of another avenue to voice my dissatisfaction, so I am writing you. We currently have Frontier Internet service. We are paying for approximately 12-15mpbs internet download speed at \$35/month. The last three tests that I ran on the speed resulted in between 0.05 and 0.2 mpbs on every device that was tested within the household. We are very dissatisfied with our service and cannot make any headway with our provider, even after several phone conversations and waiting on hold for several hours.

Unfortunately, given our rural location, Frontier is the only "reliable" broadband service provider. My boyfriend frequently works from home and we utilize the internet for our television entertainment purposes, but neither circumstance results in the expected or promoted outcome. Most times the service provided cannot sustain an email photo download, let alone trying to stream a show on Netflix. All we are asking for is the service that we are paying for that we clearly are not close to receiving. If we had another cost effective avenue that we could pursue, we would undoubtedly choose a different option. Any assistance you can provide would and will be greatly appreciated. Regards.

Ticket: # 1475896 - Internet Problems

Date: 2/26/2017 10:36:55 PM

City/State/Zip: Luxemburg, Wisconsin 54217

Company Complaining About: Hughes Net

Description

I have been a customer for around 1 1/2 years and they have been lowering the internet speed to less than 1 mbps almost all the time. I have called over 20 times and requested repair of service and most times they hang up the phone. Shortly after they are aware I am checking speeds they turn it up for an hour or so then back to 0 to 5 mbps. I pay for speeds of 10 to 20 mbps. They refuse to provide consistent or even relatively consistent speeds. I have exhausted all remedies with the company including talking to management (supposedly is management)

I feel their behavior is fraudulent, to say the least. They want to bill me 120.00 for a technician to come out. I can provide call dates at a later time if needed-I have to get the records from my phone carrier online.

[Ticket: # 1475923 - Comcast Speed Deceptive Advertising and Plans](#)

Date: 2/26/2017 11:30:51 PM

City/State/Zip: Lansing, Michigan 48917

Company Complaining About: Comcast

Description

I have been on a comcast/xfinity plan of "up to 75 mbps" for almost 1 year. Throughout that year I have tested the internet at various times during the day and night and have never seen test results above 30 mbps.

Ticket: # 1475953 - Internet not being fixed or given service alternative

Date: 2/27/2017 12:00:37 AM

City/State/Zip: Nashville, Tennessee 37221

Company Complaining About: AT&T

Description

AT&T has now come out to my house 4 times since my internet issues began. This is the second time I am writing a complaint through FCC because their resolutions are not dealing with the issue at hand.

In each instance an AT&T rep has come out to our house and said there are no coverage problems in the home and we should be able to get complete coverage given the layout and size of our home.

Not only do we have next to no service in 1,000 sq ft downstairs of our home but the service upstairs is spotty, often dropping service as well.

All the reps have pinged the area, boosted the signal, assured us it was better and in one instance encouraged us to up our internet package to a business edition. We now have that and have worse internet quality than when we were on a residential plan.

Not sure how to remedy this as each time they say they fix it, ask for more money, tell us fiber is on its way soon (two years since we first heard that) or in one instance, asked if they could move the modem to our living room for maximum coverage. It's now in a very inconvenient area for our two little kids but we kept it there because it was what was suggested at the time by AT&T.

We feel a bit ripped off. We now wonder if they simply can't provide us service at all and have just been selling us plans that keep failing in quality every few months.

Please help solve this one and for all.

Ticket: # 1475977 - Century Link ISP not providing service I pay for

Date: 2/27/2017 12:37:14 AM

City/State/Zip: Ramah, New Mexico 87321

Company Complaining About: Centurylink

Description

I have been a customer for 5 years subscribing to DSL by century link. I pay for 10 mbps however I have never received this speed. My usual speed is around 3mbps and often less, even as low as 300kb. I have repeatedly contacted customer service and CL has failed to resolve the issue. At one point my service was dropping nearly 400 times in a 24 hour period. The company determined the issue to be "on our end".

This has been incredibly frustrating and disruptive to my family and if there was any alternative I would leave this company immediately, even if it meant paying a fee to do so.

A tech told me CL sold additional services to a community located before my community along the trunk line and that this has contributed to not enough bandwidth. I am not sure if this is true or not but I believe it. I do know that their techs seem unable to address the problem. I believe their lines are antiquated and inadequate for the services they are advertising. Please do something.

Ticket: # 1476081 - False Advertising/ Speed Throttling/Lower speed internet Boot file intentional assigned

Date: 2/27/2017 9:49:32 AM

City/State/Zip: Northfield, Illinois 60093

Company Complaining About: Comcast

Description

Comcast is intentionally and maliciously assigning low speed boot files to artificially lower speeds to customer owned modems. After speaking with Comcast Tier 3 customer technical service they said the assigned boot file was only set to 200mbps-250mbps instead of BOOT FILE 300mbps for the account like was supposed to be assigned and PARTITIONED. Comcast Tier 3 tech support IT engineers said there seems to be a discrepancy between my areas 300mbps boot file being incorrectly assigned to a 200mbps boot file and partitioning. That the discrepancy would need to be coordinated with engineering office and billing central to fix speed deficiencies, meanwhile I a being charged for services that are not being delivered.

Ticket: # 1476525 - Cox - Not receiving advertised upload speeds

Date: 2/27/2017 12:45:24 PM

City/State/Zip: San Diego, California 92120

Company Complaining About: Cox

Description

This is my second time I've had to file an FCC complaint for my Cox internet connection. I am paying for Cox ultimate internet, the highest package that they offer. I should be receiving 30mbps upload speeds. After my last complaint, Cox fixed my issues without even having to send a technician to my house, so it seems that I'm being throttled. About a month ago I noticed my upload speeds never exceeding 10mbps, so I believe that they are throttling me again. The problem is most definitely not in my house. I have had endless techs at my house only to tell me that there's nothing wrong with the cabling.

Ticket: # 1476618 - Extremely slow Internet speeds and unreasonable shared bandwidth provided by our ONLY choice of Internet provider, TDS

Date: 2/27/2017 1:03:12 PM

City/State/Zip: Mineral Bluff, Georgia 30559-8708

Company Complaining About: Tds

Description

We have but one choice for Internet provider. TDS can increase the speed, but will not!

For 2.5 years we have complained from our neighborhood and they always say they are "working on it," when, in fact, the service employees tell us they are NOT going to do anything more, because of money. We are subscribed for 15 Mbps download speed and mostly are getting less than 3.0 Mbps with an upload speed of 0.7 Mbps.

It is not about the money.....we NEED the speed! Many of us work from home and waiting over a minute for a page to load is worse than the 1990's dial up.

In the second decade of the 21st Century, you would think TDS would have more pride and business morals than to offer such an inferior product.

We are told the entire Fannin County, GA is sharing the same bandwidth.

[Ticket: # 1476774 - outofhandkirk@yahoo.com](#)

Date: 2/27/2017 1:56:06 PM

City/State/Zip: Lakeland, Florida 33801

Company Complaining About: Frontier Communications

Description

I was told by the sales department and the first technician who installed my service that I would be receiving service running at 7mbts. The Third technician who came to my residence and Rick Self told me that we are only receiving 3 mbts. I am the victim of false advertising and have been billed for a service far inferior than what I was told I would receive. Additionally, the modem continues to disconnect, making the use of the service very difficult to use when not completely unusable.

Ticket: # 1476879 - Poor Internet Speeds

Date: 2/27/2017 2:29:50 PM

City/State/Zip: New Florence, Missouri 63363

Company Complaining About: Centurylink

Description

I am a customer of CenturyLink and I represent our HOA of over 400 lot owners in Pinnacle Lake Estates in New Florence MO 63363. We have the worst internet speeds and are paying for 1.5 and getting less than that all of the time. Our basic phone service is horrible as well and our community is maxed out on the number of customers/lines it can handle. We were told we might be on the CAF Grant but nothing has been done. Please call me at (b) (6), I will be glad to speak to you regarding this issue. I have spoken multiple times to our local Centurylink Supervisor- Adam B. about this on going problem.

[Ticket: # 1477224 - Internet Speed not what was stated in contract.](#)

Date: 2/27/2017 3:57:16 PM

City/State/Zip: Knoxville, Tennessee 37912

Company Complaining About: Comcast

Description

Upon opening our business we signed up with Comcast for 150mbps deluxe plan, after two weeks of only receiving 30-45 Mbps and numerous calls to customer service a technician came and said there was an issue with the "lines" and it should be fixed within a few days. Problem was never resolved and upon calling back we were told 150mbps was not available for us and we would be downgraded to 50mbps. Once we were downgraded we started receiving 15-30mbps. Again after numerous calls nothing has been fixed and Comcast is sending us bills for one month of 150mbps and now one month of 50mbps. We have never received what was agreed and Comcast refuses to fix the issue by ignoring us or telling us someone is working on it.

[Ticket: # 1477580 - Internet/phone service](#)

Date: 2/27/2017 5:54:01 PM

City/State/Zip: Millerton, Pennsylvania 16936

Company Complaining About: North Penn Telephone

Description

We are unable to more than one device with wifi and my direct tv lags because of poor service. We pay an outrageous price for these services to not work where surrounding areas get cheaper rates.

Ticket: # 1477592 - Slow Speeds

Date: 2/27/2017 5:58:29 PM

City/State/Zip: Arlington, Virginia 22204

Company Complaining About: Comcast

Description

Experiencing speeds of 15Mbps instead of the promised 200Mbps since October 2016. multiple tickets:

00317171012,

661432894

678631357

678621358

679023245

681703487

Ticket: # 1477829 - Media com speeds, and retaliation fees

Date: 2/27/2017 7:32:21 PM

City/State/Zip: Columbia, Missouri 65202

Company Complaining About: Mediacom

Description

On Saturday 2/25/2017 I called media com to cancel my TV service with them. I upgraded my internet to 100 mgbs at the same time, I am going to a streaming service only. This reduced my bill by about \$100 dollars a month. I was told on the phone that they would be out "Monday" to make the switch for my internet. I asked and they informed me that I am getting broadband internet speeds now, which means 25 mgbs sustained. I told them that I would check my speed when I got home from work. When I got home I am at 23.33 mgbs via their own website speed test. That is a far cry from 100 mgbs that I am paying for, and below the speed required to be sold as broadband.

I was also informed at the time that in order for me to cancel my TV service that they were going to charge me a 29.99 fee because they had to send a truck out to turn off the TV. Why if they are already going to send a truck out to upgrade my internet, are they also going to charge me a fee for a different truck to come out and turn off my TV? I feel that this is a retaliation fee they are imposing on me for canceling my service with them, and now they cannot even meet the basic requirements for the service I got upgraded too. When I call I get told, well speeds are sold to be "up too". This is not fair and needs to be corrected.

[Ticket: # 1477914 - slow services](#)

Date: 2/27/2017 8:12:36 PM

City/State/Zip: Marlborough, Connecticut 06447

Company Complaining About: Comcast

Description

My Comcast Internet slows down when the bill is due . I encounter buffering all day and those prior to billing .

I've only had 2 billing cycles and 6 problems!

Ticket: # 1478000 - Internet is not what has been paid for

Date: 2/27/2017 9:03:21 PM

City/State/Zip: Mansfield, Texas 76063

Company Complaining About: Hughes Net

Description

I purchased Hughes.net a year ago and was told to give it time the speed will speed up. I called this evening and explained that our internet is not running at the promised speed. We cannot watch television or use our computer. They told me even though the service is not running up to par that we would have to go through a long process to cancel service without a cancellation fee. I have apparently been paying for phone service and I have never had a phone connected but the representative told me that phone calls had been made. We have never had a phone in this house other than our cell phones. I am being charged a \$395.00 cancellation fee and told I have 45 days to return their satellite and modem with chargers. They said we should receive the return box within 7 to 10 days, but if we don't receive it to make sure and call them so we don't have to pay up to \$300.00 for the equipment. I was hung up on twice tonight and transferred so many times that I lost count. I was on the phone for a total of an hour of half. This company has 347 one star reviews, and counting all complaining about the same problems. I feel like this is an ongoing problem that need to be addressed by the FCC of Texas. Please contact me I will also contact the Attorney General if needed.

[Ticket: # 1478085 - Slow internet](#)

Date: 2/27/2017 10:01:49 PM

City/State/Zip: Lexington, South Carolina 29072

Company Complaining About: Time Warner

Description

Time Warner Cable advertises 100 Mbs internet service which I have had for some time now. After numerous calls for internet issues and slow speeds nothing has remedied the situation. I never clock over 40 Mbs service and yet I'm being charged premium prices. Nothing ever changes.

Ticket: # 1478125 - Slow speed and inconsitant Internet

Date: 2/27/2017 10:35:17 PM

City/State/Zip: Alma, Arkansas 72921

Company Complaining About: Centurylink

Description

I am paying for 10mps service and receiving less than 3mps with inconsitant service. Centurylink replies they are aware of the problem and working to resolve it.

Ticket: # 1478131 - Bad Internet

Date: 2/27/2017 10:45:03 PM

City/State/Zip: Arlington, Virginia 22204

Company Complaining About: Comcast

Description

A month ago my wife and I signed up for Xfinity Internet from Comcast. Prior to signing a contract, we have called all companies that provide the Internet and none of them service our area. So seems like Xfinity is a monopoly and there is nobody else we could have gone with.

We are paying 50/month for 200 mbps download speed, but getting only 90-95 using cable connection and 40-50 using wi-fi. This problem did not exist on January 25 and speeds were fine: 200bmps using wired connection and 50 using wi-fi (which could be modem problem since we are using Netgear).

The only way to resolve this that they offer is to pay their technician to come to us and check connections (which we did 10 times). They do not provide speed that we paid for and willing to charge us for services that we do not need, saying that it is our problem that we do not get 200 mbps! We spoke with agent Shanna TLW (TLW, as she explained, is her ID, as she refused to give me her last name) declined our request to speak with a manager and try resolving this issue through him. Their customer service is just horrible.

Ticket: # 1478173 - Slow Internet Speeds

Date: 2/27/2017 11:31:48 PM

City/State/Zip: Lawrence, Kansas 66047

Company Complaining About: Wideopenwest

Description

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

<http://testmy.net/db/FdSLuA-9c>

[Ticket: # 1478203 - Entouch Data caps](#)

Date: 2/28/2017 12:22:35 AM

City/State/Zip: Missouri City, Texas 77459

Company Complaining About: Entouch

Description

Entouch sold me a contract plan that includes internet, phone, and security(alarm monitoring). They did not disclose that there was a cap on the data. They greatly decrease our internet speed and cause disruptions to our careers and lives when this cap is reached. When questioned, Entouch responds that it is an "industry standard" as if that makes it OK. All of the internet providers are doing this and don't care because you can't switch to anyone else over the issue.

[Ticket: # 1478219 - Slow Internet/download speed](#)

Date: 2/28/2017 12:41:11 AM

City/State/Zip: Beaver, Oregon 97108

Company Complaining About: Hughes Net

Description

Over the years I have had to continually upgrade my internet package. I recently upgraded to a plan that costs \$140 just for my internet service that is supposed to be 20 Mbps and is between 1.45 and .606. It is so slow most of the time I can't get o the internet. I have reported to this to Hughesnet twice in the week or two. I went through tech support. They checked my speed and said it was too low and said they would put a ticket in for an engineer to call. I called on 2/25 and was told they had a note that someone tried to call us. We checked our phone and did not see any missed called or messages from them. I was told someone would call by Monday (today). Still no call. I the past they have slowed our internet down forcing us to upgrade, but I just upgraded.

Ticket: # 1478230 - Extremely slow upload speeds when using SCP protocol

Date: 2/28/2017 1:04:22 AM

City/State/Zip: Moyock, North Carolina 27958

Company Complaining About: Mediacom

Description

I consistently receive upload speeds on the order of .3Mbit when using SSH to multiple sites, including Amazon EC2, over the course of weeks, no matter 1 AM or 1 PM. There is some sort of traffic shaping or routing causing this issue, as when I use a VPN, the upload speeds immediately go up to 20Mbit. This is consistent behavior, so I can safely say it is not the line to my house. I disconnect from VPN, and the same SSH upload speeds consistently drop to .3Mbit, no matter which host I am transferring to.

[Ticket: # 1478250 - false advertising](#)

Date: 2/28/2017 1:59:48 AM

City/State/Zip: Helena, Montana 59601

Company Complaining About: Charter

Description

Spectrum Internet service advertises a high speed that starts at 60 MBPS. I routinely measure internet download speeds less than 500 KBPS.

[Ticket: # 1478301 - unreliable internet](#)

Date: 2/28/2017 8:27:35 AM

City/State/Zip: Sweet Valley, Pennsylvania 18656

Company Complaining About: Frontier Communications

Description

My internet speeds dip below .3 mbps consistently and I am unable to even load a webpage. I have called Frontier multiple times about this about I have been told "There is nothing we can do" When i ordered I was told I would receive 6mbps. I have not been close to this.

[Ticket: # 1478658 - CenturyLink problems](#)

Date: 2/28/2017 11:46:22 AM

City/State/Zip: Pocahontas, Arkansas 72455

Company Complaining About: Centurylink

Description

CenturyLink is not providing 1/4 of the speeds we are paying for. They have said time and time again that the box is exhausted but they said they are not going to do anything about it. Everyone in our community is getting tired of paying all this money for nothing. I am attaching a picture of a speed test I ran last night. We are paying for 1.5Mbps speeds and the best I was getting last night was .25. As you see in the picture it was .12. And sadly, it is almost always this bad because the lines in our area are so exhausted.

[Ticket: # 1479180 - poor internet speeds](#)

Date: 2/28/2017 2:16:40 PM

City/State/Zip: Elwood, Indiana 46036

Company Complaining About: Comcast

Description

Was given a new cable and internet package from comcast. Package includes up to 75 mbs/sec. After several attempts to have the speed issue resolved I have been ignored for the most part. I believe 3.22mbs/sec is not acceptable internet speeds with the cost of the service. Customer tech support has not resolved the issue, a tech from comcast came to my home for 3 hours and resolved that the problem was in the underground cable. Chris, the tech, advised me had put in a maintenance order for repair. That was on Feb 11. No one has come to repair issue or contact me. I have made 3 calls to comcast today alone.

Ticket: # 1479328 - Internet service

Date: 2/28/2017 2:56:15 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

- > She is paying for 12 mbps and she is only getting 3.0 mbps.
- > The company blames the modem. They are sending a new modem but she is skeptical that this will fix the problem.
- > Other people in the area are having the same problem.
- > Her internet currently has been down for two days. ***CTR375-phone***

[Ticket: # 1479511 - Slow inconsistent Internet](#)

Date: 2/28/2017 3:39:02 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

This company has advertised better speeds and better connectivity than has been available for the last 2 months. It is becoming a problem.

[Ticket: # 1479512 - Speed less than half what I'm paying for](#)

Date: 2/28/2017 3:39:19 PM

City/State/Zip: Winston-salem, North Carolina 27104

Company Complaining About: Time Warner

Description

I'm currently paying for an internet plan that allows 200mbps download speed, 20 upload. The download speed is fine and consistent, but my upload speed is all over the place (averaging 6-7 mbps lately). I called about this a couple weeks ago, a technician was dispatched, and the speed "magically" went back to normal before he even arrived. I was informed that Spectrum (now owner of Time Warner) secretly throttles internet speeds, and I believe this is what is happening to me. If that's not already illegal, it should be.

[Ticket: # 1479690 - Services](#)

Date: 2/28/2017 4:37:05 PM

City/State/Zip: Lawrenceburg, Indiana 47025

Company Complaining About: Windstream Communications

Description

I had services with CenturyLink and for the past five months I have had nothing but problems. My services started at \$33.99 a month and it kept going up. Now it's \$42.00 to \$47.00 a month. I have never asked for the increased and the speed is as low as 3 to 6 mega bites. I had to cancel my services because of the speed and CenturyLink seems to not care.

[Ticket: # 1479747 - not fixing internet problem after numerous complaints](#)

Date: 2/28/2017 4:53:50 PM

City/State/Zip: Rockford, Illinois 61103

Company Complaining About: Comcast

Description

Comcast has failed to fix an ongoing complaint about internet service connection. For over 6 months numerous calls and troubleshooting has not fixed the problem. Daily we experience dropped internet speeds, or we can't connect to internet service at all, internet speed is not as advertised speed ever.

Ticket: # 1479782 - Slow Speeds

Date: 2/28/2017 5:01:22 PM

City/State/Zip: Arlington, Virginia 22204

Company Complaining About: Comcast

Description

Experiencing speeds of 15Mbps instead of the promised 200Mbps since October 2016. multiple tickets:

00317171012,

661432894

678631357

678621358

679023245

681703487

Ticket: # 1479978 - Frontier Communications less than advertised/inconsistent speed

Date: 2/28/2017 6:00:48 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

For the Past month we have been averaging .8 mb/s download speeds and .95 mb/s upload speeds, we pay for 12mb/s download. I scheduled to have a tech visit before it was deemed a community outage and they never showed up. I have called many times for resolution updates. I am never given a definitive answer as to whats wrong and when it will be fixed. We have been pay \$45 a month to get such poor service. This is getting very frustrating.

Ticket: # 1480115 - Frontier internet

Date: 2/28/2017 6:47:59 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

Frontier internet has been extremely slow. They advertise download rates of 6-24 mbps. My internet speed tests do not exceed 4mbps....and I pay for the upgraded speeds. Even if I didn't pay for the upgraded speeds, they are only providing 2/3 of the speed, but I'm confident that they are only delivering 1/6 th or a measly 16% off purchased services. Could you imagine if I only showed up for 16% of my work day?

Ticket: # 1480136 - Sub par and often no internet, well below what we pay for

Date: 2/28/2017 7:00:39 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

We have been having issues with our internet service for quite a while out here in Spring Creek Nevada. Frontier Communications is our DSL provider and the quality of our internet service and got to the point where we are not even getting a quarter of what we are paying for as far as speeds and often times it's totally down. It has been getting progressively worse with new homes being built and more customers signing up as it is the only DSL provider here.

[Ticket: # 1480163 - Internet](#)

Date: 2/28/2017 7:12:11 PM

City/State/Zip: Elko, Nevada 89891

Company Complaining About: Frontier Communications

Description

Frontier is terrible with less than advertised speeds, inconsistent reliability and poor excuses.

[Ticket: # 1480273 - Frontier](#)

Date: 2/28/2017 8:43:47 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

We pay a arm and a leg for internet and 90% of the time it doesn't work. Sadly we're still paying for no internet and now higher cell phone bill due to no internet. I've ask frontier to fix this but so far nothing.

Ticket: # 1480335 - Time Warner Cable

Date: 2/28/2017 9:30:13 PM

City/State/Zip: Durham, North Carolina 27707

Company Complaining About: Time Warner

Description

I have been paying for cable modem speeds of up to 300Mbps... using a Arris/Motorola Surfboard 6580 modem. Arris/Motorola claims the modem will work for speeds up to 343 Mbps. Time Warner has been throttling my modem to a max of 100Mbps because it claims it is not capable of working at a faster rate. Today I did a speed test and Time Warner must have finally upped the throttle a bit because I hit 115Mbps in a speed test, over wifi, while running other applications (<http://www.speedtest.net/result/6092013898.png>)... I'd like to know if there is a way for me to get refunded for the difference in service provided and service paid for?

I called the many times in the early stages of having their service, and they repeatedly told me that they were restricting my service due to using a modem that they had only approved for 100Mbps service (I bought the modem months before signing up for service). I talked to the modem manufacturer who told me that TWC was one of the only companies that specifically throttled that particular modem.

Ticket: # 1480467 - Internet or Lack of Internet

Date: 2/28/2017 11:16:33 PM

City/State/Zip: Monroe, New York 10949

Company Complaining About: Frontier Communications

Description

We've had DSL internet with Frontier Communications since 1999, but since Superstorm Sandy, we've had frequent drops or slow service that is useless at times on a daily basis. We've called, had techs attempt to help, and even had "trouble tickets" opened up about our issue where technicians are sent out to our area, checking our computer, laptops, wiring in our home and to the pole, wiring from the pole to the street, and sometimes our Home Office at least one hundred times. We know the speed of our service is supposed to be between 4-6 mbps, but often it's less than 1 mbps. At one point when asked they admitted we were dropped 71 times in 30 days! I've even complained to the president of the company; no "fix" they've ever done last more than a couple of days. We believe they're just putting on a bandage on something that requires major repair, and so far they refuse to repair it. We are paying for a speed and service that we aren't receiving most of the time.

[Ticket: # 1480527 - Charging for specific internet speeds and unable to deliver the advertised speed](#)

Date: 3/1/2017 1:08:20 AM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

Frontier has been charging for specific internet speeds for a number of years now. When the speeds test, they are nowhere near advertised speeds they are charging for. The service is poor and the system needs upgrading. Spring Creek, NV has had poor internet service issue for a long time. Frontier refuses to deal with the outdated system. Yet they keep charging for speeds they cannot provide.

[Ticket: # 1480547 - Internet Problems](#)

Date: 3/1/2017 1:51:01 AM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

First my internet wasn't working I called they said a tech would be out to fix the problem no one showed up on the day they told me they would be here, I called and asked why no one showed up and after I got off the phone my internet started working but has been running very very very slow!

[Ticket: # 1480599 - internet speed slower than advertised](#)

Date: 3/1/2017 7:17:12 AM

City/State/Zip: Denver, Colorado 80221

Company Complaining About: Comcast

Description

When I signed up for internet with comcast I was told I would get 100mbps but after doing speed test i'm getting 80mbps or less . I've already contacted them but the issue hasn't been fixed . its been more than a week .

Ticket: # 1480781 - Inernet

Date: 3/1/2017 10:33:32 AM

City/State/Zip: San Leon, Texas 77539

Company Complaining About: Comcast

Description

Am being overcharged for internet, getting emails telling me my speed has been increased from 75mb/sec to 100mb/sec, and I have never gotten even half of 75mb/sec!!! But yet I have to pay \$167/mnth for crappy service!

Ticket: # 1480788 - Complaint for lack of service or bad service

Date: 3/1/2017 10:37:11 AM

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: AT&T

Description

This complaint is in reference to Account (b) (6) for internet and (b) (6) for Voip service over the fiber both use the same equipment or router. SO are related.

Location of Fiber service (b) (6) FL Palau Building

Our company does IT Management services with contract on this building.

The first account with AT&T ((b) (6)) is internet service is for 250 MB/sec and it is up and down we never get the full amount of 250Mbps and we made tickets and complains about the speed problem and never get the speed we were paying since the account was opened in 8-1-2016.

The second account is for 100 DID we have not still received the DIDs and we have not been able to use the few they gave us because because the internet service is not working since 2-15-2017.

Even a manager said it is "normal" you get less speed of the 250MB you bought . I said him: "NO it is not correct, because it is fiber and you are compromise to 250 up and down this is not dsl or cooper service. An if I want to buy 50 MB from your company I will have to pay \$1500 dollars so If I am 50 MB behind or you give me credit or you fix it". The problem persist until today and in February 15th 2016 the AT&T changed the router because we order the VoIP service and the situation became critical. We can not use the internet service for all the building because it is up and down from 2 MB to 6 MB to 160 to 24 to 200MB to 45 MB and yesterday night after 7 hours in the phone with AT&T tier2 techs it was around 85 MB down and 80 up they way gradually increasing the service from 6MB to 85MB. I requested a technician from AT&T since the 16th of february and they promised for monday 27 between 1 and 5 pm and never show up. Still yesterday they did not decided to send a tech unless the indian enginier in india determine that we need it. I said I will pay for his time and they say no it does not work in that way. I was very upset and at 10 PM I received a call of a manager called Diego Coeho that promised a tech for today and sent an email confirming that. I received in the morning a call from india AT&T IT flex enginier Gam Mapxur employee number GM541x that said that I should check the service one more time and call back to 877 288 8362 opt 1/1/5 because he think I do not need a tech and will not come any tech top the building today.

So it is not what I was promised yesterday.

I will check the service one more time with an independent IT company and I want to keep this ticket open until they fix the problem.

1) I need credit for this 15 days

2) I need to fix the problem. Internet up and down and not the speed I am paying for.

I need the FCC representative help because it is the only way to deal with AT&T in my experience. Thanks yo your intervention they gave us the 6 emergency land lines we were requesting for 1 year. They over prised it of what they had contracted with us but at least they installed. Thank you one more time

for your help is the only way to put order in the industry.

Sincerely

(b) (6)

It Manager

BeCruising Telecom LLC

Sincerely

(b) (6)

It Manager

BeCruising Telecom LLC

Ticket: # 1480834 - Comcast internet

Date: 3/1/2017 10:57:04 AM

City/State/Zip: Knoxville, Tennessee 37920

Company Complaining About: Comcast

Description

On Wednesday, Feb.22, my Comcast internet went out. The agent was unable to reset it, so he sent a tech out on Thursday Feb. 23. This tech told my son that my customer owned modem was out of date and Comcast had upgraded their equipment and I needed to buy a new modem. He got the internet back, but it was so slow when I returned home Thursday evening, that it was basically unusable, having to wait long periods to get Netflix shows and stuff on my phone wouldn't load. Besides that, IT KEEPS DROPPING OFF. I know for a fact that my modem is compatible with Comcast, as its a newer one that I had to buy when Comcast upgraded their equipment in my old neighborhood of Hardin Valley. I also called Comcast and was told my modem was compatible. So, right out of the box, this tech was just saying stuff out of the side of his mouth. He didn't fix anything, and I better not be charged for that visit. I called back to Comcast Thursday, Feb. 23 in the evening and said my internet still wasn't working and at this time was told my modem was fine. They sent another tech out Saturday, Feb. 24. He does nothing that I know about to fix it. He does tell me there is an intermittent problem with a "node" that covers my service area and it will take some time to fix. Well, I'm tired of waiting. I've been without service for ONE week now, basically, it comes and it goes, but when it's on, it's so slow I can't use it. These people just keep telling me crap and don't fix my problem. I have had the worst internet in this area of town (South Knoxville) since I got it last July. At my old address, it was fast and I never lost it. Here, I've lost it about 4 times, not counting this latest time. Please tell me how to get in touch with someone at that company that will fix my internet.

Ticket: # 1480886 - Internet less than contracted and no consistent

Date: 3/1/2017 11:19:34 AM

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: AT&T

Description

This complaint is in reference to Account (b) (6) for internet and (b) (6) for Voip service over the fiber both use the same equipment or router. SO are related. Ticket # 227960736/227967545 Miami Beach FL

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I will check the service one more time with an independent IT company and I want to keep this ticket open until they fix the problem.

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I need the FCC representative help because it is the only way to deal with AT&T in my experience.

Thanks yo your intervention they gave us the 6 emergency land lines we were requesting for 1 year. They over priced it of what they had contracted with us but at least they installed. Thank you one more time

for your help is the only way to put order in the industry.

Sincerely

(b) (6)
It Manager
BeCruising Telecom LLC
Sincerely

(b) (6)
It Manager
BeCruising Telecom LLC

Ticket: # 1481497 - Comcast Internet Services-Fraud**Date:** 3/1/2017 2:29:38 PM**City/State/Zip:** Chicago, Illinois 60646**Company Complaining About:** Comcast

Description

I have been paying for 25 Mbps download and 5 Mbps of upload of service for over 3 yrs years now and it has come to my attention that I have not been receiving this service. Currently I have only 1.6Mbps of download and .71 Mbps of upload. When I called tech support , Albert said he was going to send someone out and I said if I had to pay for it then I don't want anyone to come out as this is not my issue. I mentioned this 5 times and he said don't worry then scheduled the appt. When I called Comcast billing and customer service back, they all said I have to pay \$60 for a technician to come out and I need their \$10 per month modem for the service to work. I was lied too and almost tricked into having a tech come to my home for \$60. This is not my issue! Its there service so why should I pay additional monies to a company who hasn't been providing the original contracted service at \$66.95 per month. For the last three years, I have been complaining about the service as it is continually out or slow thus receiving numerous service discounts but the service has never been fixed to meet the 25 Mbps contract. Their continued push for me to pay more is absolutely ridiculous. The technical support people over the phone are saying my modem is at end of life so this must be the issue however end of life doesn't mean it won't work. To my knowledge it meets all expected service requirements. I use a Motorola Surfboard eXtreme SB6121. Here is a link to a site that a comcast rep explains the EOL with my modem. I should be fine based on this information. <http://forums.xfinity.com/t5/Your-Home-Network/SB6121-6141-End-of-Life-Details/td-p/2708003> I need the FCCs help in getting Comcast to provide what they state in their contract a full 25Mbps with some kind of restitution for the poor service the last 3 yrs. By law, I thought internet companies had to at least provide 6Mbps of service. My service doesn't even come close.

[Ticket: # 1481573 - Re: \[FCC Complaints\] Re: poor internet. Paid for service I continually do not receive. Update 3/1/2017](#)

Date: 3/1/2017 2:48:21 PM

City/State/Zip: Pittsburgh, Pennsylvania 15238

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1299204 "poor internet. Paid for ser..."

To whom this may concern:

This is an update from previous emails to FCC regarding Comcast poor internet service. To summarize, my internet was slow and commonly failed for over a year. My email complaint to the FCC appeared to have effect. Comcast took my matter more seriously, by sending repair people to remedy and offered limited compensation for my many months of paying for a service I wasn't receiving. Although they had offered me a few months of free service, I felt that was far less than what I had paid for but never received and importantly, My issue was not yet resolved so there would likely be more time that I paid and had poor download speeds.

I have tried to contact Comcast executive support regarding the compensation discussed and they have not returned my calls. I do feel, they owe me months of free service. There should be detailed reports of what was wrong, repaired, number of visits, how long it took- months, their calls and offers.

How poor was my experience? they have records of me having download speeds of 2Mbps. I was supposed to have 150 Mbps.

Thank you,

(b) (6)

Ticket: # 1481586 - Internet Service**Date:** 3/1/2017 2:56:21 PM**City/State/Zip:** Madison, Mississippi 39110**Company Complaining About:** Comcast

Description

We are currently paying for 75Mbps internet service. Every since we have moved into our house our services has been poor (maybe 10-20 Mbps). Made multiple calls and varying success. However, work was done in October on a service box outside our house and a cable was stretched from the box in our yard, across the street to another box. From October to December the cable laid in the street and run over by regular vehicles and construction vehicles, and as a result the cable was damaged. Comcast came out the end of December and replaced the cable, but again did not bury the cable. So it is now the beginning of March, the cable has been replaced two more times, I have had two promised dates of burial and two no-shows. The cable still lies in the middle of the street. And, since the end of December my internet speed has not been over 10 Mbps. It averages around 2Mbps. I am paying \$85/month for this. I work at home and I cannot get my job done, because I have no internet. Finally, because of these problems, I am having to pay extra because I must go over my cell phone data allotment to get my job done.

Ticket: # 1481978 - Frontier communications

Date: 3/1/2017 4:43:59 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

I have been a customer with frontier for many years. I live in Spring Creek Nevada and frontier has done nothing to fix our internet. We have children that go to school and we need the internet. Nothing works. They have come out several times telling us to get new routers or that it is a wiring issue and last time basically saying that it is going to be slow all the time, well it does not even work for days at a time. Can you please help and get this fixed. Thank you

[Ticket: # 1482162 - Slow internet speed](#)

Date: 3/1/2017 5:37:45 PM

City/State/Zip: Lewisville, Minnesota 56060

Company Complaining About: Frontier Communications

Description

This is the second time filing a complaint the 1st time the company lied to you and told you the problem had been solved and you closed the case appsolutly nothing has been done to solve this problem and frontier lied to you to close this case ever night at 4pm my internet speed goes down to 0.75 mbs I am paying for 24mbs

[Ticket: # 1482220 - Issues with Comcast](#)

Date: 3/1/2017 5:55:23 PM

City/State/Zip: Collierville, Tennessee 38017

Company Complaining About: Comcast

Description

Comcast consistently charges me for high speed internet and it is not performing at the speed for which I am paying. For example, I am paying for 75MB+ download speed, but I am consistently getting 2-5MB download. In fact, my entire neighborhood has the same issue and Comcast is doing nothing to resolve the issue.

Ticket: # 1482221 - Voice?Data Service

Date: 3/1/2017 5:55:36 PM

City/State/Zip: Los Angeles, California 90038

Company Complaining About: Sprint

Description

Im writing in regards to Sprint and its service. I have called sprint so many times over and over about my slow data service. They have gave me so many round arounds i could probably come up with a 100 hundred excuses. The promises provide on advertising do not comply with the service i am receiving right now. i dont know who else to complain to and i have been a customer for about 5 years now.

[Ticket: # 1482552 - Customer service](#)

Date: 3/1/2017 9:02:14 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Frontier Communications

Description

Bad company should just be shut down. Already have a record of doing shady things with its service and now they've inconvenienced the wrong person. You can just Web search this company on any search engine and just see the copious amounts of negative reviews for this sorry service.

[Ticket: # 1482580 - Extremely slow internet, no choices](#)

Date: 3/1/2017 9:15:19 PM

City/State/Zip: Backus, Minnesota 56435

Company Complaining About: Tds

Description

Living in Rural America I don't have a choice in ISPs which is TDS. My ISP is selling me 15Mbps internet service, but they only have the infrastructure to handle very few clients, so my speeds from 6pm to 11pm every night are less than 4Mbps. I have registered several complaints with the ISP, but they all seem to get "lost" in their system. On top of slow speeds, we also pay \$70 a month for it! So we basically have to pay for complete disservice. For months they attempted to blame my equipment, but my equipment magically heals itself after 11pm every night, or on nights when it's super nice out. I contacted my ISP attempting to get a rate reduction since I'm not getting the level of service they advertised, and they lied to me and told me there was no possible way they could do that... this is why I'm turning to you to help. I have many screenshots of my speedtests through TDS's preferred speedtest site, speedtest.tds.net I thank you for your assistance.

Ticket: # 1482644 - COMCAST-XFINITY Extreme Internet

Date: 3/1/2017 10:04:03 PM

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

I have had service with Comcast since 2009. Since then I have had to call almost every week or every month about issues with dropped internet, I have reported this on record numerous times. They failed to burry the cable and today they came out to burry the cable and they cut all my Direct TV lines. I did not request this. I had to call ATT Direct TV to send a tech out and have to take time off work for this AGAIN. Xfinity has never fixed the problem. I am stuck with their service because UVERSE is not available. I pay for 175 mbps and I am only getting 36-45mbps intermittently and downloads of 21mbps. This is way below the service I am paying for. Then, they send a tech out that cuts my Direct Tv lines. More than likely on purpose so that I would switch back to them. These people are the worst. I want them to pay me back for all the headaches I have undergone at their mess and terrible service. Also, I want them to refund me the 4 hours of work via a check that I have to take off for their inept contractor or technician cutting my satellite lines when he had no business doing so. They probably did it purposely. If you contact them you will see how many times I called about the same thing. Now I have to be inconvenienced once again for the shabby work that they do. I am stuck with this company because there is no other one here that can provide me a suitable connection. Ridiculous.

[Ticket: # 1482711 - Not receiving internet speed as advertised](#)

Date: 3/1/2017 11:40:12 PM

City/State/Zip: Wheatfield, Indiana 46392

Company Complaining About: Centurylink

Description

CenturyLink field tech and area supervisor told me I will not get the speed I pay for because the area was oversold. During peek hours I get less than half the speed I pay for.. Everyone in the area has also complained to them.

[Ticket: # 1482716 - internet speed](#)

Date: 3/1/2017 11:49:49 PM

City/State/Zip: McNary, Arizona 85930

Company Complaining About: Frontier Communications

Description

we live in a rural area and our options for internet connectivity is limited to only our local phone company. we have been averaging speeds significantly lower than 1 megabit for over 4 years. In those 4 years we have contacted the phone company several times each year. They come and check but never resolve the problem. We have come to understand that the equipment that serves our area is over saturated and even with complaints from many customers they do not seem to resolve our issues. But all we ask is that we receive the speeds that the company promises and that we pay for.

Ticket: # 1482719 - My internet has been periodically slower than what I pay for

Date: 3/1/2017 11:55:14 PM

City/State/Zip: Espanola, New Mexico 87532

Company Complaining About: Nm Surf

Description

Hello, my internet provided by NM Surf (<http://www.nmsurf.com/>) has been substantially slower than what I pay for. I pay for 25Mb/sec download and 7Mb/sec upload. I have consistently received lower than paid speeds for a few months now. As of writing this complaint, my internet is at a download speed of 1.2 Mb/sec and 3.58Mb/sec upload. I would like for my issue to be addressed.

[Ticket: # 1482740 - poor service](#)

Date: 3/2/2017 12:28:03 AM

City/State/Zip: Springerville, Arizona 85938

Company Complaining About: Frontier Communications

Description

I upgraded for better service and i still have nothing. And the customer service is terrible i need this resolved for our business is in need of a good Internet

[Ticket: # 1482743 - Internet Speed and Ping slowed to an unacceptable amount](#)

Date: 3/2/2017 12:38:43 AM

City/State/Zip: Sandy Springs, Georgia 30328

Company Complaining About: AT&T

Description

When I am using the internet to try and complete homework while downloading in the background the speed slows down to the hundreds of kilobits per second and the ping goes through the roof (1000-2000 ms). I usually get a 50-150 ms ping, and my plan advertises 24mbps.

Ticket: # 1482791 - Very Unsatisfactory Service

Date: 3/2/2017 2:32:25 AM

City/State/Zip: Eagar, Arizona 85938

Company Complaining About: Frontier Communications

Description

We are paying for speeds that we receive only half of. Plus they are very inconsistent with service, always going in and out. But yet they are happy taking my money for service not rendered. Please help us in the White Mountains in AZ.

[Ticket: # 1482821 - TDS Telecom Internet Service](#)

Date: 3/2/2017 5:14:39 AM

City/State/Zip: Epworth, Georgia 30541

Company Complaining About: Tds

Description

I currently subscribe to TDS's "Turbo" Internet package. This is supposed to offer speeds of up to 15 Mbps. The website states download speeds from 6-15 Mbps for this package. When running speed tests, I am routinely getting readings around 4-5 Mbps. TDS is the only internet service provider that offers service in my area.

[Ticket: # 1483122 - Frontier communications](#)

Date: 3/2/2017 11:20:27 AM

City/State/Zip: Snowflake, Arizona 85937-2290

Company Complaining About: Frontier Communications

Description

Their internet is horrible and every time I call to see if it can be fixed it never gets resolved. Speeds are ridiculous and it doesn't matter where on the mountain you are it's the same We finally changed companies after Years of their lies and false advertising.

[Ticket: # 1483246 - poor/slow download, fraud in download speed](#)

Date: 3/2/2017 12:05:30 PM

City/State/Zip: Sulphur Springs, Texas 75482

Company Complaining About: Frontier Communications

Description

Frontier is our phone/internet provider and they guarantee and we pay for internet service. We NEVER get the speeds they guarantee us to get. They say we are too far from their office and that is all they can provide. They will not upgrade the infrastructure to at least 3rd world status. Please help us get competition in our city or have Frontier provide faster service. We usually get .6 to 1.1 mg download service and we can not file patients insurance that slow. Service keeps going off and on all day-inconsistent. It is getting worse by the month.

Ticket: # 1483255 - Internet Access/Speed

Date: 3/2/2017 12:08:51 PM

City/State/Zip: Orrtanna, Pennsylvania 17353

Company Complaining About: Centurylink

Description

For approximately 2 years I have been attempting to work with Centurylink DSL to get them to increase our speed of our internet. I have done everything from being nice, being frustrated even as much as almost begging to purchasing a new expensive router, had technicians check the box at the end of our road several times. Had technicians out to the outside of our home, etc. With 2 teenagers in High School that do most of their homework on-line, a mom whom works at home remotely on a fairly consistent basis and just today's technology how fair is it that Centurylink DSL can advertise 1G of speed to areas and tell me sorry because of where you live basically you don't count. Most recently I contacted Comcast on my own and requested a sight survey and yesterday received a call from their technician that told me Comcast would cover the first \$4,000.00 however it would cost me approximately \$45,000.00 to install Comcast for my home at my cost. Dish Network just recently started to offer Satellite internet but as soon as you mention Netflix or any on-line gaming then they tell me I am not eligible. This isn't just my issue but several people in my areas issue I am just the one that has been doing a lot of the leg work because I find it ridiculous that something can't be done. I know I live in a rural area but I really need some assistance because I don't know where else to turn.

Ticket: # 1484722 - Windstream Communications Service Issue**Date:** 3/2/2017 7:57:15 PM**City/State/Zip:** Plattsmouth, Nebraska 68048**Company Complaining About:** Windstream Communications

Description

On Sunday, February 26, 2017 I contacted Windstream Customer Service/Technical Support to report an issue with my DSL Internet Service. My account is set up as a 12 Mbps account, however using various sites that allow you to check your speed and latency, including Windstream's own websites I was seeing results of speeds of anywhere from 1.2 Mbps up to 6 Mbps. Latency numbers were as high as 1600 ms, and for the sites that provide information on jitter the reported jitter rate has been over 105ms. The technician that I spoke to ran through their troubleshooting checklist, after powering off the modem/router and finding out that the issue was still happening they ran some more diagnostics from their end. After that I was informed that the problem would have to be handled by someone else and they were opening up a trouble ticket. They further stated that I would receive a phone call by 6PM Monday that would let me know what had been accomplished. By 6:30 PM Monday evening I hadn't received any phone call, so I called support again. After waiting approximately 20 minutes before getting through to a person I was told that the ticket now showed a resolution of Tuesday at 6PM. Tuesday at 7 PM I called again as the problem still existed. Another approximate wait of 20 minutes was involved before learning that the ticket now showed that resolution would be Wednesday at 6 PM. Wednesday came, the clock went past 6PM and no resolution, no call to explain anything was received so another call to support was made. Once again I was given a new resolution of Thursday at 6 PM. I tried to ascertain what exactly needed to be done and was told that it was something that they could do online apparently either to my modem/router or some component up the line from my house and that it wasn't anything that would require them to send someone out. However it is now Thursday, March 2 and I still am putting up with the slow speed, high latency and high jitter internet.

[Ticket: # 1484805 - Centurylink internet.](#)

Date: 3/2/2017 8:41:20 PM

City/State/Zip: Yacolt, Washington 98675

Company Complaining About: Centurylink

Description

Our service with centurylink has been absolutely terrible. Constantly having connection issues. Internet shuts off around 9pm every night this week. We are definitely not getting the service we are paying for.

[Ticket: # 1484921 - bad frontier service](#)

Date: 3/2/2017 11:03:40 PM

City/State/Zip: Snowflake, Arizona 85937

Company Complaining About: Frontier Communications

Description

It is continuous, I don't bother to call because every time I do, I get told its on my end that everything with them is working fine, or that I need to up my speed, I shouldn't have to up my speed to maybe get the speed I was originally supposed to get. I have never got the speed I pay for. Anything I try to stream buffers more than I can watch. Everyone is fed up, this has been an on going issue for years!

Ticket: # 1484951 - XFINITY/COMCAST

Date: 3/2/2017 11:41:49 PM

City/State/Zip: Greeley, Colorado 80634

Company Complaining About: Comcast

Description

xfinity / comcast has refused to respond to my many out reaches in technical support I have been paying for a service for over a year that I have no been receiving i.e Internet is supposed to be 105mpbs I have been receiving 16mpbs after many technicians coming to my residence to "fix" thr problem yet no change. now when I call in I am placed on hold indefinitely. I have no other options at this point and need assistance in what to do next to resolve these issues.

thanks

(b) (6) [REDACTED]
[REDACTED]

[Ticket: # 1484975 - Slow internet](#)

Date: 3/3/2017 12:34:01 AM

City/State/Zip: Waynesburg, Pennsylvania 15370

Company Complaining About: Windstream Communications

Description

All we have for internet in our area is wind stream. Have slower internet that I'm supposed too. Trouble browsing and losing signal. Seems to be almost as slow as dial up. Not happy with service and the price I'm paying.

Ticket: # 1484999 - Frontier Communications High Speed Internet is Excessively Slow

Date: 3/3/2017 1:19:33 AM

City/State/Zip: Ridgecrest, California 93555

Company Complaining About: Frontier Communications

Description

This is the second complaint against Frontier Communications for not providing advertised internet speed: "Frontier Communications is charging for high speed internet service in Ridgecrest, CA when in fact their services within the city falls below the standard. Since April 2016, when Frontier acquired Verizon internet services, the internet has been extremely slow with download speed at best 2.3Mbps and uploads no more than 0.58Mbps, and lately the download speeds have been 0.36Mbps. The internet is so slow that it is nearly impossible to access the Frontier website".

I have attached a speed check from Frontier that was performed tonight Mar. 2, 2017 and as you can see in the attachment the internet speeds are slower than the performance back in Dec 2016. Also, I have attached the response letter from the Frontier agent claiming that I have been advised of the speed provisions. The two bullet points in the letter indicating that I have been advised is totally false.

Ticket: # 1485350 - billing and service issue

Date: 3/3/2017 11:41:25 AM

City/State/Zip: Oracle, Arizona 85623

Company Complaining About: Centurylink

Description

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

Ticket: # 1485551 - Service and Billing

Date: 3/3/2017 12:46:11 PM

City/State/Zip: Citrus Heights, California 95610

Company Complaining About: Comcast

Description

- > They upgraded to high speed internet but are not getting fast speed. Whenever they called they were told "it's all okay on our end."
- > Their son came over and performed a speed test. They reported the results to Comcast who now said they would send a technician.
- > The technician came out and said that there was no way they could be getting that speed because they did not have the right equipment. He said that they should get a refund.
- > Two months ago the plan that they were on ended without notice. Now they are only offering a one time \$30 credit off of one of the two high bills that they could not afford.
- > Their current bill states a past due balance of \$101.21, current charges of \$119.76, but they said that they would reduce it to \$178.xx.

Desired resolution: Since they were paying for fast speeds and not getting them they feel they should be compensated via credits. They did put the program back in place for \$49.99/month but after they add all the fees it comes to \$73.77. This seems too high. They would appreciate assistance lowering their bill and be provided customer service. ***CTR375-phone***

[Ticket: # 1485669 - Windstream unacceptable](#)

Date: 3/3/2017 1:17:47 PM

City/State/Zip: Pell City, Alabama 35128

Company Complaining About: Windstream Communications

Description

We have Windstream Internet and not get 10% of what we pay for. We pay for 10 Meg service only get 1.2 to 1.5 Mb at night. We pay full price every month with no refunds. This is the only Internet provider around.

[Ticket: # 1485744 - WindStream Internet Unacceptable](#)

Date: 3/3/2017 1:39:20 PM

City/State/Zip: Pell City, Alabama 35128

Company Complaining About: Windstream Communications

Description

We are paying over 100.00 for internet and phone service. Night time we can only get 1.2 to 1.5 meg on a download speeds. They have come out to look at the issue but not resolved. We are paying for 10meg service and stuck with Windstream since no other providers in the area.

Ticket: # 1486046 - Broadband high speed internet

Date: 3/3/2017 3:14:05 PM

City/State/Zip: Sturgeon Lake, Minnesota 55783

Company Complaining About: Frontier Communications

Description

We have had Broadband high speed internet for a few years. We initially were paying for \$50/month for this service. In the beginning, it was fine and we were able to do everything we needed to do. Over the years the speed kept decreasing to the point where we were hindered in the most basic things like reading email and paying bills. I called Frontier at the time and they did all kinds of checks several times and changed modems, etc... At the end of the day, they reduced our monthly bill to \$35, with the promise that it would get better. It did not get better and has not gotten better. I have called Frontier no less than 10 times to complain that I can't even do simple functions like pay our bills online because the service times out, drops, refreshes or simply does not work. Each time I call, Frontier gives me a \$10 or \$15 credit to our monthly bill. I have asked repeatedly for Frontier to either fix the problem or drop our monthly bill down to the \$20 that they also clearly believe it is worth as they give a credit each time I call. What we really need is to be able to have the Broadband, High Speed internet for our daily lives. We have to pay bills, our kids each have a school issued chrome book which they need access to the internet for to do their schoolwork, and also to read our emails which carry significant amounts of critical information for our household. We are not getting anywhere close to the services we are paying for. Additionally, each time I call, I am on hold for a minimum of 8 minutes before I am able to actually speak to a person that can help me. I understand we live in rural MN, but that doesn't mean we shouldn't have access to what today would be considered a basic need. I would hope that the FCC can force Frontier to fix their network to deliver Broadband High Speed Internet, and if not, at least a refund from the years that it hasn't been delivered to us and a reduction in the monthly bill to align with the service we are receiving. I don't believe it is worth even \$10 per month with the current service.

Thank you for your consideration.

[Ticket: # 1486398 - Over selling bandwidth and throttling](#)

Date: 3/3/2017 4:51:47 PM

City/State/Zip: Bedias, Texas 77831

Company Complaining About: Centurylink

Description

For the past 1, 1/2 years the internet speed that most of us are paying for has gotten worst. They say that they know they an exhaust issue but they refuse to make improvements, or to tell us when they will. Exhaust means that they have sold more service than they have bandwidth.

Ticket: # 1486420 - Slow Internet**Date:** 3/3/2017 4:57:18 PM**City/State/Zip:** Quincy, Massachusetts 02169**Company Complaining About:** Comcast

Description

I called Comcast/Xfinity in November telling them I was having internet issues. I decided at that time to upgrade out cable box to their new Xfinity One box so a technical person came to the house to install that. When I upgraded I told the phone representative that our internet kept dropping sessions at various times. She told me to mention it to the technical representative when they came to do the upgrade. I did, he check inside and outside the house but did not see an issue. I asked him if I needed a new router, he said no.

I then still had issues, this time connecting via Wi-Fi & speeds, called Comcast/Xfinity the end of January beginning of February. I was passed around a few times because the representatives could not find the issue. I finally able to get connected myself with my old password, after they tried to update the password and get me connected which did not work. I again asked if I needed a new box and was told no.

Two weeks ago I called to ask about my internet speed issues and was told I needed a new box. That was sent to me and I installed it and things seem better, but I called today for a refund and was told they don't have record of me complaining about the internet speed or connections. I have two service ticket numbers that show I have had issues, but they will not refund me the amount that I have paid for internet and that have not had the full speed or use of for the last 3 months. I spend over an hour and a half of the phone with two representatives and a supervisor and all they can offer me is a movie channel for six months. I do not find this fair.

Ticket: # 1486527 - Failure to provide usable service as contracted

Date: 3/3/2017 5:32:44 PM

City/State/Zip: Mclean, Virginia 22102

Company Complaining About: Birch Communications, Inc.

Description

Our relationship with Birch Communications has been fraught with many problems, but currently we are unable to use this expensive fiber optic connection because the promised 100mbps (symmetric) bandwidth is not attained. We get approximately 40 mbps download and 4 mbps upload on average since we started testing it on February 28th. This problem was not present when the circuit was first delivered. It has caused us extreme difficulty as our many phone calls and trouble tickets with Birch have only resulted in them "checking on it" and not fixing it. Birch is incompetent as an internet service provider. There have also been other problems which they could not resolve.

Ticket: # 1486528 - .very poor service and over charged

Date: 3/3/2017 5:33:06 PM

City/State/Zip: Wellsboro, Pennsylvania 16901

Company Complaining About: Frontier Communications

Description

I have frontier for my server, my down loads are very slow and some times I can not get on line at all in November I was not able to use the internet for 3 days in December 3 days and in January 6 days on February i had download speeds of .67, .55, .48 and point .56.

I can not watch a site because it starts and stops for minutes at a time.

I am paying for high speed internet but rarely get it.

[Ticket: # 1486715 - poor internet service](#)

Date: 3/3/2017 6:47:34 PM

City/State/Zip: Neshkoro, Wisconsin 54960

Company Complaining About: Hughes Net

Description

Hughes net is my provider. Paying for top speed. Receiving speed as if I had lowest package. Saw many other complaints of the same issue on the Hughes Net community forum. Fed up and feel an investigation is needed.

[Ticket: # 1486959 - Internet service slows down every Friday evening and through the weekend](#)

Date: 3/3/2017 10:10:20 PM

City/State/Zip: Tellico Plains, Tennessee 37385

Company Complaining About: Tds

Description

(b) (6)

Ticket: # 1487029 - Bad internet service

Date: 3/4/2017 12:21:11 AM

City/State/Zip: Taylor, Arizona 85939

Company Complaining About: Frontier Communications

Description

I have for the last year had awful internet service every time I call they say that they try and fix it but what ever they tell me to do over the phone shuts it down completely. Then they send out someone to fix it but it never gets any better service. Our download speed is 2.56 and our upload speed is 0.45. This is what I deal with everyday. I pay for 6.0 service and I never get that.

They should have to upgrade everything so you can get the service you pay for. My boy is in college and most the time he can't do his homework at home because of the speed he has to drive to the college to get good service to get his homework done.

This is ridiculous.

Ticket: # 1487036 - poor internet service

Date: 3/4/2017 12:38:01 AM

City/State/Zip: Taylor, Arizona 85939

Company Complaining About: Frontier Communications

Description

well i pay for 8.0 speed and am lucky if i get 3.0 just ran seed test and its at 2.89 download speed and 0.45 up load speed and when i call and they run a check then i lose everything and then have to wait till a tech come out to reboot my server because the password and test they tell me to run is not the right info but after 4 times going threw this the tech that came out gave me the correct info so at least i have a little internet service wish there was something you all could do i cant even watch a short video without rebooting all the time why cant i at least get what i pay for 6.0 speed instead of half speed what happened to the phase you get what you pay for instead i just put up with what i have for now till something comes along thats better am very disgusted john williams

[Ticket: # 1487089 - Unreliable and allow internet access](#)

Date: 3/4/2017 4:21:09 AM

City/State/Zip: Moyock, North Carolina 26958

Company Complaining About: Mediacom

Description

Mediacom internet provider is so slow and so unreliable that I can't believe I still pay for this. I literally had to disconnect from my wifi and use the crusher I cellular connection to get to this page.

Ticket: # 1487440 - ATT DSL speed rate is consistently slow

Date: 3/4/2017 3:45:23 PM

City/State/Zip: Houston, Texas 77036

Company Complaining About: AT&T

Description

Over the course of past few months, i have tested my DSL speed via differing test sites, except ATT's site. I have reason to believe that ATT's speed test is flawed and biased and perhaps mask unethical service. But the other tests consistently show that ATT is providing me with approx 50% speed of that what i am being charged for. I have not phone ATT to complain about this because my experience with them for the past 30 years or so has always been double talk and justifications, ie lies more lies and denials. Unfortunately, i cannot switch service because I reside in ATT's territory. And now i have to pay more money for DSL service even though the speed is still poor. I did try to renegotiate my price with ATT but instead their representative asked me a slew of questions and ended up trying to sell me more services instead of being concerned with my problem on the current service and pricing, even though i explained that my income is limited due to social security and i am also a military vet. The rep didnt even mention or bother to foward me to the "retention" dept as a courtesy. The reps position was to sell me more services than to help me solve the problem i had at the time. Additionally, i also learned that people receiving food stamps could receive 40x faster dsl service for approx 10.00 per month. Yet I am getting pitiful 1/2x speed for over 30.00 price. So do people on food stamps have computers? If so, are they not entitled to a speed like i am getting now for 10.00 instead of 40x at 10.00? If so, then why cant i get at least 40x at 30.00 or 1/2x for 10.00? We consumers are tired of these shenanigans that is raping us financially. In any case, I have attached a screen printout of the speed i was tested for a few minutes ago. And this speed test has been consistent over a long period of time and tested on several sites, except ATT's.

[Ticket: # 1487611 - Internet speeds 100 times slower than advertised](#)

Date: 3/4/2017 6:54:51 PM

City/State/Zip: Woodland, California 95776

Company Complaining About: Wave Broadband

Description

I am paying for 250 mb/s download speeds with Wave broadband in Woodland California. I only get around 2 mb/s download speeds. I was lucky to get the speeds in the attached file.

[Ticket: # 1487671 - internet not at speed promised](#)

Date: 3/4/2017 8:10:09 PM

City/State/Zip: Deer Park, Washington 99006

Company Complaining About: Ptera

Description

The speed is supposed to be 10mbs but I never get over 2mbs. It does not matter what time of day either. They never return phone calls and have not fixed the issue. This has been going on for months.

Ticket: # 1487679 - Comcast RipOff

Date: 3/4/2017 8:38:17 PM

City/State/Zip: Baltimore, Maryland 21214

Company Complaining About: Comcast

Description

When we moved to our house in August 2014, we signed up for Comcast internet only. We were on a promotional rate of \$24.95/month. For the promotional year the internet speed was sufficient and we rarely encountered any problems with outage or speed. We were able to use multiple devices and stream from services like Hulu and Netflix without issue. Our first problems with connection speed started the exact month our rate jumped to the non-promotional rate of \$74.95/month. After months of horrible coverage, entire days without being able to connect to the internet, and speed dramatically slower than advertised, we wrote a letter of complaint to the FCC. In the complaint we detailed the absolute lack of customer service, transparency, and overall poor quality of the internet service being provided by Comcast. We were then contacted by upper management at Comcast and offered service at a fraction of the original cost. Our rate was fixed back at \$24.95/month for 18+ months. They sent a technician to the house to double check all connections into the house and claimed to have re-run some of the external wiring that had become warn. We enjoyed service without incident for the entirety of the time our bill was only \$24.95/month. Then on Feb 13th, 2017, we began to experience severe slow downs in our speeds. For the large majority of the day, we were unable to watch an entire episode from any streaming service without significant pauses and re-loading issues. On Feb 17th, the internet was out altogether when I arrived home from work. I thought maybe the outage was a result of having forgotten to pay the bill. When I logged into the account from my phone, I found that the bill was not overdue but we did have a bill for \$74.95/month coming due on the 26th. The internet has remained so non-functionally slow, I can't even get the speed test from Ookla to complete the download package (running as load as 0.06 bits/sec). I paid the bill because I have to be able to access the internet for my work and school but I am once again paying 3 times the cost of what I have with NO service to show for it. It took me 6 minutes to load Comcast account page to access my account number.

[Ticket: # 1487759 - Internet speed slower than what i paid for](#)

Date: 3/4/2017 10:39:45 PM

City/State/Zip: Alexandria, Virginia 22308

Company Complaining About: Verizon

Description

I've been in my new home for six months. I subscribe to the internet through Verizon fios. We are unable to stream movies, use our laptop computer to play simple kindergarten games out download things. Basically we are receiving dial up type service. We pay for the second highest speed offered. This shouldnt be happening. And of course we can not get a hold of verizon when we call because of wait times. They are ripping is off and counting on us giving up and just accepting the lowest possible service when we pay for the second best service.

Ticket: # 1487893 - Re: High Speed Internet

Date: 3/5/2017 12:01:57 PM

City/State/Zip: Karnack, Texas 75661

Company Complaining About: Windstream Communications

Description

This is a follow-up to your previous request #1337729 "High Speed Internet" I was emailed by your organization on 30 Jan stating that my case was closed and I should receive a copy of the response from the carrier within 7-10 days via postal mail. As of 5 Mar, I have received nothing. This is how this carrier operates. Why would you close the case before the carrier completed the resolution? It's apparent there is nothing you can or will do about this. Perhaps they do need to look at your organization for funding cuts since you haven't been helpful in the least.

Ticket: # 1487966 - Paying for best internet service getting below average speeds

Date: 3/5/2017 1:55:52 PM

City/State/Zip: Hopwood, Pennsylvania 15445

Company Complaining About: Atlantic Bb (Atlantic Broad Band, Uniontown, Pa)

Description

I pay for the best internet service offered by Atlantic Broadband in the 15445 zip code area. I have contacted the provider several times regarding the issue yet we continue to receive well below internet speeds. The provider has said that there is a bad node on our street yet has not been repaired, also they completed speed tests through their website with results at or below the middle grade internet they offer. The provider said that they would credit our bill until it would be fixed, have not seen a credit yet. The last person that I spoke with from the provider finally gave me a ticket# of 834538. I have had a technician in my home troubleshooting the issue, while completing speed tests on my device, the technician received readings from 25mbs up to 60mbs. Now here is the funny thing, on the technicians company provided equipment they received reads close to what I pay for. It doesn't matter if I'm connected directly to the modem or wirelessly my readings are extremely poor, I call, I complain, yet I'm still paying full price for sub par average internet. They need to remedy the problem(s) or credit it me monthly the difference between what I ordered and what level I receive. I fill they are just dragging me along and price gouging me and how many other consumers that are unaware of the issues. These companies get away with so much it is unreal, I want to get what I pay for and nothing more, but when you pay for the best and receive bottom basement second hand performance something is wrong, really wrong.

Ticket: # 1487983 - Slow Service

Date: 3/5/2017 2:10:41 PM

City/State/Zip: Mascoutah, Illinois 62258

Company Complaining About: Charter

Description

I am paying for 15 MBPS and I believe the company has purposely reduced my delivered speed to pressure me into getting their higher cost service. I got 11MBPS at my computer for many years. Now only 6-7 MBPS. I contacted support to resolve and all they offered was to move me to the more costly 100MBPS service. They would take no action to resolve my current service. Indeed they lied to me saying that the problem was my old cable modem. This is not true, I upgraded it over a year ago.

Ticket: # 1488022 - Internet speed

Date: 3/5/2017 3:32:21 PM

City/State/Zip: Salt Lake City, Utah 84105-1350

Company Complaining About: Centurylink

Description

The only internet speed I can get is 1.5mps, although I get frequent mailers from CenturyLink to upgrade my speed, only to be told I can't get it when I do the qualification review.

I've noticed that any download I do is slower than a few weeks ago. When looking at 192.168.0.1 and the speed at the modem, I see my speed at 1040/600. Previously I've called CenturyLink repair and they have restored it to 1.5mps. This has happened 4 - 5 times before.

I called CenturyLink on 3/1/2017 and was told by the first agent that he could not help me because I was listed as a small business, who proceed to transfer me to DSL repair in Boise Idaho, who then told me she could not help me because my ISP Xmission would need to contact them, even though I am paying CenturyLink for dial tone and their DSL service at \$100 per month and have been a residential customer for over 30 years.

I performed the speed test with CenturyLinks online tools and their telephone testing service, which tells me there is nothing wrong with their line. Xmission tells me they are getting 1.5 at their end. I am requesting that CenturyLink treat me like the customer I am and have been for over 30 years and they check their outside lines for all proper connections from their frame, to their AP box to the telephone drop connected to the out side terminal on the telephone pole that has electrical tape on the door to keep it closed, as the wiring in this neighborhood is old and has never been replaced, to the SNI on my house.

I want the 1.5MPS that I am paying them for.

Ticket: # 1488149 - no name harrasing calls city name and numbers

Date: 3/5/2017 7:02:01 PM

City/State/Zip: Lakeland, Florida 33801

Company Complaining About: Bright House

Description

two or three call a day with city names and telephone numbers I answersd I call from Odessa fl told them I am on fed do not call list they laughed and said there in no such list I have blocked 26 numbers so far and some of the numbers come thru any way!here are some of the numbers Odessa fl1813 551 0918 this is the one I told was on do not call list here is another #1 281 204 2907 Houston texas1 4805355746 phoenix Arizona Bradenton fl 1 941 222 0727,auroria ohio 1305 954 6024, orange city fl 13864563014, jax fl 19044350821,channel view tx 183 22109150, Floresville tx 1830 216 6413, lake placid new York 1518 3029825new castle in 17655754806,macon ga 478 219 2535,allen tx 1972 332 5352,will send more later these call are I think are robo calls which should be illegal and persecuted aggresivly

[Ticket: # 1488188 - Internet not as advertised](#)

Date: 3/5/2017 8:14:14 PM

City/State/Zip: New York, New York 10027

Company Complaining About: Time Warner

Description

(b) (6)

[REDACTED]

[Ticket: # 1488288 - Internet speed](#)

Date: 3/6/2017 12:02:24 AM

City/State/Zip: Wise, Virginia 24293

Company Complaining About: Comcast

Description

I pay for 75 mps download and I only recieve 26 comcast says it's infrastructure can't handle it in my area but I have been told that people in my area have gotten over 150 if you buy their 150 plan so obviously it's not the infrastructure. we are purposely being throttled.

Ticket: # 1488330 - internet service

Date: 3/6/2017 3:23:55 AM

City/State/Zip: Big Bend, California 96011

Company Complaining About: Hughes Net

Description

I subscribed to Hughes Internet services on February 1, 2017. By the end of February our internet speed had slowed to a crawl (143 meg download speed). I understood that my family and I may have used our allotment and I let it go at that. On March 1st I assumed that our allotment would be re-filled and we would have decent speeds again but that did not happen. We never had the 10 meg service that they promised, even on March 1st. I called Hughes tonight (March 5th) and they informed me that we had already used our monthly allotment, in less than 4 days. I told the Hughes agent that on March 1st we did not have any internet speed. How could we have consumed our monthly allotment before the month even began? I feel that Hughes has grossly misled me as to what their service would allow me to do. I want to terminate my contract with them but told it will cost \$400.00.

Ticket: # 1488819 - wireless internet service

Date: 3/6/2017 12:59:38 PM

City/State/Zip: Baldwin, Pennsylvania 15227

Company Complaining About: Verizon Wireless

Description

I was having problems with my internet service and an upgrade was suggested. they also apparently obligated me to another 2 years of service. the upgrade did not solve my problem and they sent out an extender. it didn't work at all. they sent out a service man who said neither the extender or the upgrade would help in my case because I don't use their tv service, and then he left. I switched to Comcast and my problem was resolved. now Verizon is insisting I pay a penalty for cancelling my service since they extended my service for 2 years. I don't feel I should have to pay it.

[Ticket: # 1489305 - inadequate speed to provide hi-speed internet/ wifi](#)

Date: 3/6/2017 3:19:08 PM

City/State/Zip: Fifield, Wisconsin 54524

Company Complaining About: Centurylink

Description

CenturyLink continues to provide less than adequate speeds to support many available on-line/ streaming programs. By their own admission they admit they cannot do this but they continue to bill me as if I'm receiving hi-speed service. In addition this problem is becoming worse. I believe this is the result of deferred maintenance on their existing underground back bone based on their hopes of up grades in the future. Today it is very notable with frost coming out of the ground and rain the deteriorated underground loses reliability to provide adequate speeds.

Ticket: # 1489854 - internet speed

Date: 3/6/2017 5:48:56 PM

City/State/Zip: Germantown, Tennessee 38139

Company Complaining About: Comcast

Description

Comcast has provided substandard internet service for our home and for our entire community (https://dogwoodgrove.nextdoor.com/news_feed/?s=de&link_source_user_id=4140543&post=43731981&ct=YmGejvteK1I34WpP_V-IOz0KoUbRIYPg3ak-QOUuXHnmYmlnXbfd0uDBehbi8Qyg&is=de&mobile_deeplink_data=action%3Dview_post%26post%3D43731981&lc=1252). My internet speeds vary greatly, but do not reach the advertised level. As you can see from the above neighborhood site, hundreds of citizens and Comcast customers have the same complaint. As of March 6, 2017 at 3:43pm, my download speed was 9.13mbps and 5.90mbps. I pay for double that speed and never get it.

Ticket: # 1489981 - False Advertising

Date: 3/6/2017 6:47:04 PM

City/State/Zip: Warsaw, Missouri 65355

Company Complaining About: Exede

Description

I was promised 5MBPS and they are saying 1 to 5, but supposedly they don't have to give you that either because it's in some fine print somewhere in contract. I get a certain amount of data and once it's gone they cut it to a slower speed. They said I would be ablesed to do alot and thathe just wasn't true. I've called and called and they won't do anything without early termination fees. They don't even have to give me the Internet speeds they advertise before my data limit is reached. Everything is recorded these days so provide those and they will show what they promised , but did not deliver. It more of predatory practices scamming people to sign up for expensive service, but can't get out of the contract because of some fine print. Please help me remedy this.

Ticket: # 1490128 - Paying \$90 a month for 9 mbs internet when I don't receive even half of that.

Date: 3/6/2017 8:26:07 PM

City/State/Zip: Gladwin, Michigan 48624

Company Complaining About: Isp Management

Description

I've been with this company for a while now and have contacted them many times by phone and by facebook and have not gotten any better service. I'm under a contract with them for a year and since I can't do anything about that I thought I would at least see if you guys could/would. Paying 90\$ a month for 9mbs and receive practically nothing from 4pm(often times much earlier) till at least 12:00(often times much later). It happens every day so I know it's not something on my end, they clearly don't have bandwidth enough to provide service to the people they have under contract but don't mind billing for it.

Ticket: # 1490168 - INTERNET SPEEDS WELL BELOW ADVERTISED/SUBSCRIBE RATE

Date: 3/6/2017 8:51:49 PM

City/State/Zip: Kissimmee, Florida 34743

Company Complaining About: Hotwire Communications, Inc

Description

Internet service provider, Hotwire Communications Inc, Kissimmee FL, has advertised speeds of broadband high speed internet FTTH of up to 20Mbps. However, after multiple and various speed tests, using the FCC speed test app and websites like "Internethealthtest.org" and "Speedtest.net", speeds test results are below 10Mbps and averaging 4-6Mbps. During the times between 6pm and 9pm some streaming services are not accessible due to limited and reduced bandwidth. There is no opportunity to change provider due to an "exclusivity agreement" between the property developer and the current internet service provider. The exclusivity agreement was not disclosed during the purchasing of the home and no knowledge of such an agreement until trying to change internet service provider. We are stuck with a service that we continue to pay because it is a utility like water, electricity and at one time the telephone landlines.

Ticket: # 1490175 - Severe data speed throttling on Verizon's Unlimited Data Plan

Date: 3/6/2017 8:53:40 PM

City/State/Zip: Deltaville, Virginia 23043

Company Complaining About: Verizon Wireless

Description

I am filing this complaint because of extreme data speed reduction during times of "network congestion". (120kbs)

Data download speeds of 120Kbs during data speed reductions in the evening hours and weekends are a regular occurrence. This slow data speed makes audio streaming impossible and web surfing extremely laborious.

I ran a speed test via online web site: www.speedof.me at 5:30 pm eastern time on March 6, 2017 using Verizon's Jet Pack hotspot and my extremely fast desktop. The test displayed a download speed of 120kbs. On March 4 and 5 similar slow speeds were from 90kbs to 200kbs were experienced during the 5:00 pm hour.

I made phone calls to Verizon Wireless' Technical Support hot line to log complaint and verify Jet Pack was functioning properly on March 4, 5, and 6. Verizon's Technical Support was unable to alleviate the slow condition during the call or in this time slot. During the calls, Verizon did explain the high usage customer (myself) may be "prioritized" to 3G performance levels when network congestion is experienced. Verizon's 3G data speed minimum data speed is 500kbs (thousand bits per second) per their web site. (During off peak hours such as 5:00 am the Jet Pack will operate at least 10mbs with peaks to 13mbs.)

In summary, my account is "prioritized" to a level of service below 3G speeds. Offering reduced speeds of 120kbs during periods of network congestion is unacceptable.

From my perspective, Version's algorithm for data speed reduction requires some oversight from the FCC to insure 3G data speed is available for all customers. I expect you will agree.

Thank you,

(b) (6)

Ticket: # 1490327 - not receiving internet speed that I am ion paying for. No resolution from Time Warner

Date: 3/6/2017 10:41:47 PM

City/State/Zip: Rochester, New York 14609

Company Complaining About: Time Warner

Description

I have ben paying for 50 mbps from Time Warner, but have not been receiving anything close to that download speed. After trying to resolve the problem with Time Warner, they insisted it had to be my modem/router, so I went a purchased a new \$150 Netgear Modem/router. When I called to register the new apparatus I ran another speed test after a full reset. For a total of about 5 minutes the speed test came in where it was supposed to. Over the last 3 weeks I have run many speed tests and they have come in at 30mbps as a download speed at best and often it registers at 5 mbps or lower. They insist that it's not them, it's me. I have 3 different coaxial cables that run into the house and I have tried running my modem on all three... It doesn't change a thing to help the speed. I am tired of paying for a service I am not receiving. They have refused to refund any \$ to make up for the fact that I haven't been receiving proper speeds for week(and probably long before that) and they don't seem to have a solution, which is ridiculous. The only time I get the speed I am paying for is when I call and speak with a technician and they talk me through a reboot of my modem. I then have a proper speed for a for a few minutes, so they insist the problem is solved. I should not have to restart my modem multiple times a day. I am very upset that this company is charging me for services they are unable to provide.

Ticket: # 1490331 - AT&T DSL Service**Date:** 3/6/2017 10:46:16 PM**City/State/Zip:** Gurley, Alabama 35748**Company Complaining About:** AT&T

Description

We have been customers of AT&T for years and, before that, BellSouth for both telephone and internet access. We are presently users of AT&T's FastAccess DSL Xtreme product as are many people up here on Keel Mountain, above Gurley, AL.

Our contracts say that the AT&T product will provide to us internet access bandwidth of 3.1 Mbps - 6 Mbps (Download) and 512 Kbps - 1 Mbps.

Except for very infrequent and very short lived service interruptions (downed lines, lightning and the like), AT&T has consistently and (as near as I can tell) met the letter of the terms spelled out in the contract; I don't think they've EVER exceeded the 6 Mbps bandwidth limit. However, the spirit has suffered continually and constantly.

During the early morning (and I am confident this will be mirrored by others here on Keel Mountain) I can get, pretty consistently 5 Mbps. By mid morning the rate will generally fall to below 3-4 Mbps range (or, regularly, much lower) and, many times, during the late afternoon and post supper the measured bandwidth will consistently fall below 1 Mbps, usually from about 500-900 Kbps. I have sporadically seen it as low as 150 Kbps. I have records of my measurements, if that will help.

Whenever I call my problem in for rectification (I have done so repeatedly) AT&T will promptly send a very courteous and professional technician out to my house to troubleshoot my setup. Unfortunately, it seems the problem can't be permanently repaired...one time they had to re-route the line from the pole to my entrance point. But, even then, when the line was repaired, the bandwidth measurement (as measured by both the technician's equipment and mine) did not register above 4 Mbps (as I remember).

Also every time, the technician would proclaim that the line from the input to my computer to their local distribution point (LDP...this is my designation...I don't know what the proper one is) showed its ability to perform well above the 6 Mbps quoted (one time it showed 14 Mbps!). But, almost every time, they couldn't get the data rate from points beyond the LDP to beat the speeds that I was experiencing before they arrived.

One very recent time, the technician spoke with his supervisor and had another block of equipment turned on which made the problem vanish for a few months. But, a few moments of unused bandwidth at 2:00 AM validated the idea that there was now room for another new customer or two and, now, everyone up here is starving for bandwidth again.

I was told twice that the problem was that the bandwidth available to the input of our LDP was being "throttled down" because of the bandwidth needs of others "before" and "after" or, possibly "beyond" our LDP. It was said that they (the technicians and their supervisors) had tried to get those in charge to provide more bandwidth to the Madison County area (which would feed our LDP) because the problem is endemic.

Many reasons for this approach not being applied were told, some technical but all identifying a general lack of desire to spend the money needed to approach the general spirit of the terms of their contracts with the people of Keel Mountain and, indeed, Madison County and probably Alabama, although I'm not conversant with that bigger picture.

Please, help us because, calling the service line only gets one to Bangladesh or Taiwan and those people don't even work for AT&T. They are only subcontractors and have no input to the

corporation's decision makers. Even when one can get into a CONUS help line, they will only push a caller up one or two levels and then the feedback and complaints die in some morning staff meeting well before a "real" person can even be influenced by it.

Thank you,

(b) (6)

Ticket: # 1490450 - unacceptable slowing of internet in the evenings - Comcast

Date: 3/7/2017 2:41:08 AM

City/State/Zip: Wilsonville, Oregon 97070

Company Complaining About: Comcast

Description

Hello - we have tried to complain to Comcast about this, but their offshored "customer support" in the Philippines and India have wasted a ton of our time and provided zero help. We pay monthly for internet service from Comcast/Xfinity. It is all fine during the day, but every single evening starting between 7-8pm, the internet slows down immensely and becomes pretty much unusable until 11pm or later. This obviously seems like a bandwidth issue -- i.e. their customers are streaming movies, etc in the evenings and they don't have enough bandwidth to support the customer load. But they will not admit this nor provide any useful information on whether they recognize a bandwidth problem, if Comcast/Xfinity is working to increase its bandwidth to handle the load, etc. All they offer - after an hour on customer support phone line or chat with India, is to send out a technician in the daytime to "look at the issue." Obviously, you can't fix an issue that occurs only in the evening ... during the day, when it is not occurring. Comcast/Xfinity is selling a product and charging us for a product that they ****aren't delivering**** for many hours of each day. That is fraud. And we can't seem to get real assistance from them about this. We have complained a few times in the past to them, and tonight spent more than two hours on their phone and chat lines (with India and Philippines), and the only thing they suggested? Have a technician come out during the day! They are fraudulently selling a product that does not work for multiple hours each day, and they need to fix it or discount customer rates for subpar product or shut down.

Ticket: # 1490485 - Internet Service

Date: 3/7/2017 7:26:43 AM

City/State/Zip: Cavendish, Vermont 05142

Company Complaining About: Tds

Description

The internet service provided by our only option TDS, fails not meet the touted and billed for speed. I am paying for 15 mbps and receive between 2 & 3 mpbs a majority of the time. TDS will not invest the money to upgrade the equipment so as to provide better service.

Ticket: # 1490781 - internet service

Date: 3/7/2017 11:30:26 AM

City/State/Zip: Staten Island, New York 10303

Company Complaining About: Verizon

Description

On November 7, 2015 I enrolled as a customer for a 2yr contract with Verizon Fios. The package was for 150/150 internet service and phone and cable. The first year the service was good with few issues. As soon as my one year was over, I started having issues with my internet connections on a daily basis. I called Verizon several times and they insisted that I had too many electronics on the same band, which I couldn't understand because nothing in my household had changed. The year prior I didn't have any issues. I asked them to change the router in which they refused, they sent over a service technician and he told me that even though I had purchased 150/150 I would never get that. He advised for me to get a router for an additional \$275.00. I pay them \$195 a month for service and on top of that I have to buy a extender to get service. They are constantly advertising on tv that the entire family can be on the same band, which is false advertisement, once you complete a year they lower your internet service to barely anything. I barely get 15.85/37.83.

[Ticket: # 1490976 - Internet speeds](#)

Date: 3/7/2017 12:30:54 PM

City/State/Zip: Sheridan, Oregon 97378

Company Complaining About: Centurylink

Description

He is receiving less internet speed than he is paying for. When he contacted CenturyLink he was told that if he didn't like the service that he could cancel the service. He was also told that CenturyLink over sold the service that was the reason he is not getting the speed.

Ticket: # 1491051 - Slow wireless internet connection/ Unacceptable customer service

Date: 3/7/2017 12:49:41 PM

City/State/Zip: Glendale Heights, Illinois 60139

Company Complaining About: Comcast

Description

I called Comcast customer service to address our slow connectivity issue. I've been transferred multiple times and put on hold multiple times. I've been on the phone for over an hour which can be a little frustrating but is understandable. Talking to a pleasant and accommodating customer support makes a big difference. Until I was transferred to an IT person named Mari from Advance Wireless Technical Support Department. She was very rude, cutting me off while I'm talking, putting me on hold, while I am still speaking to her. I had to tell her bluntly that she has been very rude to me and I wanted to talk to somebody else who can help me address my issues. I even made it clear that I don't want her helping me anymore since she's been very rude to me and I will not accept that. I asked her politely if I can talk to somebody instead of her because she made me very upset. And she said there was nobody else and even said that if I want to be transferred, I would have to go through all the process and be on the phone again for over an hour. So I asked to talk to her supervisor and she said the supervisor isn't available and is in a meeting. So I specifically asked her, there is no one else but you and she said yes. So I asked her again, if she was the only person I can talk to in the whole Wireless Advance Technical Support Department and she said yes. And she was giving me the 1-800 number to call if I want to be transferred. I asked her for her supervisor's name and she said she is not allowed to say and I said okay. So I asked her the contact number and email of Comcast so I can directly complain about the poor service and she said she does not know it either. She is the worst customer service I've talked to. She was not helpful, doesn't know the proper phone etiquette, rude and totally unacceptable behavior. We've been a customer of Comcast for almost 11 years and I've never spoken to anybody like her.

Can you please help me in addressing this issue?

Thank you so much.

Ticket: # 1491057 - Problem with Internet speed

Date: 3/7/2017 12:50:42 PM

City/State/Zip: Milwaukee, Wisconsin 53218

Company Complaining About: Time Warner

Description

Problem with Internet speed i upgraded to a higher speed plan paying almost three times the cost, but it's still below what they are advertise on . Just poor customer service called 10 times or more trying to get my money back but i get transferred to billing then back to technical department and so on everyone is passing the problem to someone else.

Ticket: # 1491812 - False advertising and lies

Date: 3/7/2017 4:02:09 PM

City/State/Zip: Mount Ida, Arkansas 71957

Company Complaining About: Windstream Communications

Description

I gave my address and all my info to windstream and they said we can get 25mb/s and it's only 12mb/s. So I called and they said they would lower the price they did for one month and now it's almost \$100 a month. It's expensive, unreliable and is much slower than what we were told it would be.

[Ticket: # 1492359 - Internet Speeds Not As Advertised](#)

Date: 3/7/2017 6:35:50 PM

City/State/Zip: Omaha, Nebraska 68144-4835

Company Complaining About: Cox

Description

Cox Communications offers several levels of internet access in the area. They are completely and totally unable to guarantee any of their speeds for any amount of time, however. This includes their business lines, as well.

Ticket: # 1492838 - was told was getting 100/100 internet and paying for it and not getting it

Date: 3/7/2017 11:55:48 PM

City/State/Zip: Glen Oaks, New York 11004

Company Complaining About: Verizon

Description

Put in an order on for 100/100 internet and charged me for it. Then tonight after I installed the equipment noticed my speed was not upgraded. Rep put me in for top router and then didn't put me in for the 100/100. I wouldn't have gotten a new router if my speed was going to stay the same. I don't need to pay for service and equipment to get the same service. Was told I could upgrade my DVR box for just 219 per month. Why would I upgrade router to not gain any speed and pay extra.

Ticket: # 1492865 - Comcast is charging for high speed but the speed is very low

Date: 3/8/2017 12:34:26 AM

City/State/Zip: Germantown, Tennessee 38139

Company Complaining About: Comcast

Description

I have called Comcast to do something about our service in our house and they keep promising a technician to come to our home and repair the line outside our home. There has been no technician come since we complained in January. Our internet speed is so slow and our cable television freezes up on our screens. We should not be charged when Comcast does nothing about it. The last call was a week and a half ago and they promised a technician and still no show. Something has to be done permantly to give the consumer what we pay for.

Ticket: # 1492912 - Culpeper Comcast Internet sucks

Date: 3/8/2017 1:53:19 AM

City/State/Zip: Culpeper, Virginia 22701

Company Complaining About: Comcast

Description

Culpeper Comcast internet sucks. We are paying fo upto 100 mps.We constaley get 1 or 2 mps. We get kicked off of our router and get 1 or 2 mps after reconnecting.

Even the police compline about the internet on the scanner app. for w10.

Comcast hates Netflix.c

Ticket: # 1493678 - Century Link

Date: 3/8/2017 1:37:41 PM

City/State/Zip: Oakville, Washington 98568

Company Complaining About: Centurylink

Description

For several years all that is available in my area with unlimited bandwidth is century link dsl. When that became available in 2010 instead of installing a new d-slam they installed a used one, and not just any used one but one of earliest models made. So everyday for about 6 hours a day our internet is worthless. Speeds as low as 14 kbps. Slower than dial up. I would contact them and they would always tell me, the engineers know about this problem and are working on it. Well recently when I called I guess the tech slipped up. They told me there are 50 people on this d-slam and they all suffer congestion like I do. The engineers are aware of this problem and have no intention of fixing it. The speed that I am currently paying for is 1.5 Mbps. During the hours that I can use it though it is often way slower than that. That is the highest available in my area. I have spoken to the area supervisor we have fiber up to the d-slam and if they installed a newer d-slam we could get much higher speeds without congestion. But since we have no other option available there is no reason for them to upgrade.

Ticket: # 1493715 - Blatantly Mislead about Internet Speed**Date:** 3/8/2017 1:49:26 PM**City/State/Zip:** Wise, Virginia 24293**Company Complaining About:** Comcast

Description

When signing up for service in was asked what we mainly used our Internet for. I told them mostly streaming movies, video games, etc. The lady told me the perfect package would be the one that included Blast internet. She said the 75 megs of in internet speed would be exactly what we needed. We have had lagging issues since day one. I just assumed it was normal. We finally had an incident that we could notice something was wrong. I ran a speed test and was only getting 25 megs of Internet speed. I called Comcast customer service, and after an hour of speaking with several people they assured me the problem was my my modem and it would be resolved once I got an updated modem. I went and picked up a modem the following morning. After hooking everything up I was still only getting 25 megs of speed. I called customer service again, and after another hour they said they would send a tech out. The tech called the morning of the appointment and asked what speeds I was getting. When I replied around 25 megs he wasn't surprised and told me that was all I could get in this area. He still came and checked everything. He told me they constantly have this problem about customers being Mislead about the speeds of available internet. He also advised me to contact the company which I did, and was told there was nothing they could do. I do not feel this is right because the Comcast agent clearly knew that I couldn't achieve the speeds she advised me to purchase.

[Ticket: # 1493970 - Slow Internet](#)

Date: 3/8/2017 2:53:51 PM

City/State/Zip: Arlington, Texas 76010

Company Complaining About: Time Warner

Description

internet is very slow even when i purchased a service for 300 mbps and 100 mbps from time warner cable i'm not getting anywhere near those speeds.

Thank You

[Ticket: # 1494588 - RE: \[FCC Complaints\] Re: 10 years of internet speed issues and blowing smoke up our rears](#)

Date: 3/8/2017 5:35:42 PM

City/State/Zip: Finleyville, Pennsylvania 15332

Company Complaining About: Verizon

Description

This is a follow-up to your previous request #1374719 "10 years of internet speed ..."

It seems that Verizon answered our complaint with changing the name of our dismal service to "enhanced", increasing the price, but keeping the same poor reliability and low speeds.

[Ticket: # 1494857 - DSL provider doesn't give promised level of service](#)

Date: 3/8/2017 7:09:56 PM

City/State/Zip: Eagle Mountain, Utah 84005-4369

Company Complaining About: Frontier Communications

Description

This is the only DSL provider in our area and we have no cable at all, so they are virtually the only internet provider . They never live up to their quality of service. Our speeds are always well below the speed we pay for and quite often our internet is completely unusable. We run a business and have a business account with them but we still get terrible service. Our neighbors have these same complaints so I know it isn't just us!

Ticket: # 1494940 - Spectrum Business Internet

Date: 3/8/2017 7:55:06 PM

City/State/Zip: Apopka, Florida 32712

Company Complaining About: Bright House

Description

I pay over \$200 per month for business class internet. 200 down and 25 up. Every evening between the hours of 5pm and 11pm at night my speeds are cut in half and sometimes even more. I have to deal with buffering of the content I'm trying to view etc. Every time they check, they don't see any issues on their end.

I'm being lied to every time I call and I'm sick of it. Business class internet is a lot more expensive and should not have any issues via throttling of my speeds, their words.

Ticket: # 1494950 - Internet service stinks

Date: 3/8/2017 8:05:29 PM

City/State/Zip: Port Byron, New York 13140

Company Complaining About: Tds

Description

(b) (6)

[Ticket: # 1494953 - Internet service stinks](#)

Date: 3/8/2017 8:09:03 PM

City/State/Zip: Port Byron, New York 13140

Company Complaining About: Tds

Description

(b) (6)

Ticket: # 1495022 - Data Throttling

Date: 3/8/2017 8:55:55 PM

City/State/Zip: White Bear Lake, Minnesota 55110

Company Complaining About: Comcast

Description

I have been experiencing issues on and off since late October early November of last year when they instituted the data cap in my area, I have paid to have it removed and 200 Mbps speeds. My average speed is about 6-10 Mbps. I have contacted the company several times and have recorded conversations and speedtests from the beginning of this year. I brought the issue up earlier today on a phone conversation and the issue was quickly dismissed by the tech assisting me and the conversation rerouted from the topic. I was told to check my equipment when I know it can produce the speeds that we require. I have gone through 3 transceivers and 2 routers trying to resolve this. I feel like I am now being knowingly throttled and the company is dismissing my issues. I do have my own equipment, it is all less than 6 months old.

[Ticket: # 1495137 - fios service](#)

Date: 3/8/2017 10:37:19 PM

City/State/Zip: Redlands, California 92374

Company Complaining About: Frontier Communications

Description

TV freezes, internet comes and goes, constant reboot of router, service agents hangup or say thy are unqualified. UGH

Ticket: # 1495168 - Speed availability

Date: 3/8/2017 11:02:39 PM

City/State/Zip: Royse City, Texas 75189

Company Complaining About: Connexions Telcom

Description

My provider "Connexions telecom," seems to have a tight grip on my neighborhood and does not seem to bother to speed up their speeds. Their office is not even a mile from my house.

I have contacted my provider about faster speeds, as the competition literally down my street has speeds up to 50 times faster than mine.

In fact, people down my street have speeds of up to 50 Mbps, while I only average about 6 Mbps on a good day, WITH THE SAME PROVIDER. I've asked about this issue specifically and I've asked why I cannot receive those speeds. The only answers I've received are "I don't know" from both a technician and a customer service rep.

I am just frustrated with this internet, I've had it for nearly 10 years and they do not try to improvise in their older neighborhoods. I've tried to call Suddenlink as well, but they also have no "service". There are new neighborhoods springing up everywhere around here and not one company has moved their faster speeds to the older neighborhoods.

Ticket: # 1495298 - Extremely poor internet

Date: 3/9/2017 3:41:34 AM

City/State/Zip: Seville, Ohio 44273

Company Complaining About: Frontier Communications

Description

I look at my smart phone and it is indeed 3/9/17 but my home internet it's still 1995. I mean really I can pull 15m down and 10up on my smartphone or hotspot. But my home internet tops out at 1.51 down and .268 up. I am willing to pay triple to at least have a 5meg down and 2 up just so I can basically do what everyone else does in 2017. I cant stream movies, most tv apps, update my computers or smart phones at home because it litteraly takes days to update them here. Everytime I ask them they say I leave to far away. Its just another excuse because they don't want to pay for some newer infrastructure. Hell I have researched it all including talking to the lineman and there are things they can do but won't. I am just about to the last straw. Please help,

Ticket: # 1495400 - Slow unreliable internet speed

Date: 3/9/2017 9:22:57 AM

City/State/Zip: Hillsborough, North Carolina 27278

Company Complaining About: Centurylink

Description

CenturyLink consistently provides substandard internet to my home that continues to serve as a barrier from me using my home office. This leads to hardship (financial and psychological).

CenturyLink continues to charge me different amounts every month. In 2 years I have not received bills that were the same for consecutive months.

They are also unethical. I was originally told that I would be able to receive high speed DSL and that they were going to send me a high speed DSL model. After several phone calls where I was lied to and told that the modem was in a truck on its way to me I was finally told that my order kept getting cancelled because my neighborhood does not in fact have high speed internet. I asked about the modem that I was told several times was on the way to my house and they finally admitted that everything I was told was a lie.

Ticket: # 1495495 - Frontier Communications

Date: 3/9/2017 10:34:04 AM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

We have been paying for 24mbps service for at least a year, and consistently only receive 3-6mbps of service. Frontier customer relations refuses to admit that there is an ongoing issues with service, and continues to charge for services that they are unable to provide in this area.

Ticket: # 1495503 - billing an service

Date: 3/9/2017 10:35:55 AM

City/State/Zip: New Smyrna Beach, Florida 32168

Company Complaining About: Bright House

Description

spectrum bought brighthouse networks. have nothing but problem since spectrum took over .between internet speed not hitting speeds i pay for ,billing , service being out for almost a month .then just working horrible enough to make you think it works.Meaning my phones wifi assistance was powering my wifi router from spectrum. I've ask for credits about that an have been denied . This the second report I am filling out on spectrum.Due to there last response of make excuses justifying their actions. but one of there reps did agree an ask me why i switched to a lesser plan. an we i said thats what your company bullied me into. then she tried to fix it an put request to fix an make right , but then told me it was declined an she thought it was wrong an apologized don't want to say her name due to her being in fear to speak the truth.

Please help fix this an not let me be bullied by some corporation

[Ticket: # 1496051 - Slow internet speeds](#)

Date: 3/9/2017 1:30:12 PM

City/State/Zip: Scottsdale, Arizona 85251

Company Complaining About: Centurylink

Description

Upload and Download speeds too slow

[Ticket: # 1496327 - Internet service](#)

Date: 3/9/2017 2:42:13 PM

City/State/Zip: Scottsdale, Arizona 85260

Company Complaining About: Dish Network

Description

Dish has failed to provide more than 25 percent of promised download speed even after six customer service calls.

[Ticket: # 1496457 - Internet speed much slower than advertised](#)

Date: 3/9/2017 3:10:31 PM

City/State/Zip: Indianapolis, Indiana 46222

Company Complaining About: Time Warner

Description

My Spectrum internet speed is much slower than the 60mps speed they advertised when I signed up. I complained and they havent even responded to my emails. They advertised 60 mps and I am lucky if I get 20. My daughter cant even watch Netflix anymore.

Ticket: # 1496828 - Internet Speeds and Performance**Date:** 3/9/2017 4:46:53 PM**City/State/Zip:** Long Island City, New York 11101-6212**Company Complaining About:** Time Warner

Description

I'm filling a complaint against (Spectrum-TWC") for deliberately scheming, defrauding and misleading me as a costumer by promising internet service that they knew they can not deliver. In the past I've asked them about this matter and was met with denials, I was told I was receiving the correct internet speed. I myself the since (Jan.2017) on 3 separate occasion I have checked the internet speed on my internet service to see if it matches the "Ultimate 200mb" speed that I have been paying for almost 2yrs., it never comes close to (100mb). I get an upload speed of (64mb) and a download speed of (84mb). I am asking the FCC to get involved in this defrauding scheme that (Spectrum-TWC) cable is involved in with NYC costumers. I am also requesting for Spectrum- TWC for monetary reimbursement due to their deceptive practices.

[Ticket: # 1496943 - internet service](#)

Date: 3/9/2017 5:22:09 PM

City/State/Zip: New Market, Alabama 35761

Company Complaining About: Ardmore Telephone

Description

Internet speed far less than paid for.

Ticket: # 1497000 - Internet Issues

Date: 3/9/2017 5:42:03 PM

City/State/Zip: Tarboro, North Carolina 27886

Company Complaining About: Sudden Link

Description

I have been paying for 200 mbps internet speeds. The service intermittently fades in and out and I've have been more than accommodating in doing technical support, resetting my modem, etc. I did a speed test and realized I am only getting 30 mbps. I was told that the only way for me to get the 200 mbps is to use my smartphone. I use my laptop frequently for work which is why I needed the reliability and speeds that were advertised.

[Ticket: # 1497151 - Deceptive internet speeds](#)

Date: 3/9/2017 6:30:43 PM

City/State/Zip: Raleigh, Florida 27616

Company Complaining About: AT&T

Description

I got fiber installed on 3/9/2017 and after doing speed test my download speeds were between 30mb/s-40mb/s. The technician i spoke with through AT&T between t 5:09pm 5:23pm confirmed that i did not meet the minimal acceptable speeds of 600mb/s.

Ticket: # 1497324 - Incredibly Slow Speeds**Date:** 3/9/2017 8:04:27 PM**City/State/Zip:** Medford, Oregon 97504**Company Complaining About:** Centurylink

Description

My ISP currently is CenturyLink. When we first signed up with them, we bought the 7mbps package. However, never have I seen my internet speeds go up to 7mbps. Not too long ago, I called them about it and they informed me that the max speed in my area was 3mbps. I cannot understand WHY they did not tell me this in the first place. I also noticed that my speeds drop down whenever I look at other ISP's plans. Excuse my language, but CenturyLink is complete CANCER. Charging their customers \$40+ dollars for ONLY 3mbps is something even the Devil would frown upon. This cancerous catastrophe needs to be eradicated immediately.

Ticket: # 1497354 - internet

Date: 3/9/2017 8:19:02 PM

City/State/Zip: Corydon, Indiana 47112

Company Complaining About: Time Warner

Description

Received a bill today with and increase of \$10.00 per month for internet only. I did not make any changes to my service. When I called TWC/Spectrum they told me they would not lower my bill back down. I was lied to about my current service. They told me that my current service was speed was 15 and the would increase me to speed of 60. However a year ago TWC told me that they had increased my speed to 50, but I never did see and change in the speed at all. Now Spectrum is telling me my speed is on 15. Today after arguing over my bill. The lady who would not give me her name and where she was located lied to me and told me she would upgrade my service to speed 60 and not charge me anything other than the \$10.00 increase. She also said she would send me a free modem because she claims my won't work that I just replaced 9 months ago because of Time Warner. She lied to me and said there would not be any other charges, then she came back around in circles and said she was going to charge me another \$4.99 per month for wifi. What is the \$44.99 per month for that I am already getting charged for. I have been with them for 7 years and have had nothing but trouble. I do not have good working service and never have. I have complained and complained and I am tired of it. Please help me !!!!

[Ticket: # 1497414 - Issues with spectrum](#)

Date: 3/9/2017 8:54:08 PM

City/State/Zip: Ft Worth, Texas 76137

Company Complaining About: Charter

Description

I want them to check out spectrum a internet jack. They want to charge me \$33 for this!!! I the internet hooked up when I moved in Oct but they deport did not do it! My internet stinks and I a paying the for the best

[Ticket: # 1497767 - Re: Lack of service continues to bill me](#)

Date: 3/10/2017 9:43:59 AM

City/State/Zip: Chelsea, Michigan 48118-9621

Company Complaining About: Exede Internet

Description

This is a follow-up to your previous request #1353732 "Lack of service continues to bill me"

[Ticket: # 1497804 - internet service provide](#)

Date: 3/10/2017 10:12:51 AM

City/State/Zip: Honolulu, Hawaii 96822

Company Complaining About: Time Warner

Description

internet service is horrible. speed is not even 1/10 what they are advertised. I like to file it. I like to recompense it.

[Ticket: # 1498180 - Misleading internet speeds](#)

Date: 3/10/2017 12:30:20 PM

City/State/Zip: Spring, Texas 77379

Company Complaining About: Entouch (281) 225-1000

Description

We were SOLD a product that they will not provide. Mislead.

[Ticket: # 1498422 - internet service](#)

Date: 3/10/2017 1:32:11 PM

City/State/Zip: Bryan, Ohio 43506

Company Complaining About: Frontier Communications

Description

very low speed.

Ticket: # 1498623 - Re: [FCC Complaints] Frontier DSL internet Kayenta Arizona (86033) Surrounding areas.

Date: 3/10/2017 2:32:49 PM

City/State/Zip: Kayenta, Arizona 86033

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request #1366022 "Frontier DSL internet Kayen..."

I'll reopen on the complaint because the service is still crap and they have resolved nothing.

Sent: Tuesday, January 31, 2017 at 8:09 AM

Ticket: # 1498697 - Comcast Service Charge for Service without Resolution

Date: 3/10/2017 2:53:07 PM

City/State/Zip: Punta Gorda, Florida 33950

Company Complaining About: Comcast

Description

This complaint concerns a charge for a service call that did not bring any results and for advertising download speeds that are not delivered, all at my home in Punta Gorda, FL.

We "buy" the lowest internet "package". Comcast says this package offers a download speed of 10 Mbps, on today's call the operator even said 15 Mbps. I am using a Comcast approved Cisco Modem DPC 3008, this is DOCSIS 3.0. I am only getting a download speed of 3.6 Mbps. I have also a Comcast account in Chicago, using the same model modem and I get a download speed of 35Mbps, granted I have a more expensive package in Chicago. I tested the speeds inside my home which may result in a slower speed due to my wiring. Therefore I also tested the speed outside of the home, where the Comcast coax ends. I got the same slow speed of 3.6Mbps. The technician said it was my modem, so I agreed to go with the Comcast modem, but the technician could only improve the download speed by 2Mbps to 5.6 Mbps. He blamed it on my wiring, which sounds unrealistic, since I did not see a difference in my test. In any case he did not want to test his modem outside of the house.

I have to complaints:

- 1) Comcast does not deliver the speed it claims to supply. I do understand that the claims are top speeds and that depending on the time of day the actual speeds may vary. But I could never even get close like 50% of the speeds Comcast claims. Remember that in Chicago with the same type modem I get a download speed of 35 Mbps, so it is not the modem.
- 2) I am not willing to pay for a service call where the technician could not remedy the speed problem Comcast has. Comcast invoiced me for all kinds of things which I do not understand. Therefore I attached a regular invoice and the invoice in dispute. The difference is \$79.40 which I am disputing. It is embarrassing that the FCC has to get involved with such a trivial issue, but in a monopoly situation like cable, there is no real remedy other than to involve the FCC. I appreciate FCC's intervention.

(b) (6)

PS: Phone call re bill, Comcast Ticket # CR686347278, talked to Wilma, OSR2VE

Ticket: # 1499372 - Frontier Communications High Speed Internet

Date: 3/10/2017 6:27:44 PM

City/State/Zip: Milan, Indiana 47031

Company Complaining About: Frontier Communications

Description

Service is slow especially after school hours. I have asked about increasing speed and have been told nothing can be done without upgrading infrastructure. I have never been told if the upgrades are planned in the future.

[Ticket: # 1499614 - consistent slow internet speeds](#)

Date: 3/10/2017 8:59:37 PM

City/State/Zip: San Juan Bautista, California 95045

Company Complaining About: AT&T

Description

Over the past three years I have often called AT&T to report slow Uverse service. It takes repeated calls to convince them that once again the problem is outside the home. In all cases I have reported the problem of slow internet speed it has never been a problem inside of the home. It has always been a problem on AT&T's end.

Ticket: # 1499662 - Frontier communication complaint**Date:** 3/10/2017 9:43:20 PM**City/State/Zip:** Brockport, New York 14420**Company Complaining About:** Frontier Communications

Description

I have internet service through frontier communication. Horrible service. Cant watch a movie on netflix 80% of time. Average speed test is 3.6! Ive called several times and their customer service is horrendous. They are automatically renewing my contract every year after i told them not to. Ive been patient and waited out the contract only to find out they renewed it again. Ive called several times over the last 6 months to complain. Different outcomes every single time. One tech says reboot, other tech says its windy out, another tech sent a new router. Its even worse now! Nit to mention im on hold for 30 min everytime n have to go thru fort knox to get to the correct department.

I called today to cancel my service. Faught me on that but once they said i was "allowed" to cancel, they said they were going to charge me a 100.00 fee. I finally got the girlto understand that they were not upholding their end of contract by providing me less of what im paying for. She put a work order through to waive the fee. Her supervisor aproved it but computer said pending. She advised me to call back in afternoon to confirm it went through.

I called back. Twice. On hold for 20 minutes. Twice. I called back at 5:17. Exactly one hour later, 2 customer service people, i am told that they may nit give me my 100.00 credit now because they "offer better speeds". I asked to speak to the supervisor who ok'd it earlier but no one knows a name of such person. No number, no ext, no name. I was told only ONE person in the company can authorize this but no one knows their name! Bottom line after an hour of this, i have to call back the 800 number and hope to get someone who can help me or just waituntil the computer gives me an answer. I have 2 witnesses to this conversation. I have never in my life experienced such unprofessionalism and down right run around! Plus, i have been paying for something that was in a contract that they were not providing. I have names, pictures of tv where internet isnt working and speed tests.

Ticket: # 1499705 - TDS Rural Internet - Blue Ridge

Date: 3/10/2017 10:26:18 PM

City/State/Zip: Blue Ridge, Georgia 30513

Company Complaining About: Tds

Description

Currently paying \$70 per month for 5MB DSL. For the past 2YR, speeds have consistently been between .3 and 1.2 mbps. So far in 2017, the speed during the evening ranges between .03 mbps and .15 mbps. I am unable to use the service for basic browsing and can no longer work from home. There is no other broadband provider in the area.

Ticket: # 1499729 - AT&T Fiber (Gigapower) slow speeds with no action from AT&T

Date: 3/10/2017 10:51:12 PM

City/State/Zip: Yukon, Oklahoma 73099

Company Complaining About: AT&T

Description

I pay for AT&T's fiber to the premise product, which is advertised as gigabit (called Internet 1000). On their website, they outline the speeds that are acceptable for each tier. For Internet 1000, it says 500mbps-940mbps is the acceptable range. See here:

<http://www.att.net/speedtiers>

I average around 350-400mbps down and up. This is when testing against AT&T's speedtest server, which means the traffic never leaves AT&T's network. Speeds are much lower when testing against servers on other networks. A technician visited my home today and replaced my modem, but the slower speeds persisted. He said he had no way to escalate the issue, and suggested it was an issue with my computers.

Before I called AT&T, I took the time to thoroughly troubleshoot any possible problems on my end. I have three computers, all very high end; One Windows, one Mac, and one Linux. I had gigabit internet with a different provider at my old address, and could always get 900mbps+ with these same computers. I demonstrated for the tech that I could get full gigabit speeds on local file transfers as well, but he still insisted it must be my computers and refused to escalate further. As a network engineer myself, it is my belief that there is an issue upstream from my premise that is preventing me from getting the speeds I'm paying for. Sadly, AT&T claims there is no way to escalate my issue past the premise tech that came out, and I'm stuck paying \$130 a month for 30% of the speeds I'm paying for.

I refuse to accept that this is the case. There must be a way to escalate this issue past the premise tech who can't do anything but check signal levels and replace my gateway. It's unconscionable that AT&T is allowed to continue to get bigger by acquiring DirecTV, considering the fact that they are completely unable to support the products they sell.

Ticket: # 1500015 - slow/choppy internet speed

Date: 3/11/2017 12:38:46 PM

City/State/Zip: Mogadore, Ohio 44260

Company Complaining About: Time Warner

Description

In January 2017 my Warner /spectrum bill increased by 1/3. They said it was a new day haha and they raised my speed from 30 to 60 . According to the Warner /spectrum speed test I am consistently receiving 20 (not 60) and my internet is very unreliable (drops) . In February 2017 ,there have been a steady stream of warner/spectrum techs rewire, new modem, ping tests > etc. (documented) and they are baffled as to why they cant raise my speed to what I am paying for. Now I am now with Spectrum Tier 3 support and have a Spectrum Tech. Operations Supervisor Erik Culbreath (330-572-6107) but he cant fix the slow speed problem and is not returning my phone calls. For the record I have been with Warner 10 years, pay timely, and have never had an issue with Warner. I also have noticed that the state of new york AGO filed a class action lawsuit on behalf of consumers for the same slow speed issue .

Ticket: # 150095 - Slow internet speed

Date: 3/11/2017 1:53:23 PM

City/State/Zip: Gordon, Wisconsin 54838

Company Complaining About: Centurylink

Description

(b) (6)

Ticket: # 150099 - slow internet speed

Date: 3/11/2017 1:58:56 PM

City/State/Zip: Gordon, Wisconsin 54838

Company Complaining About: Centurylink

Description

(b) (6)

[Ticket: # 1500101 - slow internet speed](#)

Date: 3/11/2017 2:01:04 PM

City/State/Zip: Gordon, Wisconsin 54838

Company Complaining About: Centurylink

Description

(b) (6)

Ticket: # 1500351 - FW: [FCC a] This ticket (#1393122)

Date: 3/11/2017 7:39:22 PM

City/State/Zip: Philadelphia, Pennsylvania 19106-3358

Company Complaining About: Verizon

Description

This is a follow-up to your previous request #1393122 "Internet Speed"

Dear Madam, Sir:

I have not received any response from Verizon and was unable to reach anybody by phone or e-mail. I have today mailed a "reminder" by first class mail.

Thank you very much,

(b) (6)

Philadelphia PA 19106-3358

Sent: Tuesday, February 14, 2017 12:20 PM

To: (b) (6) >

Subject: [FCC Complaints] Re: Internet Speed

[Ticket: # 1500369 - Internet fraud](#)

Date: 3/11/2017 8:29:06 PM

City/State/Zip: Mcneal, Arizona 85617

Company Complaining About: Transworldnetwork

Description

November 11, 2015, I signed a contract with Transworld Network, Corp having to give a two hundred dollar cash deposit plus the first month fee. Deposit to be returned in one year. I complained repeatedly wanting my deposit returned in November 2016 to no avail. I told them I would file repeated complaints if they did not return my deposit so they reduced my speed to very, very, sslllooww.

Ticket: # 1500379 - T-Mobile 4G Not As Disclosed and Advertised

Date: 3/11/2017 8:53:39 PM

City/State/Zip: Las Vegas, Nevada 89121

Company Complaining About: T Mobile

Description

Several tests have concluded the fine print disclosures by T-Mobile do not accurately reflect speeds for the mobile hotspot service being sold. Immediately after the service is sold, speeds are consistently well below the 4GLTE advertised by T-Mobile. Prepaid plans for hotspot was purchased and the speeds were well below 4GLTE (see sample test results attached) prior to the consumption of less than half the data purchased. This is not a case of slowing speeds after the purchased data is consumed, but rather the speed is well below 4GLTE at the time of purchase. The evidence suggests this carrier may have too many customers using its resources than it has capacity to provide 4GLTE service to mobile hotspot users. Partnerships with metropcs and others may also be affecting its overall capacity, while it continues to activate new customer accounts.

Ticket: # 1500430 - Ordered 45 MPS from AT&T now they say it is 12MPS

Date: 3/11/2017 10:30:09 PM

City/State/Zip: Atlanta, Georgia 30345

Company Complaining About: AT&T

Description

I ordered AT&T service from <http://attspecial.com/internet.php> powered by Bridgevine who is an authorized AT&T seller. The seller guaranteed me 45MBS speed and then I ran a speed test day one and saw 26MPS and thought OK - its just adjusting or something. but then day 2 I got 15MPS in the afternoon then 7.04 in the evening.

I was very frustrated by this and called AT&T internet technical support. They stated that I only had 12 MPS. I escalated this and was told I could upgrade for an additional fee. I said no. The deal I had was for 45 MPS and would love to get the recording of the call between the representative at Bridgevine and myself because his verbal agreement for data usage was different as well and more than the written offer on the site.

I have now spent my entire Saturday night on the phone (2+ hours I can send screenshots of call times) just trying to get the deal I originally paid for.

I think they assumed I was incapable of performing speed tests on my internet. the most basic task.

This is unacceptable of any business.

Thank you.

[Ticket: # 1500484 - Internet speed](#)

Date: 3/12/2017 2:12:37 AM

City/State/Zip: Diana, Texas 75640

Company Complaining About: Etex Telephone Cooperative

Description

We pay for 6 down, 1 up.

On a good day - We receive 3.5 down, .5 up

Consistently slow speeds over the past 2+ years

Have contacted them several times. Refuse to help

[Ticket: # 1500564 - frontier internet](#)

Date: 3/12/2017 11:43:02 AM

City/State/Zip: Granville Summit, Pennsylvania 16926

Company Complaining About: Frontier Communications

Description

frontier internet is below the standard for broadband. our speeds generally run below what is promised and they refuse to update equipment in rural areas. one example is the pole box at the south end of windfall road which is outdated and held to the pole with electrical tape. we are generally without service 1-2 days a month. when we call in a complaint they tell us two weeks is the next available tech. but the problem is usually fixed within a few days and no tech ever shows up.

[Ticket: # 1500628 - Internet speeds have been throttled.](#)

Date: 3/12/2017 1:12:16 PM

City/State/Zip: Columbus, Ohio 43231

Company Complaining About: Time Warner

Description

(b) (6)

[Ticket: # 1500667 - slow internet](#)

Date: 3/12/2017 2:19:38 PM

City/State/Zip: T Myers, Florida 33967

Company Complaining About: Comcast

Description

I have Comcast cable in FI for internet. It has been slow for months. I finally called and complained on 3/1 after speaking with customer support and them re booting my modem. I lost all internet. After 5 reps. All I could get was a service call for Friday 3/3 The tech showed up and said it was a filter issue. He at least got me back Slow internet. He then called for a bucket truck crew too put a booster on the line. That was complete by sat 3/4. as of today 3/12 the internet is NO better than when I called.

[Ticket: # 1500856 - Throttling](#)

Date: 3/12/2017 7:46:13 PM

City/State/Zip: Tucson, Arizona 85719

Company Complaining About: Cox

Description

Not receiving promised speeds and packet loss. Company threatens 75 dollar fee if technician comes and claims no faults.

Ticket: # 1500874 - Centurylink lies and over charging

Date: 3/12/2017 8:01:15 PM

City/State/Zip: Niarada, Montana 59845

Company Complaining About: Centurylink

Description

Centurylink promises 1.5 meg for speed and I get . 10-.35 that's not even dial up speed. They charge me hundreds of dollars then when I move they over charge me from the free switch they advertised. Then I make a payment plan with them, they shut off my service early and tell me I didn't pay???. They have done this 3 times. Now my speed is so slow I usually can't use the service but they keep lying and charging me. The centurylink tech says " equipment, like repeaters must be broken" but never fixed and I have no choice in providers or I would have already switched.

Ticket: # 1500887 - Hughes Net Internet Service

Date: 3/12/2017 8:23:00 PM

City/State/Zip: New Market, Virginia 22844

Company Complaining About: Hughes Net

Description

Service package provides for 6-10 MBPS. In the past 3 months I cannot get over 1MBPS. I have contacted them three times spending more than 2 hours on the phone to no avail. Lack of download speed means I cannot watch videos or even see graphics in EBAY!!! I asked to cancel service-they hung up on me.

[Ticket: # 1500895 - Frontier speeds false advertising](#)

Date: 3/12/2017 8:32:21 PM

City/State/Zip: Oaktown, Indiana 47561

Company Complaining About: Frontier Communications

Description

I'm paying for 5Mbps download speeds and I'm getting average of .12 this is the third time I'm filed and nothing has been done. I can't believe this company is allowed to keep doing this to customers legally.

Ticket: # 1501322 - internet

Date: 3/13/2017 10:37:13 AM

City/State/Zip: Freedom, New York 14065

Company Complaining About: Frontier Communications

Description

we are paying for dsl internet so slow that in evenings you can't download anything for the past few weeks it keeps going on and off on for 2min off for a half hr. etc. keep calling they told me that the line is overcrowded and it was being worked on which was a lie it is not being worked on ...had someone come out and install a new modem and he wasn't out of the driveway and I was off line again when I call repair just get the run around I only want the services that I am paying foreven during the day the internet is no faster that dial up used to be yrs. ago

Ticket: # 1501323 - AT&T Unacceptable service

Date: 3/13/2017 10:37:16 AM

City/State/Zip: Pearland, Texas 77584

Company Complaining About: AT&T

Description

Live in an apartment where the residents are forced to have AT&T service. Our constitutional rights are violated because we do NOT have the right to choose our internet nor TV service. Pay for a service that is a complete rip off. Pay for 45 mbps internet service & only average abt 15 - 20 mbps. I AM NOT RECEIVING WHAT I PAY FOR AND SHOULD NOT HAVE TO PAY FOR SOMETHING I DO NOT RECEIVE. AT&T needs to reimburse me for the internet service I pay for & do NOT receive. AT&T techs are sent at least twice a month & after 2 years still have not rectified the problem. Techs literally switch out equipment instead of fixing the problems. The speed increases while servicing, then the next day, the problem resumes. SICK OF WASTING MY TIME REPORTING PROBLEMS TO AT&T

Ticket: # 1501418 - Spectrum

Date: 3/13/2017 11:13:32 AM

City/State/Zip: Harrison, Ohio 45030

Company Complaining About: Time Warner

Description

I paid for 100 MBPS for internet and I only get from 6 to 23 on their test site. This is ridiculous because the FCC allowed them a monopoly on cable networks. They say this is normal. I ask this is not normal and under TWC I had 23 MBPS so they are cheating me and other customers

[Ticket: # 1501483 - Grossly Inaccurate Upload Speeds](#)

Date: 3/13/2017 11:33:39 AM

City/State/Zip: Hahira, Georgia 31632

Company Complaining About: Mediacom

Description

For over one year, we have called about our upload speeds being much lower than advertised. We are supposed to get 25mbps, and it continues to drop to <2mbps. It is not during peak hours - as a matter of fact - it lasts all day, for until it decides to work again. It can be 2 days, or 2 weeks, which happened about a month ago. We continue to call, and continue to be told everything is fine. Our upload speed is less than 10% of what is advertised.

Ticket: # 1501863 - low upload speeds from RCN

Date: 3/13/2017 1:29:29 PM

City/State/Zip: Chicago, Illinois 60613

Company Complaining About: Rcn

Description

I filed a complaint #1498799..... Tech came before today 3/13/2017 and said the problem was not inside my condo. It was a riser problem. They scheduled a special tech for the riser in our building and he came out today. He never even came into my unit and just drove off and my upload speed is still low like 2.2 and suppose to be getting 10 or more..., It never gets over 4.0 and use to always be around 10... The special riser tech never even knocked on my door to enter and check my speeds and left. I have called numerous times and still the problem is not resolved. What is going on with RCN as they never fix or fixed the problem...

Ticket: # 1501997 - non-working internet

Date: 3/13/2017 2:10:47 PM

City/State/Zip: Watertown, Connecticut 06795-1926

Company Complaining About: Frontier Communications

Description

I obtained Frontier Communications as of 12/31/14, and discontinued on 11/28/16. I was originally attracted to the lower pricing of internet. I quickly realized with my numerous calls for inadequate delivery service I had made a horrible mistake. My computer began to have issues with connectivity and slower than normal speeds. I proceeded to have my computer looked at at a repair shop to have it cleaned up. The business owner reported everything was fine and had me perform actions at his shop to ensure it worked. I brought it home to discover it wasn't working adequately. I struggled for over a year trying to save up for a new computer and felt based on my dissatisfaction with Frontiers customer service as well as limited phone use for the money it was time to go back to my previous cable carrier. I realized as soon as I switched my computer began to work properly and contacted Frontier as well as filing a complaint with the BBB to get a full refund for the time in question that I had Frontier's disastrous service. I contacted the CEO's office to report my findings to hear "we don't have enough documentation supporting your poor internet service." I went on to dispute that i didn't realize it was the carrier until I changed companies. I will gladly accompany anyone who is intending to file a class action lawsuit against this company. I feel as though I have been robbed as a consumer, they continue to harass me over a disputed last month's billing statement.

[Ticket: # 1502479 - Att DSL](#)

Date: 3/13/2017 4:17:18 PM

City/State/Zip: Melbourne, Florida 32935

Company Complaining About: AT&T

Description

It seems that ATT provides a service that never seems to work. I have called hundreds of times to resolve this issue with our wifi only to g

Ticket: # 1503157 - SCRTC Complaint

Date: 3/13/2017 9:31:55 PM

City/State/Zip: Park City, Kentucky 42160

Company Complaining About: South Central Rural Telephone Cooperative

Description

For years I've been a customer of SCRTC (South Central Rural Telephone Cooperative) in Park City Kentucky. They are one of the only providers in my area. Because there are no other options, I am unable to change providers. SCRTC gouges their prices for internet speeds that are far too low when compared to the price that i pay. We pay around \$50 dollars a month just for internet and we only get 5Mps download speeds. If we compare those speeds and prices to one of the leading providers in the nation when it comes to internet speeds, Google, which provides speeds of 1000Mps or 'gigabit" internet for around \$100. No one in the house is ever able to complete tasks that require the use of the internet.

Ticket: # 1503169 - slow internet speed

Date: 3/13/2017 10:01:39 PM

City/State/Zip: Stitzer, Wisconsin 53825

Company Complaining About: Centurylink

Description

the DSL service in my community is extremely slow , according to my account I am being billed for 1.5 meg service , my speed tests for the internet have come in as low as 0.11 meg and a high of 0.77 . When speaking with tech support he stated this is a common complaint for this area and it has been noted for this concern for over 1800 days. he also stated that there is no plans to resolve this concern anytime soon .

Ticket: # 1503199 - Frontier communications internet

Date: 3/13/2017 10:40:25 PM

City/State/Zip: Jasper, Georgia 30143

Company Complaining About: Frontier Communications

Description

Paying for high speed internet and can't stream movies call with complaints at least once a month always on hold for at least an hour

[Ticket: # 1503208 - Slow Internet speeds](#)

Date: 3/13/2017 11:01:23 PM

City/State/Zip: Rushville, Illinois 62681

Company Complaining About: Frontier Communications

Description

My Internet is ridiculously slow. My speeds are 0.1 up and 0.8 down

[Ticket: # 1503211 - Throttling](#)

Date: 3/13/2017 11:04:30 PM

City/State/Zip: Houston, Texas 77006

Company Complaining About: AT&T

Description

Video and download speeds have been significantly throttled and speeds have slowed to 3 mbps. I have hard reset the router multiple times.

I called and was put on hold for 20 minutes and then the number hung up.

Ticket: # 1503218 - High speed internet

Date: 3/13/2017 11:16:01 PM

City/State/Zip: Pierre, South Dakota 57501

Company Complaining About: Celerity Broadband

Description

I'm charged \$50.00 a month for what is advertised as "high speed internet". Their high speed internet is 2mb download 1mb upload. I don't even get that. My average speed is 400kb down. I've been told for the past year that they are upgrading their towers so I can get 8mb down. They said that the towers would be finished March 2016. Every single month they have problems with their towers and the internet doesn't work, yet I'm still responsible to pay the bill. This month, the internet has been down since March 6th. They also say I'm on a plan that they say doesn't even exist and their website says so as well. These people need to be held accountable for their blatant disregard for FCC regulations and their complete disregard to honor their own contract. Here is their website page with their rates and speeds they call high-speed which by FCC regulations is incorrect and false advertising.

<http://www.celeritybroadband.com/residential/pierre/>

Ticket: # 1503269 - Internet Service**Date:** 3/14/2017 3:38:27 AM**City/State/Zip:** Fulton, New York 13069**Company Complaining About:** Windstream Communications

Description

The internet service that I pay for is not the service that they told me I would be getting. I can not download nor upload any thing on most of my devices. I have called my provider many times and the answer I get is that they do not have enough internet to provide to all of their customers right now and they are looking into how they can fix this issue. It has been 2 years. My internet goes out and I don't understand how my neighbors can all still have service but I don't. 9 times out of 10 its just my service and not an outage in the area. I was offered 150 MPBS upload and download speeds and I can barley get 2 MPBS for either.

Ticket: # 1503360 - COMCAST FALSE ADVERTISING

Date: 3/14/2017 9:25:48 AM

City/State/Zip: Sterling, Virginia 20166

Company Complaining About: Comcast

Description

I have been paying Comcast since June and internet has been severely degraded since installed. I am paying a premium for services comcast cant deliver. I am paying for 200/10 and only receiving 75/2 at the best after several technician visits.

Ticket: # 1503760 - ATT Internet

Date: 3/14/2017 12:50:46 PM

City/State/Zip: Malabar, Florida 32950

Company Complaining About: AT&T

Description

I have called over and over again and have tried to get ATT to honor its commitment to our family when it comes to what we pay ATT for Internet service and they still after many months have not fixed my service. I was told by Two ATT onsite services men that came to our home that we need New lines to our home and that they would put a ticket in to have the work done. It has NEVER been done and they continue to charge me for what I am not getting. At one point I was told that the supervisor refused to allow the workers run the new line and amplifier to fix the problem. I need help in getting this problem fixed at our home. At one point a few months ago a person on the phone fixed the problem and it lasted for a while. When I called a few weeks ago they said a ticket was never put in for new lines. It has went back and forth for weeks and has cost me time and money with no results.

Ticket: # 1504083 - Less than advertised speed & inconsistant Speed past month

Date: 3/14/2017 2:40:31 PM

City/State/Zip: Avon, Connecticut 06001

Company Complaining About: Comcast

Description

I am on a plan for 200Mbps + 50Mbps boost (250Mbps download total). I have been consistently getting speeds between 3Mbps-30Mbps with a random spike to 70 or 80Mbps for an hour here or there throughout the day. This has been going on since mid February (so about a month now).

These speeds are from a hardwired connection attached directly to the modem

<http://www.speedtest.net/my-result/6127029969>

Speedof.me history attached.

I have contacted Comcast about this before and speeds will usually go back to advertised for month or 2 and drop back off again. This is getting frustrating and I can not get my work done.

Ticket: # 1504147 - SLOWEST INTERNET EVER

Date: 3/14/2017 3:07:24 PM

City/State/Zip: Summerfield, Florida 34491

Company Complaining About: Centurylink

Description

Unfortunately I have Century Link for my internet, as they were the only provider for where i live (looking into a new one). I pay for 20mb download service. 98% of the time i do a speed test, i register at 1.65mb download, barely 1/10 of what i pay for. I contact CenturyLink about this issue, and they said it can depend on how many things are on there, or between the router. I use CenturyLink's router (nothing in between)...i normally only use 1 device at a time. Like right now, my wife it at home, no computers on, and internet is at about a 1.70mb. Customer service seemed like this was normal. They offered to get me over to tech support to help me with my apple TV, but its not just that. I went to download a movie, and was downlaoding at 16KB! I have 11 months left with them, but it's a \$200 early disconnect. Which, if i can find a new provider, i will be switching.

Ticket: # 1504197 - Fairpoint's Poor Service**Date:** 3/14/2017 3:24:44 PM**City/State/Zip:** Hudson, New Hampshire 03051**Company Complaining About:** Fairpoint

Description

Hello, my name is (b) (6). I am a resident of southern New Hampshire, and I use Fairpoint Communications for my internet service. Lately, my service with Fairpoint has been inconsistent, and ill able to meet expectations. My pings to all servers have been incredibly slow, and as well as my speeds. These issues I have brought to Fairpoint's attention too many times now. The issue has yet to be resolved, and it has been concluded that the only way to resolve the issue is to upgrade my service (switch network grids), or switch ISPs as a whole. Fairpoint has been unwilling to upgrade my service with reasonable costs adjustments, and have offered nothing but poor customer service. Their technicians have failed to show up my house, and when they have, have been unable to fix the issue. I am currently spending my hard earned money for a service from a wealthy, professional company that does not even work.

To that, I make my complaint. I hope that you can please help me. I just want to be able to use a service as advertised, and not be tossed with Fairpoint's corporate greed.

[Ticket: # 1504219 - Comcast's crap Internet](#)

Date: 3/14/2017 3:31:45 PM

City/State/Zip: Glade Spring, Virginia 24340

Company Complaining About: Comcast

Description

Stupid high prices for terrible service and slow speeds all the time.

[Ticket: # 1504475 - Not getting Speeds we are Paying for.](#)

Date: 3/14/2017 4:56:13 PM

City/State/Zip: Concord, North Carolina 28025

Company Complaining About: Time Warner

Description

We have internet provided by Time Warner and we have called numerous times about the fact we do not receive our advertised speeds which we are paying for. This is due to our line to our house being a shared line with the neighbor and is on a very long drop from the main box. They refuse to come run a new line and are not honoring our contract with speeds for what we pay.

[Ticket: # 1504494 - internet problem](#)

Date: 3/14/2017 5:02:13 PM

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: Comcast

Description

We have the Comcast in our home, but we have problem with WI-FI connection past one year. We payed \$127 every month for what?

Our Verizon bill increase twice every month , because we over use Verizon Internet . Please, help us solve this problem

[Ticket: # 1504545 - hughes internet](#)

Date: 3/14/2017 5:20:42 PM

City/State/Zip: Deatsville, Alabama 36022

Company Complaining About: Hughes Net

Description

the quantity i pay for is stolen by them, they constantly deliver less, i view this as a (taking) or theft of services.

Ticket: # 1504771 - No Internet Service Windstream

Date: 3/14/2017 7:06:18 PM

City/State/Zip: Oakwood, Georgia 30566

Company Complaining About: Windstream Communications

Description

My Internet stopped working on 3-14-17 at 5:20 pm. Called Windstream and talked to a tech rep. She had me unplug my modem and phone at 5:50 pm 3-14-17 then reinsert plugs. Internet came back on but still no service. Error message says DNS server not responding. Tech rep said that she could not help me so she was transferring me to customer service for other Internet options. Talked to Sophia in customer service on 3-14-17 from 6:15 until 6:30 and was told that I did not have Internet service that worked because of growth in my area. She told me she could reduce my bill \$10 a month but she could not provide me with better service. I told her I wanted what I paid for-which is high speed Internet service for \$59.99 a month for life. She said there was no date or time line to upgrade Windstream's equipment to make its customer's Internet service work properly. If Wind stream is not going to provide service to my area they need to drop their monopoly of this area so that other providers of Internet can such as AT and T. I am paying for Internet service but not receiving what I am paying for.

Ticket: # 1504786 - not providing internet download speed. would this not be bait and switch

Date: 3/14/2017 7:12:30 PM

City/State/Zip: Liberty, Missouri 64068

Company Complaining About: AT&T

Description

internet speed continues to not be what was sold and advertised to me. several calls to service on Sunday, spending extended times wasted with reps who can't understand what I'm saying and then following their direction only to have the issue repeat 1 1/2 days later. Now they want me to redo the entire process over again.

Then after they told me they ran a test and there was a problem. They kept telling me that they wanted me to reboot the modem, but I didn't want to do that. When I pushed back and said that they could send out a tech but started the pressure tactics that I would be charged for a service call if the issue was on my end. So I relented and rebooted the modem. But I kept asking to talk to a supervisor and continued to get the run around for the tech support.

After I told her I rebooted the modem she (the tech) finally tried to get a supervisor. I asked to talk to someone in the U.S. so we would not have a communication issue.

So I guess threats at service calls are made to avoid issues. Is this the norm for AT&T.

Ticket: # 1504841 - Slow internet and false speed readings from AT&T

Date: 3/14/2017 7:34:55 PM

City/State/Zip: El Paso, Texas 79934

Company Complaining About: AT&T

Description

On 14 March 2017 I noticed significant issues with my internet speeds to the point that my PS4 was unable to connect to wireless because the speed was so poor. I started doing speed tests across different testing websites and platforms using both my laptop and PS4. I have included screen shots of readings from both my PS4 and laptop showing speeds well under the 45MBS internet speeds I am paying for. While conducting these tests I also used AT&T's speed tester on their website, I consistently received speeds between 45-50 MBS down over 5 tests despite independent testing websites consistently showing me under 10MBS. Unfortunately it didn't occur to me to screen shot these tests until I contacted AT&T customer support. Once I explained to them the situation and replicated the results to get screen grabs my internet speeds began to improve. I believe that AT&T is throttling service and providing false speed readings on their website to trick consumers into believing they are receiving the speeds they are paying for.

[Ticket: # 1504926 - Slow Internet](#)

Date: 3/14/2017 8:21:55 PM

City/State/Zip: Hereford, Texas 79045

Company Complaining About: Wt Services

Description

My ISP is advertising blazing fast Internet speed in megabytes per second but set my internet speed cap in megabits per second which is 1/8th the advertised speed.

[Ticket: # 1505055 - Unfair service charge](#)

Date: 3/14/2017 9:38:15 PM

City/State/Zip: Utica, New York 13501

Company Complaining About: Time Warner

Description

Lower speed rate with interruptions at a regular price

[Ticket: # 1505083 - Verizon FIOS is throttling](#)

Date: 3/14/2017 10:07:11 PM

City/State/Zip: New York, New York 10009

Company Complaining About: Verizon

Description

I cannot achieve a speed of over 20mbps as diagnosed via fast.com. I am paying for 75mbps.

Ticket: # 1505095 - speed uploads low and downloads low

Date: 3/14/2017 10:24:42 PM

City/State/Zip: Chicago, Illinois 60613

Company Complaining About: Rcn

Description

I have called RCN numerous times and had the service tech. come here. They did everything they could in my condo. The tech says the problem is outside my unit. I live in a 450 unit condo complex and all of us use the same provider. The tech claims it is a riser problem on the roof. It still is not right to this date. The riser repair man never even came by my unit after he was on the roof. I watched him enter and leave the building. i called and they could not even tell me what he did. I believe it is nothing and I called over a half dozen times and still my internet speeds are way less off and on through out the entire day. I never had this problem before until 1 month ago.... I even had a outside repair company I have tell me the strength is too low at times. It is their server or wiring problem...I even have to pay \$4.95 a month more for insurance from them for repairs yet they never even repair it. I called them today but they claim I would have to wait 40 minutes to talk to a tech on the phone. I want to get what i pay for and other in this complex experience the same problems....

Ticket: # 1505166 - Slow Internet speeds

Date: 3/14/2017 11:45:21 PM

City/State/Zip: Billings, Montana 59106

Company Complaining About: Charter

Description

I have had reoccurring problems with internet speeds. The last time I filed a complaint Charter admitted that their system was limiting people's connection during peak times. I was told this issue was resolved and my internet was functioning close to advertised speed. After about 2-3 weeks my speeds started to get slower and slower. I consistently am not able to stream a single video from different services after 7pm. The worst of it seems to be around 9pm. Tonight I have done many speeds tests to multiple ISPs in large cities around western US. All of these tests seem to result in 3-5mbps. The way that it often jumps to 5mbps and stays there makes me seem like I am being throttled again.

Ticket: # 1505173 - Comcast Internet Throttle and Unfair Business Practices

Date: 3/15/2017 12:03:16 AM

City/State/Zip: Bellevue, Washington 98006

Company Complaining About: Comcast

Description

Over the past few months Comcast internet service has been no where near their advertised rates and I am not getting the speed I paid for.

In addition they add an unfair data cap to my service in the middle of a contract period and the lack of transparency allows them to take advantage of their customers with questionable business practices.

The lack of competition in my area that provides the same level of speed allows to act like a monopoly and get away with a lot of questionable actions. In this day and age having a reliable and fast internet is a basic part of everyday life where many people get their news, make payments, communicate with others, get their education, and more.

Will the FCC take any action on this complaint? What is the use of having Comcast customer support contacting me with no satisfactory solution and incredibly long response time.

I've been a long time customer of Comcast of more than 10 years at my current residence. Time and time again I've been disappointed with its service and it appalling that they get away with so many things due to the lack of transparency and more or less monopoly of the market.

Ticket: # 1505184 - ATT U-verse internet

Date: 3/15/2017 12:19:09 AM

City/State/Zip: Clearlake, California 95422

Company Complaining About: AT&T

Description

I have had AT&T for internet for the past 11 years and recently started streaming television using some of the online services, since i started streaming my internet is slowed way down to 1.50 download and .46 upload speeds.... I got in contact with AT&T and they did some upgrades to my router which actually made things WORSE.... I am in the middle of switching providers and since I informed AT&T like I should have my speed has dropped to below dial up speeds even though I have U VERSE which started out on and has since slowed into what it is now... How do I go about suing these people and what if anything can you do concerning these business practices?? I should at least get what I am paying \$50.00 a month for don't you think??

[Ticket: # 1505200 - internet speed not as advertised](#)

Date: 3/15/2017 1:32:27 AM

City/State/Zip: San Marcos, California 92069

Company Complaining About: AT&T

Description

I recently switched to att uverse service and im paying for 45Mbps and only getting 20-33Mbps on average... whereas with cox internet i got my speeds of 50 which is what i paid for

[Ticket: # 1505221 - internet speed/rates](#)

Date: 3/15/2017 4:22:04 AM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

We are paying 105 a month for 250 mbps speed, which recently increased from 70.83. even after performing troubleshooting, we are getting a speed of 35 mbps max, and the online chat rap was content to leave it at that. I do understand they state "up to" certain speeds but to get 1/5th of the speed you are paying for on a consistent basis is absurd.

Ticket: # 1505224 - A half truth is a whole lie

Date: 3/15/2017 4:44:42 AM

City/State/Zip: Helena, Montana 59601

Company Complaining About: Charter

Description

I have been monitoring my internet speeds for the last several months and am very disturbed. First of all, it is obvious that charter's infrastructure cannot support the number of people in my area at the speeds that are advertised. There are hundreds of people who claim to have called charter in the last week alone, only to be told that the customers own "personal router" is the problem. I connected directly to the modem and was getting awful speeds. The issue is that when I run a normal speed test, everything looks fine, but when I run a test that mimics any sort of streamed media, the signal is reduced from my plan speed of 60 Mbps down to between 64kbps and 1Mbps. I have called charter to troubleshoot the issue, and the internet works fine for about one day after I call, but I'm sick of calling. I've used this analogy before, but when you go to the gas station, and you pay for 60 gallons of gas, would it be legal if they only provided you with 1 gallon because you clicked on the premium-gasoline.... no! Because gas stations have to go through rigorous weight and management testing. I have been calling charter for the last year with these issues and now that I see I'm not the only one being given less than advertised speeds, I'm very upset.

Ticket: # 1505379 - Poor Internet Service & Even Poorer Customer Service - NewWave Communications

Date: 3/15/2017 9:47:57 AM

City/State/Zip: Oreana, Illinois 62554

Company Complaining About: Newwave Communications

Description

I am currently paying NewWave for 10Mbps cable internet service - they "guarantee" 70% of their advertised speed. Beginning at the end of January, internet service at my home has been inconsistent at best, unavailable at worst. This mostly applies to peak times (6:00pm on) because those are the times my family is home to utilize the services. Evening speeds drop as low as 0.5Mbps at times, and are consistently in the 2-3Mbps range, with enough connectivity drops that any usage beyond simple web browsing is out of the question. I first contacted NewWave's customer service on January 25th, and have contacted them repeatedly since then by phone and online chat (chat records are attached). A technician was scheduled to come to my home on February 16th between 8am-12pm. I took the morning off from work, and the technician never showed. I called back in, and they rescheduled a tech for the following day. Upon arrival, the technician found no issues at my home, and stated (as I've heard repeatedly from another local technician) that my area has known congestion issues with no ETA on a resolution. However, every time I contact NewWave's standard customer service, they say they are not aware of any issues in my area, and keep insisting on sending a technician to my home. I've pressed the issue several times and have been told on three separate occasions that they will have someone from the local management contact me, and that never happens. I also reached out to their "President's Promise" hotline both by phone & e-mail, neither of which has ever received a response - even though they say you will hear back within 24-hours. I have tried to be patient; I have tried following their customer service procedures; I have waste time off from work. As it stands, my family is paying for service that way under performs their stated speed guarantee during the times I'm available to use it, and I can't get the company to take any accountability. I'm also not the only one in my area with issues - I've attached a copy of a recent Facebook conversation on my local community's page. Any help would be greatly appreciated.

Attached:

Several screenshots of relevant speed tests from (their recommendation) speedtest.net.

Facebook posts concerning speed issues, as well as customer service issues from other folks in my area.

Transcripts of all chats (that I have record of) between myself & NewWave's customer support.

Speed Test listings over the past several days during the times my family would like to be able to make use of the internet speeds we're paying for.

Ticket: # 1506009 - Poor internet service

Date: 3/15/2017 1:00:57 PM

City/State/Zip: Baltimore, Maryland 21239

Company Complaining About: Verizon

Description

I am unable to receive proper service in my residence. I have reached out to tech support on more than one occasion and they have run speed tests which indicate the low level of internet service. They sent a technician out and he even tried to connect me to a different line at the box on the corner and still did not get a good reading. I have been having issues for a while but assumed that my computer was old and that was the issue. Since December, I've realized that I can't even use my phone via WiFi and another device at the same time. This is a real problem since I am paying almost \$50/month. I believe I should be issued a credit for a portion of the service I am NOT receiving at this time. Unfortunately, I may need to find an alternate internet provider. Thanks in advance for your assistance.

[Ticket: # 1506042 - Terrible Internet speed](#)

Date: 3/15/2017 1:10:29 PM

City/State/Zip: Helena, Montana 59601

Company Complaining About: Charter

Description

Internet speeds have become intolerable. Can't play online games or stream videos/netflix/hulu. Absolutely unacceptable.

Ticket: # 1506468 - Terrible Internet Speed**Date:** 3/15/2017 3:16:40 PM**City/State/Zip:** Mineral Bluff, Georgia 30559**Company Complaining About:** Tds

Description

I've attached our current Internet speed. Per TDS, I should be getting anywhere from 8-15 mbps. I've attached a test that shows I am currently getting 1.32 mbps download and 0.50 mbps upload. After talking with TDS, because of our current wiring we will not be getting any better. It's a shame that we have no competition except for a Mi-Fi from our cell phone company. These speeds are unacceptable. I would hope that the FCC could encourage TDS to do something or charge much less because of the poor service.

[Ticket: # 1506634 - Verizon not fulfilling consumer contract](#)

Date: 3/15/2017 4:02:43 PM

City/State/Zip: Mcclure, Pennsylvania 17841

Company Complaining About: Verizon

Description

We utilize Verizon DSL in a rural area in Central Pennsylvania. We pay each month for 1-3MB speeds. This is the highest amount we can upgrade to in our area. We consistently do not receive 1MB speeds during peak hours. We have contacted them over 10 times, online and by phone. Verizon has admitted that this is because of known congestion on the line and that this has been a recorded problem for months. Our last recorded communication the technician told us, "It is what it is" and that the line is congested by an abundance of local users and Verizon has not been willing to update and expand the line. We consistently have not gotten what we pay for, what we were promised when we signed a legally binding contract for a set amount of money each month for a set amount of megabyte speed.

[Ticket: # 1506697 - ATT Complaint](#)

Date: 3/15/2017 4:20:27 PM

City/State/Zip: Dallas, Texas 75230

Company Complaining About: AT&T

Description

Gigabit service does not work @ 1/10 of speed. Phone service is all garbled. The tech support from ATT is unhelpful

[Ticket: # 1506964 - CenturyLink](#)

Date: 3/15/2017 6:17:47 PM

City/State/Zip: Starke, Florida 32091

Company Complaining About: Centurylink

Description

False Advertisement of Internet Speeds. Website List nothing lower then 10mbps. After calling them and being assured this was the case i moved into the area. Upon calling them to setup my service. I was informed that i was only available for 1.5 Mbps. This is outrageous, After speaking to others that i work with and live not too far from me they are receiving higher speeds than i and are paying the same as my household does.

Ticket: # 1507035 - Low speed when phone is on LTE

Date: 3/15/2017 6:57:24 PM

City/State/Zip: Augusta, Maine 04330

Company Complaining About: Verizon Wireless

Description

Low download speed when phone is on LTE a

And little to no upload speed. I have been tracking on my person phone a Nexus 6p and my work phone an iPhone 6 se. Both phones report slow download speeds but even slower upload speed. I have reported to Verizon and they have said noone else complains about it. This speed on LTE is not correct for the amount of money I am paying each month .

Ticket: # 1507161 - Internet monopoly

Date: 3/15/2017 8:05:46 PM

City/State/Zip: Winter Park, Florida 32792

Company Complaining About: Charter

Description

Who specifically allows these companies to operate a monopoly to provide internet service to a specific area. Previously our service was thru Brighthouse, and was either acquired or purchased by Spectrum (Time Warner). One the transition was complete the Internet service went from 100MB to under 20MB. A call to spectrum, and we were given the following explanation. "Service can be up to 100MB", to which I replied, In my contract with Brighthouse, we subscribed, and pay for 100MB service, and it was pretty close. Now that Spectrum is the provider, the service is just over 20MB, so should our bill be adjusted accordingly? Apparently not. The most unfortunate part is that no other company provides service in the area, thus making this a MONOPOLY!!! So the question is who at the FCC allows this?

[Ticket: # 1507277 - Internet Speed](#)

Date: 3/15/2017 9:36:55 PM

City/State/Zip: Homeworth, Ohio 44634

Company Complaining About: Frontier Communications

Description

330-525-0329-052407-5 Plan I'm paying for is simply broadband max, says up to 6mbps, but my modem has been capped at 3mbps or under according to the stats when I login into the modem. I use to get up to 6, but havent been able to get that for sometime

Ticket: # 1507319 - Consistently lower speeds than paying for

Date: 3/15/2017 10:19:11 PM

City/State/Zip: Greeley, Colorado 80634

Company Complaining About: Centurylink

Description

As an American, I am already paying through the nose for Internet (compared to other countries) and expect to get speeds at least close to what I'm paying for. Imagine that -- actually getting what you pay for. What a concept! I even pay *EXTRA* for more upstream and don't even get that! I am paying for 7Mbs down and 5Mbs up and am consistently getting *LESS THAN HALF* of that! It's really pathetic that I am forced to watch YouTube at the lowest possible setting and even then still get buffering! What's worse is that I am the only user in the household with nothing else using the bandwidth. This is beyond pathetic! It feels like the dial-up days. Greedy ISPs consistently cram more people on the same lines charging each one full price when they know those lines can't carry all that bandwidth but that doesn't stop them from over-promising and under-delivering! I would dump these guys in a heartbeat if I could but like so many Americans we are held hostage with limited choice. Please do something about this!!!

Ticket: # 1507334 - Poor Internet

Date: 3/15/2017 10:31:19 PM

City/State/Zip: Decatur, Texas 76234

Company Complaining About: Rise Broadband

Description

I pay for 20mpbs and have never received above 5. I've contacted the company many times and nothing has been resolved. They keep telling me the same story. Fed up with Rise Broadband!

[Ticket: # 1507342 - reliance connects](#)

Date: 3/15/2017 10:40:54 PM

City/State/Zip: Antelope, Oregon 97001

Company Complaining About: Reliance Connects

Description

My Internet provider reliance connects charges me for 6mbps Internet and has done so for about a year. I have never received that speed of Internet

Ticket: # 1507401 - Frontier DSL Lines Down More Than Up

Date: 3/16/2017 1:38:33 AM

City/State/Zip: La Verne, California 91750

Company Complaining About: Frontier Communications

Description

FCC Complaint

Since Frontier took over Verizon DSL, the service has been worse. Frontier is refusing to upgrade so we can keep a connection. I've had 44 techs out here in the last 2 years and my lines are fine, but they say I'm a mile from the box and so I don't get good speed. I live in a mobile home park and so I'm limited with what kind of internet connection.

I can't continually live with a 1.0 speed or less. It takes me 10 times longer. I can't access my financial information on a program called Neat Receipts because now after 14 years, it's totally internet based. I'm just hoping I can make the deadline to file my taxes.

This is unacceptable. This is a health & safety issue for seniors living in my mobile home park, as we use the internet to interface with our health providers.

Please, please help. I don't want any more excuses why Frontier can't perform their service. They guarantee me a bill every month, but they can't guarantee their service. They need to upgrade their equipment NOW.

Ticket: # 1507403 - Mediacom dissatisfaction

Date: 3/16/2017 1:39:55 AM

City/State/Zip: Mason City, Iowa 50401

Company Complaining About: Mediacom

Description

My 1st gripe with Mediacom is them changing the amount I pay every month. My previous service plan is not available, so I was forced into the current plan. Since having this current plan, which was supposed to be an upgrade in speed, I have had anything but. There is constant lagging on all of my devices. Some cannot even connect to the internet because of speed. 2nd, my bills are due on the 3rd, but they have it so my data ends on the 9th. This causes me to be overcharged every month. There is no way I am going over on data when only 2 people live here. I feel I'm being scammed into paying an extra \$20 every month. The last few months I have paid over \$50 in fees for going over my data. When I asked why I may be using extra data they had nothing to say. I'm sure they're scamming me. Why should I have to pay \$45 a month for even worse speed and service.

Ticket: # 1507522 - Brighthouse/Spectrum - False and misleading advertising**Date:** 3/16/2017 8:53:57 AM**City/State/Zip:** New Smyrna Beach, Florida 32169**Company Complaining About:** Bright House

Description

We have been paying for the advertised speeds of 150Mbps with Brighthouse now Spectrum. However, we have never been able to reach these speeds on a regular basis. We have called support and had visits from their techs on over a dozen occasions where it was proven that the issues are not in our house or modem. I started tracking the speeds we are receiving and continue to call for this to be fixed but I am now ignored completely. Here are the speeds that we actually receive.

Date	Time	Speed
2/10/2017	11:15AM	15Mbps
2/10/2017	7:38pm	23Mbps
2/11/2017	7:29am	32Mbps
2/12/2017	7:55am	121Mbps
2/12/2017	9:30am	168Mbps
2/12/2017	11:10am	102Mbps
2/14/2017	9:23am	21Mbps
2/14/2017	12:00pm	22Mbps
2/16/2017	7:53am	26.62 Mbps
2/16/2017	11:12am	21.53 Mbps
2/16/2017	1:40pm	25.52 Mbps
2/16/2017	2:30pm	21.72 Mbps
2/16/2017	4:27pm	24.66 Mbps
2/17/2017	7:31am	26.58 Mbps
2/17/2017	2:01pm	21.92 Mbps
2/17/2017	3:24pm	24.65 Mbps
2/17/2017	10:22pm	26.62 Mbps
2/18/2017	3:54pm	23.81 Mbps
2/19/2017	9:55pm	173.15 Mbps
2/20/2017	7:12am	122.59 Mbps
2/20/2017	9:59am	167.53 Mbps
2/21/2017	8:09am	52.87 Mbps
2/21/2017	9:51pm	165.69 Mbps
2/22/2017	8:14am	36.94 Mbps
2/24/2017	7:09am	166.88 Mbps
2/28/2017	9:11am	22.71 Mbps
3/1/2017	7:44am	25.99 Mbps
3/2/2017	8:04am	28.30 Mbps
3/5/2017	8:38am	127.33 Mbps
3/5/2017	10:05pm	22.82 Mbps
3/8/2017	11:24am	16.03 Mbps
3/8/2017	10:24pm	26.62 Mbps
3/9/2017	8:15am	18.53 Mbps

3/10/2017	11:52am	20.87 Mbps
3/13/2017	8:26am	26.20 Mbps
3/14/2017	8:25am	12.46 Mbps
3/15/2017	7:51am	24.7 Mbps
3/15/2017	11:16am	25.9Mbps
3/16/2017	8:41am	22.6Mbps

How is it that a company can flat perpetrate fraud and there is nothing we as consumers can do?

Ticket: # 1507579 - Slow to non existent internet service

Date: 3/16/2017 9:30:10 AM

City/State/Zip: Ocala, Florida 34481

Company Complaining About: Digital Communications Media

Description

DCM is unable to provide stated internet speed on a daily basis. Evenings after about 6 PM the system is almost impossible to use running at speeds of 0.20 or slower. That is when one is even able to log on the test speed. They are however capable of producing a monthly invoice for service not rendered.

Repeated calls to customer service produce no result or improvement in the internet service.

[Ticket: # 1507606 - Falsely advertised what service I was signing up for](#)

Date: 3/16/2017 9:44:03 AM

City/State/Zip: Clarksburg, West Virginia 26301

Company Complaining About: Time Warner

Description

I was told when I upgraded my service from 50/5 internet, that I would have either 60/5 or 100/10 after I bundled with TV. When I got my new service I was downgraded to 30/5. After many hours on support calls, I was told there was no way I would have 100/10 without paying extra. I have also been told everything from "Spectrum doesn't even offer 30/5" "I see you are on our 100/10 service, but aren't getting those speeds". I have also been told the 60/5 service doesn't exist in my area, but that's what I was getting before I bundled.

Ticket: # 1507776 - Internet service

Date: 3/16/2017 10:57:13 AM

City/State/Zip: Dahlonega, Georgia 30533

Company Complaining About: AT&T

Description

We are in a housing tract that has ATT advertised as "high-speed" internet. That is laughable and frustrating as often we have to reset our router several times throughout the day and heaven forbid if a few people are on at the same time. We have told people moving from other states to check their internet service before buying a house, because of our frustrations with the slow, sometimes non-existent service and the experiences our neighbors have in not being able to get any service because "all the ports are taken." We moved from California and never realized that in a developed community that not being able to use our internet would be such a problem. My husband is trying to run an online business and experiences such frustration everyday. We do not have an alternative to access and believe that ATT should not be able to bill us for high speed internet which is really false advertising. Thank you for listening and for any resolution that you might offer. Our name is Bill and Debbie White and we live in the Timbercreek housing development in Dahlonega, Georgia

Ticket: # 1508350 - Re: [FCC Complaints] ticket #1376828

Date: 3/16/2017 1:38:48 PM

City/State/Zip: Santa Rosa Valley, California 93012-9217

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request #1376828 "Poor internet reliability; ..."

Hello,

Thank you for continuing to monitor this complaint ticket.

The basis of my complaint persists. After several scheduling delays, a Frontier contractor technician was on site at my house for most of the day, Friday, March 3, 2017. Prognosis: it is not possible to get the level of service for which I am paying - the lines and equipment will not support it.

In October, I had one line which occasionally provided 7.5 Mbps download speeds but was very unreliable (multiple failures every day). On Frontier's recommendation, I installed a second line, on October 19, 2016, for which I have been charged full price monthly service fee ever since.

This second line, per the technician, will support maximum bandwidth of only 2 Mbps; our testing showed 1.5 Mbps. The first line now supports a maximum of 5 Mbps, with average under 3 Mbps.

I am now paying twice the price for less than what I had before!

This is precisely the type of business practice from which consumers need protection by the FCC! I have been very patiently working with Frontier for 6 months. It has taken nearly 3 months since filing an FCC complaint to even get this far...

I feel the FCC must penalize Frontier for these fraudulent business practices: continuing to sell services that cannot be delivered and for which there are no competitive alternatives, and employing a labyrinth of customer service to discourage complaints.

It is clear that Frontier will avoid making the required technology upgrade investments until such time that the cost of doing so is less than the costs of avoiding to do so.

Frontier has been unresponsive to my further complaints. With the exception of a tech coordinator named Rachel, who has been very conciliatory and helpful, I have heard from no-one. Tacoma Kelley has not returned my calls.

At this point I just want a refund on the new unusable line, but I have no path to achieve this.

Please Help!

(b) (6)

Ticket: # 1508499 - ISP refuses to allow return of equipment, still charges leasing fees

Date: 3/16/2017 2:14:43 PM

City/State/Zip: Chaska, Minnesota 55318

Company Complaining About: Hughes Net

Description

We signed up for HughesNet service since we are in a rural area and our options for high speed internet are almost nonexistent. We never achieved speeds above 2MB download. We performed speed tests and the majority of the time it measure in KB.

We called for service. A technician came out and told us to get a different router. We purchased the router (almost \$300) and still had slow speed. We had advised the customer service rep that we needed the high speed service for my online college courses and our children to access their school portals. We were assured that the service would be adequate. It was not adequate. I had to make my cell phone a hot spot and use my cellular data in order to listen to my live lectures. I was not able to keep the connection using HughesNet service for my lectures.

We called for technical support several times starting the day after the service was hooked up. After our 30-day period, we were told that we would be charged for technical support via phone or if a service technician came out. I stated that our service was not working, that we couldn't maintain a connection due to such lengthy buffering. I was told by the HughesNet representative that we were past our 30-day period and would be charged for any technical service.

I told her that we wanted to cancel the service because we couldn't use it for school or college. I was told that the early termination fee was \$400. We didn't have the \$400 at the time so we reduced our package to the cheapest one they have and unplugged the equipment. I asked to return the equipment because we were being charged \$9.95/mo rental on the equipment. I was informed that we were not allowed to return the equipment as long as we had a contract and that if we returned it we would be charged the early termination fee of \$400.

SO... we have been paying for DSL through Charter so that we can do schoolwork AND paying for service and equipment rental on HughesNet for equipment that is unplugged. I understand their 24mo contract and that we are basically hosed on that front, but I shouldn't be charged to lease equipment that we aren't using.

This company's business model seems to be hooking people in rural areas into signing up for service; not being able to deliver the stated speeds (or even reasonably close to what they promise); then charging dissatisfied customers the \$400 early termination fee. On a side note, it sounds like the same lady and the same man who answer the calls whenever you call, but they give a different name each time. Yesterday the lady told me her name was Paula Jones... because that is such a common name in India... and the time prior to yesterday's call a lady who sounded exactly the same as Paula gave a different name. Is this company run out of someone's basement?

Ticket: # 1509116 - Spectrum Residential BIAS Abuse, Mis-Representations and Failure for Restitution

Date: 3/16/2017 4:48:53 PM

City/State/Zip: Wichita Falls, Texas 76310

Company Complaining About: Time Warner

Description

Complaint 1 - Spectrum (legacy Time Warner Cable - TWC) has intentionally and systematically degraded the Wichita Falls, Texas, Wichita County, Texas and other areas significantly below both the existing and long standing legacy TWC 50/5 or the 60 Mbps residential Broadband Internet access (BIAS) capability reflected in the Memorandum Opinion and Order FCC 16-59 amendment 1 (multiple citations), with 'no other option to recover' from when the adverse action taken by Spectrum employees or their representatives located in the states of Texas, North Carolina and California among others where Spectrum have 'wiped out' the modem settings for the existing legacy 50/5 internet package that was in place in favor of selling consumers on new 300, 100/10 or 60/5 residential BIAS thus leaving the customers with the only option, after the consumers spend hours to uncover the true residential BIAS available is not that which had been quoted by Spectrum to only learn that according to Spectrum, the residential consumers choices at this point are either accepting degradation to 30 Mbps BIAS at the same price as the legacy 50/5 capability or upgrading to 100/10 Mbps (which also subsequently turns out is not available as advertised) at a substantially more expense than the legacy 50/5 plan.

Thus Spectrum is not only degrading below the existing 'in place' legacy 50/5 residential BIAS at the time of the merger while simultaneously not providing the baseline standard of 60 MBPS, despite advising consumers it is available, as contained in FCC 16-59 (numerous citations) and appears to be intentionally deceiving consumers with these better, residential BIAS capabilities which are not actually available in the serviced area for some non-publically disclosed business purpose or purely to generate significant revenue increases by not giving the consumer any option to restore to prior service levels after the intentional actions of Spectrums employees and representatives. Further these Spectrum employees and representatives and employees continue to cite the higher residential BIAS capabilities including higher upload speeds (i.e. 100/10) than are found in the Broadband Label Disclosure or are available as additional enticements to consumers as late as this complaint on 15 March, 2017.

Complaint 2 - Spectrum employees and representatives in multiple locations within Texas, North Carolina and California among others locations and identifying themselves to be from several Spectrum departments (i.e. customer care, customer solutions, customer retention, billing, technical support), at the non-supervisory, supervisory and manager levels, have actively engaged in an intentional manner to repeatedly advise consumers that residential BIAS capabilities were available for their residence which in fact have now been verified not to be available by the local Spectrum technicians on site at the consumers residences and relayed by these same local Spectrum technicians to supervisory Spectrum personnel that the said quoted residential BIAS capabilities are not available. Even after receiving this confirmation, repeated calls from Spectrum 'Specialists, Supervisors and Managers' for ECAS Ticket 1335113 opened on 7 March 2017 with Spectrum Corporate office after dealing with these issues for multiple weeks, have continued to cite the non-

available residential BIAS capabilities and continue to challenge the consumer that these proven non-available residential BIAS capabilities are available including citing the 'only remedy available is to send a local technician to the consumers residences' as recently as the date of this complaint.

Complaint 3 - Spectrum marketing materials and plans on the website for United States Postal Service (USPS) Zip Code 76310 and various residences cited '60 MBPS Internet' for residential BIAS as the Standard Internet capability prior to approximately the 15th of March 2017. On the 15th of March 2017, Spectrum is now reflecting only a 30 Mbps residential BIAS capability. Spectrum through it's intentional actions has significantly reduced the residential BIAS capability in this legacy TWC residential BIAS service area to the Internet Assist level reflected outlined in FCC 16-59 (multiple citations) and reflected on Spectrum current Broadband Label Disclosure (attached) for low income/assistance based internet, as the only option while charging consumers the rate for the higher (50/5) legacy residential BIAS and are now calling this the "Spectrum Standard Internet" which is inconsistent with the Broadband Label Disclosure and the Spectrum Residential Services and Rates effective January 2017 (attached).

Effectively, Spectrum has cited to the consumers a capability of '60 Mbps' for a set rate in this service area and is now unilaterally and without notice post rate prices in effect on 18 January, 2017 is degrading the residential capacity under the Spectrum Standard Internet definition from 60 Mbps to 30 Mbps.

Complaint 4 - Spectrum employees and representatives in Texas including non-supervisory and supervisory individuals directed consumers that their existing modems were not acceptable on the Spectrum network despite being advised these modems were less than 2 years old, exceeded both the greatest download speed cited by Spectrum (initially at 300 MBPS) and the minimum number of banded channels and these modems were on the legacy TWC authorized (and recommended) modem list. These same Spectrum employees and representatives directed customers that new modems were required to resolve the issues being experienced with not receiving the residential BIAS capabilities of 60/5 and 100/10. When the same exact results were encountered with the new Spectrum approved modem and the root cause was subsequently determined to be the residential BIAS capabilities advertised, marketed and sold to the consumers by Spectrum employees and representatives in Texas, California, North Carolina and others were non-existent in the service area and no new modems were required, Spectrum has refused to reimburse the consumers for their unnecessary expenses incurred only as a direct result of Spectrum demand to replace the modems to 'fix the problem'.

Additional References:

A list of dates with the Spectrum employees and representatives with a minimum state location who provided the incorrect residential BIAS capabilities can be made available if needed.

Screen captures of speed test performance results before & after the Spectrum employees and representatives 'wiped' the legacy 50/5 modem settings and after can be provided including from original and 'demanded' new modems.

To protect all recorded conversations between consumers and Spectrum, please note the following phone numbers were utilized: (571) 643-5978, (940) 280-2346 and (940) 280-2336.

To date, Spectrum in the consumers' opinion has not made a fair or realistic good faith effort to correct the resulting situation from the intentional actions of its employees and/or representatives after two weeks.

Ticket: # 1509136 - Sprint lies to customers.

Date: 3/16/2017 4:54:46 PM

City/State/Zip: Port St. Lucie, Florida 34953

Company Complaining About: Sprint

Description

I was persuaded by a Sprint employee to leave AT&T to go to Sprint because the speed Provided was suppose to be a 1% different compared to AT&T as well as cheaper. None of this is true, I've called several times complaining that I have no bandwidth, to the point that I cant even use my gps to get directions to a location. I took my phone into the store the first week I got it complaining about this issue, they informed me it could be my phone but when I got to the store and asked to see the speed test on the employees phone everyone's was the same speed as mine which was barely only 1mbs where on At&T's network 15mbs is the norm. My data usage has greatly been affected as I can barely use more then 6 a month now that I'm on sprints network. I've called sprint several times and was informed that a reception booster but only be given at my house which is useless since I have wifi at home. I have months of data now showing that I almost never half bandwidth higher than 5mbs and I live in a large city. Also not to forget that almost everything's the seller at sprint said was incorrect, our first bill was no where near what he said it would be and I was the only person put on the plan even though the whole reason I went there was so that I could be added to a larger plan but that never happened like I was told. When I called sprint in regards to these issues they hadn't no solutions for me besides breaking my lease wiTh the new iPhone and paying fees before being allowed to go to a new provider which flys In the face of their advertising that implys no contracts period. If I could I would protest this company everyday Just by sitting out front of the store and showing ppl simple gps directions take over 3 mins to load. Also I had to give up my job opportunity with Uber because my gps was not fast enough. I've attached the speed data. Also looking to start a class action lawsuit for false advertising.

Ticket: # 1509161 - False advertising of Sprint

Date: 3/16/2017 5:02:57 PM

City/State/Zip: Port St. Lucie, Florida 34953

Company Complaining About: Sprint

Description

I recently left AT&T to go to Sprint because they said they could cut my bill in half and that their speed was 1% different than the leading networks. After the first week it was apparent that this was a lie. Not only am I receiving worst bandwidth then At&T after being throttled for using over 30 gbs a month. The speed is so slow I couldn't even take a job with uber because my gps wouldn't load in most situations. Because of this I went back to sprint store and found out that everyone in the stores phone has the same network issues as me and they work for sprint. I called sprint to see if a booster would help and was informed that the booster is only for home use and they I would have to deal with the speed or break my phone lease and pay the fees associated to that before being allowed to join a different provider which flies in the face of thier claims of contract free service.

Ticket: # 1509187 - Very Low Internet speeds

Date: 3/16/2017 5:11:27 PM

City/State/Zip: Meridian, Idaho 83680

Company Complaining About: Centurylink

Description

We have a business, paying business rates for a whopping 12 Mbps of download speed. During the day we are receiving below 1 Mbps up to 3.50 Mbps. They have re adjusted the router. Brought a new router and the extremely slow unacceptable speeds continue. This business relies heavily on downloads and I can't even begin to get through a day with the service we are receiving. I am making a change in providers. But I do not feel I should be charge an earlier termination fee, because they cannot provide me the service they contracted for.

Ticket: # 1509506 - Almost no upload speed

Date: 3/16/2017 8:14:13 PM

City/State/Zip: North Little Rock, Arkansas 72116

Company Complaining About: Comcast

Description

For more than 4 months I have been trying to get Comcast to fix my upload speed.

I'm paying for 25 Mbps up. They are supposed to provide ~28 Mbps. 95% of the time (and this is not an exaggeration) I receive 1-2 Mbps. 6 technicians have come to my house to tell me there is nothing wrong with my house and that the issue is a recent upstream provider switch. The cable to my house from the pole has been replaced twice since this issue started. I am a competent computer user who sometimes works from home and this upload speed is debilitating not only for my work, but also for my enjoyment.

I have been in contact with a Tier 3 tech support representative who is the ONLY person to actually return my calls (most of the time). EVERYONE else who has given me their number to call for further assistance has NEVER answered and NEVER returned my call.

Whenever I actually get a technician to tell me that its an upstream problem, they never have any estimate on when it will be fixed, and since its been 4 months...I have doubts they are even working on it at all.

There is NO competition in the area. Best alternative is 12 down 4Mbps up from ATT. I'm currently paying Comcast for 250down and 25up.

I'm only getting 1-2 Mbps up.

Ticket: # 1509574 - Internet Speed

Date: 3/16/2017 9:06:49 PM

City/State/Zip: El Paso, Texas 79934

Company Complaining About: AT&T

Description

I have consistently had problems with our internet service while living in this apartment. After conducting multiple speed tests, I have found we are getting well under advertised prices. As AT&T is the only provider for our apartment with an exclusive contract with the management for building exclusivity, we are forced into this specific internet contract. Our neighbors have complained about similar internet issues within the complex, making it seem like they are not able to provide the level of service as advertised. I have included screen shots of speed test results conducted on 16March2017.

[Ticket: # 1509694 - Twc internet issues](#)

Date: 3/16/2017 11:21:50 PM

City/State/Zip: Panorama City, California 91402

Company Complaining About: Time Warner

Description

I had TWC for forever but when I moved I got internet in my new apartment and I've had it for 3 months now and it's still crappy. It often is super slow, or fails, or disconnects completely and disappears. I've done so many troubleshooting steps but nothing ever works. I'm supposed to get 35 Mbps of download speed but on various speed tests it has come out to be anywhere from 4 to 15 Mbps every time except twice while a worker was doing troubleshooting things and it's was 35mbps but only twice out of a dozen tests. I did it just now and the download speed was 4.11mbps. It's supposed to be 35 Mbps.

Ticket: # 1509798 - Internet service or lack of

Date: 3/17/2017 8:23:50 AM

City/State/Zip: Lawrenceville, Pennsylvania 16929

Company Complaining About: Frontier Communications

Description

We pay over \$69.00 per month for Internet and phone. Our internet service usually will not even approach 1 mbps, when it is not down altogether. We have contacted Frontier Communications many times and have been told that is as good as it gets. Usually not enough speed to even get on Facebook etc.

[Ticket: # 1510015 - Internet service](#)

Date: 3/17/2017 10:25:18 AM

City/State/Zip: Solon Springs, Wisconsin 54873

Company Complaining About: Centurylink

Description

Lack of speed,takes for ever to communicate.

Ticket: # 1510036 - Billed for services not supplied

Date: 3/17/2017 10:33:09 AM

City/State/Zip: Logansport, Indiana 46947

Company Complaining About: Tds

Description

TDS telecom bills us monthly for Internet service of 5MB. By their own admission, they have reached a capacity overload on their infrastructure and equipment. I have contacted them multiple times and their answer is always the same, that they will upgrade equipment but it could be a year or five years. They continue to bill us for services not delivered and with no solution in sight. Please see attached documents for my attempts to resolve the issues over the past year. Please see attached documents for my attempts to resolve the issues over the past year.

Ticket: # 1510041 - Internet speed throttling

Date: 3/17/2017 10:35:15 AM

City/State/Zip: Moravia, New York 13118

Company Complaining About: Verizon

Description

On March 16, a Verizon representative told me that someone with access to my account (i.e., a family member) had requested, on March 10, that our Internet speed be dialed back from 3 mbps to 0.5 - 1.0 mbps, for a saving of \$5 per month on billing. This is a lie. No such request was made by me or any member of my family. In fact, I have been working with Verizon for the past three months or so (about 4 hrs on phone) to resolve inadequate speed far below what was promised (3 mbps). Attached file shows screen shot of completed speedtest.net test this morning, March 17.

Ticket: # 1510129 - Internet Upload speed is VERY VERY SLOW...

Date: 3/17/2017 11:07:06 AM

City/State/Zip: Chicago, Illinois 60614

Company Complaining About: Comcast

Description

I am paying for \$50/month for 150Mbs download and 25Mbs upload speeds from Comcast Xfinity and for the last 6 months, Comcast has sent reps out and supervisors out to my place, they do not know how to fix the incredibly slow upload speeds.

My upload speed test is usually 1.2 - 3.4 Mbs, not the 25Mbs I am paying for. I am also in a contract for 3 years with Comcast. If they cannot provide the service upload speed, I should not be under that contract. Especially when Comcast has had 6 MONTHS to correct the issue and they have not done so.

I am on the phone with a Comcast supervisor again and he has no idea what to do, he is researching now and has said he has never heard of this problem before. I am fed up with paying for service that I do not get.

The rep wants to send ANOTHER tech out, as he has for the past 6 months - each time a tech has no idea what to fix. I am dumbfounded that the supervisor I am currently speaking with wants to send ANOTHER tech out. This is not going to fix the problem. The supervisor also has no way for the field tech to contact him, once the field tech is here, so those 2 are not going to be able to discuss the issue. Another reason Comcast service is so terrible.

Ticket: # 1510298 - slow internet

Date: 3/17/2017 11:58:28 AM

City/State/Zip: Los Alamos, California 93440

Company Complaining About: Verizon

Description

I live in a small town midway between Los Angeles and San Francisco. I have lived here a long time. My internet is painfully slow. This morning at about 8:15 it took me 3 1/2 minutes (once I was on my bank site) to load my account to see transactions. I have done speed tests today and the readings are 11 ms ping, 2.86 Mbps download and .74 Mbps upload. (this is my connection, I think: (b) (6)). This is very frustrating. It has been this way for a long time during the daytime hours. More in the morning and early evening. I pay for a service that I am not getting! I wish the FCC would start to do their job and get these companies to deliver what they promise!

Ticket: # 1510311 - Double Band exhaustion**Date:** 3/17/2017 12:02:34 PM**City/State/Zip:** Decatur, Texas 76234**Company Complaining About:** Centurylink

Description

We have an account with CenturyLink previously owned by Embarqu. We have been on double band width exhaustion for >4 years. Because we have a metal roof and live in a low area (25 years) CenturyLink is our only option. I have repeatedly called them over the years and have been told that "No we have no plan for improvement!" We live in a growing area and feel that CenturyLink ignores our needs. We are billed monthly for "broadband" services. The following are our current speeds.

Internet speed

Date	Time	Upload	Download
3/12/17	1925	0.21	1.57
3/14/17	0820	0.21	1.64
	1450	0.18	1.65
3/15/17	0750	0.2	1.61
3/15/17	1600	phone out, no service	
3/16/17	0400	phone out, no service	
3/16/17	1730	0.21	1.63
3/17/17	1025	0.17	1.57

the speed is no better at 2am than 6pm. This is not acceptable for this day and age.

What actions can we take, everyone in our area has the same issues?

Ticket: # 1511226 - Internet service not provided as plan outlines

Date: 3/17/2017 4:19:08 PM

City/State/Zip: Chehalis, Washington 98532

Company Complaining About: Centurylink

Description

Centurylink has seen ongoing decline in DSL service to us. Our plan is to provide download of 1.5mbps (realistically expect 80% or 1.2mbps), but we have seen continual decline to .28mbps or less. We are unable to complete financial or medical transactions without being timed out, as well as experiencing ongoing general frustration when trying to utilize the internet. We have contacted Centurylink customer service repeatedly over last few years and finally contacted CEO Glen Post. Please see attachments.

Ticket: # 1511683 - Verizon FiOS is Throttling My Internet Speed

Date: 3/17/2017 7:59:01 PM

City/State/Zip: Orchard Park, New York 14127

Company Complaining About: Verizon

Description

I ran the Internet Health test and the results came back as 9mb. I have captured Good and bad screenshots of <http://internetpulse.keynote.com/> when there was a cloud issue, and when there wasn't. Images attached. I have the 25/25 Verizon Double Play package plan.

[Ticket: # 1511755 - Poor internet](#)

Date: 3/17/2017 9:11:26 PM

City/State/Zip: Saugatuck, Michigan 49453

Company Complaining About: Frontier Communications

Description

Slow speed internet!!!!

[Ticket: # 1511767 - Internet service](#)

Date: 3/17/2017 9:40:15 PM

City/State/Zip: Saugatuck, Michigan 49453

Company Complaining About: Frontier Communications

Description

We have less than 2mndbs and Internet is extremely slow. We also have interruptions every 15 min or so that says oops you've reached this page in error, then it says service temporarily unavailable. It also at time gives a page that says not a private connection. Our internet is not reliable and hardly works.

[Ticket: # 1511808 - irregular / slow internet speeds](#)

Date: 3/17/2017 10:51:15 PM

City/State/Zip: Saugatuck, Michigan 49453

Company Complaining About: Frontier Communications

Description

Our home internet speeds wax and wane dramatically depending on day of the week and time of day. We are paying for the fastest speeds available yet the service seems to be getting slower with time and requires us to reset our router daily.

[Ticket: # 1511822 - TWC not giving me advertised speeds](#)

Date: 3/17/2017 11:11:45 PM

City/State/Zip: Columbus, Ohio 43221

Company Complaining About: Time Warner

Description

I am paying for up to 30 mbps internet speed and consistently over the past few months my speed tests at around 2 mbps. They told me that this was a technical issue and that I was already receiving the highest discount possible so there was nothing they could do.

[Ticket: # 1511846 - Spectrum / Time Warner Cable Throttling speed, much lower than the plan paid for.](#)

Date: 3/18/2017 12:57:01 AM

City/State/Zip: Austin, Texas 78727

Company Complaining About: Time Warner

Description

After a certain amount of usage (around perhaps 40gb of internet usage) Spectrum will appear to lower our speeds drastically to under 2% of what is advertised. We paid for 100Mbps download speed and will get under 2Mbps. This is only fixed when the router is forcibly reset by taking out it's power.

[Ticket: # 1511938 - Windstream](#)

Date: 3/18/2017 9:49:03 AM

City/State/Zip: Tiger, Georgia 30576

Company Complaining About: Windstream Communications

Description

We pay for the fastest internet service Windstream provides yet get little to no results. Our money is being stolen by Windstream as they are not delivering the product they sell. My child often can't even get homework completed and sent to teachers

[Ticket: # 1511940 - Inconsistent reliability and speed of service](#)

Date: 3/18/2017 9:50:29 AM

City/State/Zip: Clarkesville, Georgia 30523

Company Complaining About: Windstream Communications

Description

We pay premium monthly fees for an inconsistent and slow service.

Ticket: # 1511987 - Oversold Telco Services, Unable to Fulfill

Date: 3/18/2017 11:03:10 AM

City/State/Zip: Franklin, North Carolina 28734

Company Complaining About: Frontier Communications

Description

Hello! I've contacted the company on several occasions regarding the speed I'm paying for versus what I'm actually receiving. I'm not alone in this matter for this area. We live in a rural area where the cost to upgrade services is significant and no one seems to want to front the cost of the investment. They are more than happy to charge us, but not provide what they say. HELP!

[Ticket: # 1512076 - Multiple internet outages in a few months](#)

Date: 3/18/2017 12:23:37 PM

City/State/Zip: Superior, Colorado 80027

Company Complaining About: Comcast

Description

Comcast internet in Westminster/Superior Colorado has had multiple internet outages the past few months. One or two months ago, there was an outage for 2-3 days in the middle of the week. Now, the same issue is happening. They state it was an issue at their "un-manned" data center for the 2-3 day outage. This issue is causing our whole apartment complex to have dial-up speeds or no internet at all. I pay for 200mb/s and I am getting lower than 1mb/s during this time. This is now a repeat issue.

Ticket: # 1512077 - T-Mobile Data Coverage**Date:** 3/18/2017 12:29:18 PM**City/State/Zip:** Venice, Florida 34293**Company Complaining About:** T Mobile

Description

T-Mobile is not providing advertised 4G LTE signal (also not 4G/3G signal levels) in my area. Would estimate that 90% of the time they only provide the lowest signal level of "E" or no data signal at all. My location is under 4 miles from their cell tower over level ground; I should be getting a solid 4G LTE or at least 4g/3g signal at my home but and rarely get a signal level greater than "E". Have checked on the internet for other customer complaints and found this is a widespread problem with T-Mobile customers in my area. T-Mobile should be required to maintain advertised signal levels and are charging their customers for this level of service.

Ticket: # 1512120 - Mediacom internet

Date: 3/18/2017 1:12:03 PM

City/State/Zip: Ottumwa, Iowa 52501

Company Complaining About: Mediacom

Description

I have Mediacom internet and I'm filing this complaint because of this....I have a 100 mb plan but am lucky if I can hit 10 mb per sec. My mother who lives in the apartment below me has a 50mb plan but is reaching speeds of up to 80 mb per sec. Customer service is no hope and they keep saying it's because I'm running wireless wifi. Problem with that is so is my mom so why is her speed so much faster than mine. Mediacom's service is expensive to start with but then you don't even get what you pay for. Unfortunately where we live options are limited and they hold the monopoly. I would just like to get what I pay for is all. And I find it funny that if your one day late paying your bill they're right on top of that but if you have issues with their service you can wait up to two weeks that is if they don't just blow you off

Ticket: # 1512307 - Reduced Internet Speed

Date: 3/18/2017 4:24:51 PM

City/State/Zip: Foley, Alabama 36535

Company Complaining About: Centurylink

Description

(b) (6)

Ticket: # 1512378 - Paying for 150mbps only getting 70-80mbps

Date: 3/18/2017 5:51:02 PM

City/State/Zip: Vallejo, California 94591

Company Complaining About: Comcast

Description

We have been a long standing customer of Comcast (mainly because they are the ONLY high speed internet provider in our area), we pay for 150mbps speed on our internet connection, however after many complaints, technician visits, and so-called "repairs done" our internet speeds have never gone higher than 90mbps (and thats pushing it) and once again our speed has dropped down to 70mbps and frankly we're just sick and tired of dealing with Comcast's stalling techniques. We want the internet speeds we're paying for or an alternate provider in the area that can offer us 150mbps speed. Our entire family uses only the internet, we don't even pay for any cable TV service and we believe Comcast is throttling our internet (basically punishing us) for not subscribing to their cable TV service. Every time we have an issue with our internet speed and call to get it resolved, Comcast continually stalls, insists that the problem is our equipment (I am a former computer repair technician so this is insulting), and after "completing their repairs" the problem still exists. We would just like to receive what we're paying for. Thank you for your time!

[Ticket: # 1512473 - Paying for service I am not receiving](#)

Date: 3/18/2017 8:12:53 PM

City/State/Zip: Hobbs, New Mexico 88242

Company Complaining About: Windstream Communications

Description

Pay 183 for phone, tv, Internet and dish I pay for 3.0 I receive .019 Speeds has been calling weekly to get resolved for last three years I get hung up on told it fixed and low and behold I get home and have to call to get any service for my company internet

[Ticket: # 1512525 - Exede internet service](#)

Date: 3/18/2017 10:05:09 PM

City/State/Zip: West Branch, Michigan 48661

Company Complaining About: Exede

Description

Extremely slow internet speeds. Called Exede they stated the problem was local congestion. Just a fancy way of saying oversold service. They said there is nothing they can do. Download speeds of approximately .28mbps. Nowhere near the minimum speed they claim to provide. This is a ongoing problem

[Ticket: # 1512544 - Timewarnercable/spectrum](#)

Date: 3/18/2017 11:17:33 PM

City/State/Zip: Bellbrook, Ohio 45305

Company Complaining About: Time Warner

Description

Internet is being Capped and Codes are being entered wrong

Ticket: # 1512564 - Slow Speeds Consistently During Time Periods

Date: 3/19/2017 1:19:40 AM

City/State/Zip: Billings, Montana 59101

Company Complaining About: Charter

Description

This problem is occurring again and all Spectrum wants to do is roll trouble call technicians that state there is nothing wrong on my personally account and that its a local issue. Support is unhelpful when calling in and can only roll technicians. Refusing to fix or even identify root cause.

[Ticket: # 1512750 - STILL getting slow upload speeds](#)

Date: 3/19/2017 1:20:53 PM

City/State/Zip: Winston Salem, North Carolina 27104

Company Complaining About: Time Warner

Description

This is the second complaint I've had to file against TWC/Spectrum. After my last complaint, they contacted me and sent out a technician to my house twice within a week. In the end, they replaced the physical line from the street to my house, which seemed to fix my upload speed issue. However, it is not even a week later and my speed is back down to 8mbps (I'm paying for 20mbps). Again, this is regarding my upload speed, not my download. This issue has been ongoing now for months (since Oct 2016) and they still have not fixed the true issue.

[Ticket: # 1512833 - Slow internet](#)

Date: 3/19/2017 3:13:03 PM

City/State/Zip: Mooresville, Florida 28115

Company Complaining About: Windstream Communications

Description

We have windstream and they are not providing the speeds on the internet that they are claiming to have. This is a daily problem. I have seen numerous complaints on this subject with other consumers.

[Ticket: # 1512922 - Poor Speeds](#)

Date: 3/19/2017 5:31:28 PM

City/State/Zip: Birmingham, Alabama 35205

Company Complaining About: Charter

Description

I pay for 30 mb/s download and 10 mb/s upload. I only receive 4 mb/s down and 7 mb/s up. They have deplorable internet service and I have no choice of provider. Speed test performed around 4pm sunday

Ticket: # 1512950 - Internet and billing-Comcast

Date: 3/19/2017 6:22:58 PM

City/State/Zip: Sewickley, Pennsylvania 15143

Company Complaining About: Comcast

Description

Internet Issues:

- 1:) Internet speeds and service performance consistently below speeds paid for. Since Dec 12, 2016 Significant phone time and many service calls failed to correct. (A system Issue. outside the home)
- 2.) Comcast sold did not provides and accepted 2 years of payments when the homeowners equipment could not use.
- 3:) Service charges and credits never applied to the account after promised to correct bill. Threaten with late payment fees if The customer did not pay full amount

[Ticket: # 1512974 - Tds](#)

Date: 3/19/2017 7:06:04 PM

City/State/Zip: Jackson, Kentucky 41339

Company Complaining About: Tds

Description

I pay for high speed dsl. It use to be fast, the last 5 years it has basically stopped. I can't even get google to load. I called the company and they say they can't help. The only reason I keep it is because I have to log into my work email daily from home. It only takes 35 minutes for it to load. My average speed is .18mpbs even though I'm charged for 5.0. If my job didn't require it I would never use them.

[Ticket: # 1512981 - Frontier Internet too slow](#)

Date: 3/19/2017 7:25:55 PM

City/State/Zip: Taberg, New York 13471

Company Complaining About: Frontier Communications

Description

We have been paying \$40/month for "high speed" T1 internet for years. The speed rarely reaches 0.6mbps. Every time I call to complain, they lower the specified max internet speed that is supposedly available to me. It started that I was paying for 10mbps max, now it is down to 1mbps. They will not lower the price though. They tell me they are upgrading the system in my area. They are scamming us.

Ticket: # 1513046 - Frontier communications

Date: 3/19/2017 9:08:58 PM

City/State/Zip: Robbinsville, North Carolina 28771

Company Complaining About: Frontier Communications

Description

Consistent poor service. Can not get them to deliver promised speeds and takes an act of Congress to get them to fix it. When they do it only lasts for a day or two then then problem is back. They want you to continue paying full price unless you go through a bunch of hassle. Takes weeks to get a problem somewhat fixed. We live in rural western nc and do not even have another option of service so they abuse this fact.

Ticket: # 1513069 - Centurylink internet speed

Date: 3/19/2017 9:52:47 PM

City/State/Zip: Falkville, Alabama 35622

Company Complaining About: Centurylink

Description

After multiple calls, emails and chat sessions, I am not receiving near the internet speed of 1.5 Mbps that I was promised nor am I receiving the reduction to my bill that I was promised.

After talking with several technicians, I am told that Centurylink cannot and will not provide me with the promised speed.

I have been going around in circles with Centurylink for over 3 years now and don't know what else to do.

[Ticket: # 1513077 - Time Warner](#)

Date: 3/19/2017 10:01:54 PM

City/State/Zip: Windham, Maine 04062

Company Complaining About: Time Warner

Description

My internet is so unreliable. Some days it's great. Today it is at .2Mbps. Not even usable. When talking with customer service they are no help. I don't have another choice of provider either.

[Ticket: # 1513147 - Comcast is throttling my internet speeds to 5 mb/s](#)

Date: 3/20/2017 12:11:54 AM

City/State/Zip: Arvada, Colorado 80002

Company Complaining About: Comcast

Description

My average speeds are usually around 180-220 mb/s from comcast and recently I have been getting throttled down to nearly nothing. I can't work from home and nobody in the household can share such slow bandwidth.

[Ticket: # 1513406 - Internet speed so slow it's unusable](#)

Date: 3/20/2017 10:23:07 AM

City/State/Zip: Mount Perry, Ohio 43760

Company Complaining About: Windstream Communications

Description

Our DSL speed has been well below advertised for at least 5 years. Windstream says they are going to upgrade local equipment. And it seems they are getting federal money to do so.

Service is so bad at this point that applications time out before you can log in.

Last month, after charging us for a service they don't provide for years, Windstream raised our rates.

I understand the "last mile" problem and that we chose to live on a farm. But if the US gov't is giving grants to pay for "rural internet service", where is that money going?

Ticket: # 1513409 - Re: [FCC Complaints] Re: Paying \$90 a month for 9 mbs internet when I don't receive even half of that.

Date: 3/20/2017 10:24:44 AM

City/State/Zip: Gladwin, Michigan 48624

Company Complaining About: Isp Management

Description

This is a follow-up to your previous request #1490128 "Paying \$90 a month for 9 mb..."

(b) (6)

A large black rectangular redaction box covers the majority of the text in this section. The text "(b) (6)" is visible at the top left of the redacted area.

Ticket: # 1513486 - windstream communications failing to provide good service

Date: 3/20/2017 10:58:01 AM

City/State/Zip: Oley, Pennsylvania 19547

Company Complaining About: Windstream Communications

Description

I have Windstream for my telephone and internet service. I have repeatedly called them about the internet not working as it should. all they worry about is me paying my bill. our house is located atleast 12 miles from the substation in yellowhouse pa. however there is also a substation less than 5 miles from my house in oley which is where I live. I am charged for 3meg speed but when checked at the box on the side of my house we receive less than 1.8megs. I have even went as far as to have a second line of internet installed so that I can use less devices on each line, which they were not even willing to give me a reduced price for the second line when the reason I need it is because they can't give me the service speed one the first line which I already pay for. I had a technician here on march 1st and he said he would check on something new they had that is installed on the poles to help push a faster speed to my home and he would get back in touch with me which never happened and that is usual. I have argued with this company so many times and told them if they can not provide the service then they should not offer it. it is not fair to offer a service to customers and charge them for it and then not provide it. they are our only option where we live for phone or internet so we are stuck with them but if they can't provide decent service perhaps the area here should be opened up for other companies to provide service. I was told by several of their technicians that the phone lines to our house, which are underground, are not any good and should be replaced. at least 3 times they were suppose to have a company that works with them contact me about coming out and surverying to see about digging up and replacing the lines which they also have never followed through on. please can someone who has some authority contact this horrible company and make them provide the quality of service that they have charged me for.

[Ticket: # 1513691 - Broadband Outage](#)

Date: 3/20/2017 12:02:49 PM

City/State/Zip: Clarkesville, Georgia 30523

Company Complaining About: Windstream Communications

Description

Our DSL service has suffered two major outages is about two weeks. These last from hours to over a week. The speeds vary but are usually slower than promised or what we pay for.

Ticket: # 1514604 - Frontier Communications

Date: 3/20/2017 4:10:17 PM

City/State/Zip: Santa Monica, California 90405

Company Complaining About: Frontier Communications

Description

At sign up for Frontier services on 1/06 2017 I was promised a speed of 200/200 inc. in my bundle. After I saw I had no where near that speed I was then told that, that agent was wrong and it would be 100/100, I have never even with hard wiring the comp through an eternity cable come near this speed. I have never been above 20/20 see attached speed test. I have begged frontier to send out a tech more times than I can count, they have every time declined. Why am I paying for a service I am not getting. This is again a bait and switch game, advertising a product and service and not being able to deliver that service is against consumer law.

[Ticket: # 1514825 - Speed increase dishonesty](#)

Date: 3/20/2017 5:18:43 PM

City/State/Zip: Cottage Grove, Minnesota 55016

Company Complaining About: Comcast

Description

I was sent an email informing me my speed had been increased. I followed the instructions in the email and retested my speed on multiple speed test sites. My speed is now less than half of what I am supposed to be getting.

Ticket: # 1514944 - Sat Internet

Date: 3/20/2017 6:10:31 PM

City/State/Zip: Mullins, South Carolina 29574

Company Complaining About: Hughes Net

Description

I have been a Customer of Hughesnet for more than 1/2 a year and my internet speeds are between 3 and 6 MBps. I have called them and just get the run around and they keep having me do speed tests. They were supposed to call me back and never did. When I called them they again tried to have me run speed tests. They then told me I was outside the warranty period and wanted to charge me to fix a problem they have been unable to fix during the warranty.

Ticket: # 1514994 - Complaint about Frontier Services**Date:** 3/20/2017 6:31:40 PM**City/State/Zip:** Fennville, Michigan 49408**Company Complaining About:** Frontier Communications

Description

The 1st rep for Frontier that I talked to was about ordering services, from the start I understand the whole "upto" certain speeds thing, but the reps can also be very misleading. I had originally asked if the 12mbps was available for my address and was told no, that only up to 6mbps was available for my area. I said that was fine and we could do the 6mbps. The rep created an order and told her I would contact back the next day to pay for the order. Mind you, I never once was given or told where to find the terms and conditions for this offer for 6mbps (I have a copy of the chat). The 2nd rep I talked to was the one that I paid for the order through. It was short and simple I gave the rep the order number that the previous rep gave me, paid the deposit, and was on my merry way. Still believing that I would be getting 6mbps. Tech came out a few days later and installed everything, internet was working fine, but noticed a day or two later that the internet was REALLY slow. So we did Frontiers speed test and found out we were getting under 3mbps, HALF of what we were led to believe that we would be getting. At this point I contacted technical support at Frontier to ask why the internet was so slow that we were suppose to be getting 6mbps. The tech walked me through all the steps of restarting the modem, checking connections, and the speed test was still coming out to less then 3mbps. The TECH said that he was going to send someone out to the house to check it out and boost the speed! So, at this point I am STILL being led to believe that I am suppose to be getting 6mbps. (I really wish I would have copied the chat, but they didn't have a print or even a save or email this conversation button for the chat and it was a very long chat to have to figure out how to copy.) So the tech came out the next day (I wasn't home at the time, but was told that I didn't need to be), and was called and told that the tech that came out fix the problem. When I got home I test the internet speed and it was no different then before. So I contacted the 3rd rep, who then told me that they could see that I am signed up for the 6mbps but that at my address only 3mbps was the HIGHEST available!! So, after 2 reps and a tech later I was finally told that the Highest speed I could get was 3mbps??? I had switched to their company because I thought I was getting a better deal then I was through my previous company. So after being told that and told that there was nothing they could do about it and that it was all just miscommunication, they didn't do anything to fix the problem and told me that I should have known since everything says "up to" on their offers. (mind you I went through 2 reps and a tech, a tech who knew I was getting 3mbps but was going to "boost" the speed because it was slow .) I told them that I then wanted to cancel my services because they were worse than what I had and 3mbps was not enough to support what I do, that anything less than 6 wouldn't work. I was then transferred to a 4th rep who canceled my services (after only having them for about 2 weeks). Now, after about a month I finally receive a final bill email from Frontier, which was fine I was expecting to pay for the few days I used it. But what surprised me was that the bill was almost \$50 when the promotion for a month (which I did even use a whole month) was \$19.99. I went to my account online to see the details of the bill (since I hadn't received anything in the mail) and was not able to see all the details! So once again I got into contact with now a 5th rep and asked what all the charges were on the bill; was told they were for the services I used, a past due amount (which I didn't get since this was the first bill I had received and it was barely past a month since starting the services with them), a small prorated credit for the time I didn't use the services, and 2 charges for the contract/promotion. I told the rep I didn't agree with the 2 charges for the promotion because I was led

to believe one thing, but then was finally told another. I was once again told that it was all a misunderstanding and once again that everything says "up to" so I should of known. The rep did nothing but repeat themselves and tell me that it is all in the terms and conditions (this was the FIRST time I had ever heard of Terms and Conditions and was sent for the FIRST time the link on where they were!! I was shocked! Shouldn't this of been something I was directed to or told about during any of the other several reps I had talked to!?) I was more than willing to pay what I owed right then and there, if they took the 2 charges for the promotion/contract away. I was told no. I then went to Frontiers Facebook page where I was more than frustrated that no one at Frontier was willing to help with the problem, that the only answer all the reps would give me was "it's all a miscommunication" and "everything says up to on our services". Where then another rep (#6 now) told me to message them and they would look into it. Where I was once again told the same exact thing, miscommunication, up to, nothing they can do about it. All I wanted was the 2 charges dropped for this "miscommunication" that apparently seems to be all on me. Frontier will not step up and own up to the fact that the miscommunication was on their part. I am beyond frustrated that I had to go through 2 reps and a tech, that all led me to believe in 6mpbs, to finally learn what was actually going on then to have no one fix the problem or even willing to seek a solution. That is how I ended up here, I was told by a lady who commented on my post on Frontiers Facebook page (well the 2 seconds I saw her post because Frontier quickly deleted her comment that said to go to FCC). I do not think Frontier was understanding, professional, or even willing to fix the situation and just blamed it all on the, now past, customer.

Ticket: # 1515115 - No service DSL service in evenings 6:00 PM to 12:00 PM

Date: 3/20/2017 7:40:16 PM

City/State/Zip: Kalispell, Montana 59901

Company Complaining About: Centurylink

Description

We have internet service provided by Centurylink. Every evening starting around 6:00 PM our service goes from 24 Mbps to around 1 to .5 Mbps. It's just like using Dial-Up in the evenings. This has been going on for a least a 5 years on and off. I have called them perhaps 200 or more times about the issue and they always tell me it will be fixed but it never changes. So we are paying for a 25 Mbps service we only get in daytime hours when were not home. The only reason we have 25 Mbps service is they told us over two years ago if we upgraded our service wouldn't have the slowdowns in the evenings. It did work great for a few months then back to the same thing after 6:00 PM. How can they get away charging full price for 1/2 the service?

Ticket: # 1515224 - Internet

Date: 3/20/2017 8:54:00 PM

City/State/Zip: Clarkesville, Georgia 30523

Company Complaining About: Windstream Communications

Description

Windstream continues to provide slow speeds even though I pay for 5 mbps I might get 3. They also continue to advertise that I can upgrade to 25. There's no way. I am just tired of the continued outage last month for a full 7 days before it was repaired. Most resent outage was the Sunday to an hour ago. This to me is unsatisfactory. I run a business and everything that I do has to do with phone and internet. I pay for internet and should have the same service that a big city business gets.

[Ticket: # 1515236 - Internet Speed is slow, but paying for high speed Internet](#)

Date: 3/20/2017 8:58:36 PM

City/State/Zip: Unadilla, New York 13849

Company Complaining About: Frontier Communications

Description

My Internet speeds are painfully slow-1.5 mbps downloads, 0.2 Mbps uploads. I've contacted Frontier Communications several times about this problem, and they say that's the highest speed available. Unfortunately, we have no other options, as Frontier is the only provider in our area. I just want decent Internet speeds. I can't even download a video to watch. Frontier is not providing what they say they are.

Ticket: # 1515267 - Re: [FCC Complaints] Re: low speeds

Date: 3/20/2017 9:40:14 PM

City/State/Zip: Preston, Idaho 83263

Company Complaining About: Rise Broadband

Description

This is a follow-up to your previous request #1380826 "low speeds"

This is a typical speed test for this time of day. They have given priority to another speed test so they can say they are meeting your regulations, but in truth, this is what we are getting. this is the google speed test. we are paying for 3 Mps and this is what we are getting.

From: FCC <consumercomplaints@fcc.gov>

To: (b) (6) >

Sent: Wednesday, March 1, 2017 9:17 AM

Subject: [FCC Complaints] Re: low speeds

#yiv9355725074 table td { border-collapse:collapse;} #yiv9355725074 body .filtered99999
.yiv9355725074directional_text_wrapper {direction:rtl;unicode-bidi:embed;}

Ticket: # 1515268 - Slow Internet

Date: 3/20/2017 9:42:12 PM

City/State/Zip: Lacey's Spring, Alabama 35754

Company Complaining About: Hughes Net

Description

We went on Vacation August 6th 2016 and returned home on August 12 2016 When we Left the Internet speeds were not bad. There were days it was slow but it usually did not last very Long. But since we returned on the 12th of August we have been lucky to get the speeds we have been told we are Paying for.

Ticket: # 1515403 - Internet speeds are less than promised

Date: 3/20/2017 11:52:49 PM

City/State/Zip: West Hollywood, California 90046

Company Complaining About: Time Warner

Description

This is a follow up to Ticket # 1448802. I am subscribed to Time Warner Cable(Spectrum) 300Mbps internet plan yet only receiving a small fraction of what is promised. In the previous ticket I have submitted screenshots of various speed testing services which show the issue. I have had a Spectrum tech supervisor stop by with his crew. I presented them the same test results (ran same tests live in front of them), and after trying to convince me that "That's the way its supposed to be", claiming that "those services aren't meant to handle your high speed" (google can't handle 300Mbps?) the technician left saying that my case will be escalated to higher tier customer service. His reasoning was that as long as I am getting 300Mbps on speedtest.net, I am getting exactly what I am paying for. Speedtest.net (and other ookla-related tests which use Time Warner servers, so there may or may not be some conflict of interest there) happens to be one of the only two services I have found so far on the entire Internet in a year of subscribing to this service that is able to produce 300Mbps+ result. Every other speed testing service that is not provided by ookla (company behind speedtest.net) including the test sites suggested by field techs while they were over have shown under 100Mbps results.

Today I received a letter from Charter saying "the technician determined that Mr. Gukasov is receiving the proper speeds for his level of service" (again that's receiving 40Mbps at most for 300Mbps service), and that my ticket is now closed. I was never contacted by "higher tier support" either, nor have I ever gotten a chance to dispute their decision.

It does not make sense for technician to claim that there is no problem when 5/6 tests they saw in front of their eyes clearly indicated that I am receiving less than what I am paying for.

Considering how many complaints show up when you google "time warner slow speed", as well as Time Warner/Charter having an active class action lawsuit for this very issue in New York state, I can without a doubt say that I am not the first, only, or last person experiencing these problems nationwide.

I have attached screenshots from various speed testing services showing only one out of nine tests showing the speed I am paying for. The average speed between all 9 is 101Mbps, and average of 8, not including clearly overstated speedtest.net is even less - 75Mbps. All taken via direct wired connection to DOCSIS3.0 modem, on a PC with 1Gbps network card. All tests taken within 30 minute time frame, separately from one another.

I am not sure how Michael Maye, the field supervisor have determined that I am receiving the proper speeds for my level of service, but if I was to score 11% (1/9), or even 50% (101Mbps/300Mbps) on a final, that would be considered a very fat F.

[Ticket: # 1515445 - Internet speed](#)

Date: 3/21/2017 2:10:18 AM

City/State/Zip: Long Beach, California 90708

Company Complaining About: Frontier Communications

Description

We have been having issues with Fronters internet speed since the change from Verizon. The speeds has been well below 10 Mbps, in particular in the evening hours. Several technicians have indicated that the problem is a Frontier hardware problem.

We have many evenings where even Netflix will not work.

We are the verge of changing providers and the looking forward to the additional fight with the early termination issues with Frontier.

We do feel that our contract with Frontier includes our portion to pay the bill (which we do without fail) AND Frontier's obligation to provide service.

Ticket: # 1515674 - Comast is making me pay for service I am not receiving.

Date: 3/21/2017 9:56:18 AM

City/State/Zip: Philadelphia, Pennsylvania 19103

Company Complaining About: Comcast

Description

I have the internet pro plus package from comcast, which should be giving me a download speed of 100 mbps, but I only get 5 (see speed test results here:

<http://speedtestbeta.xfinity.com/results/J0JKSDTSYLXYEK3>). I have had several technicians come out to the building to take a look and all of them can't fix the issue and tell me I am paying for service I am not getting. I call Comcast every month to get credits to my bill because I am not going to pay \$94 for service that is 1/20th of what I am billed for. They are always really unhelpful, and never give me the credit that I deserve to my bill. I attached my most recent chat conversation with a comcast customer service rep to display how unhelpful they are.

Ticket: # 1516674 - Att dsl internet constantly not delivering speed I pay for

Date: 3/21/2017 2:31:00 PM

City/State/Zip: Hendersonville, North Carolina 28792

Company Complaining About: AT&T

Description

We have lived at (b) (6) in Hendersonville Nc for 10 years. During that time, we have had Att DSL service the last 9.

We are not able to upgrade to any other products because they do not offer them in our area. Come to find out, ATT doesn't even sell DSL service in this area any longer, so no upgrades or little/no maintenance takes place.

The complaint: the fastest internet speed we are able to receive is 3mbps. No problem, if that's the best available in our area. But we actually only ever clock in at between 0.23 and 1.45. I've called at least 20 times and had tech after tech after tech come to "repair" our problem. I've spent countless hours waiting for ATT representatives read their script and force me to wait on the phone for 20-30 minutes as they "run tests" confirming what I always insist from the start: The problem is on their end.

I have not been compensated for months and years of less than what i'm paying for. I am a working father of 3, own my own business and do not have time to wait on the phone to be bounced around from dept to dept every other month to A.) Finally talk them into sending a tech.....AGAIN
B.) Bouncing around to the "billing dept" just to be told they cannot credit my account.....

Ticket: # 1516793 - abysmal internet service, lack of competition

Date: 3/21/2017 2:58:59 PM

City/State/Zip: Colorado Springs, Colorado 80908

Company Complaining About: Centurylink

Description

(b) (6) . Comcast and Century Link do no compete in my city/county, and the duopoly results in the worst speed, service, and responsiveness.

Ticket: # 1516900 - Bend Broadband False Advertising of Internet Speeds

Date: 3/21/2017 3:28:05 PM

City/State/Zip: Bend, Oregon 97701

Company Complaining About: Bend Broadband

Description

I have purchased a 100mbps (down) over 5mbps (up) package from Bend Broadband but, continually receive speeds of 3 or less (down) and less than 1 (up). I am using a wired device to run speedtests. I called Bend Broadband and they came out to do repair however, their technician said it was a "known issue in our are. The 'Node' is overloaded especially during peak hours. They have no known repair date yet." I called Bend Broadband to ask for a credit and since November they have been crediting my account. They have stopped crediting today and said they still do not have a fix time.

If a consumer is paying for a package an ISP provider advertises and the ISP can only deliver 2-5% of the service they charge and advertise, especially if it is a "known issue", it feels like to me, false advertising & theft of charges.

Ticket: # 1517114 - Ticket 1268826

Date: 3/21/2017 4:21:42 PM

City/State/Zip: Florida City, Florida 33034

Company Complaining About: Comcast

Description

Ticket #1268826 is a prior complaint that i had with comcast. They fixed the above complaint and i had great service for 2 months, without a fail.

In dec 2016 i began having issues again with my service. I called their corporate office and they sent a technician to my home. The technician found nothing and blamed the speed issues with the 5hz and 2hz bands.

But again after he left i had issues even with my hardwired connections leaving me to believe that my internet speed was being throttled because of my gaming and streaming. I believe this because i had perfect service for two months after that i was in the same predicament as before i filed the first complaint.

Tired of overpaying a service i opted to downgrade my internet speed, but i didnt qualify for a cheaper package. I feel like i wasnt treated fairly by comcast representatives. Then i had to cancel my service. Now i am left with a bill of \$106 that i feel like i shouldn't pay. Thank you for your time.

My service address was:

(b) (6)

Florida city fl 33034

[Ticket: # 1517154 - Ongoing issue with unacceptable service](#)

Date: 3/21/2017 4:31:59 PM

City/State/Zip: Green Cove Springs, Florida 32043

Company Complaining About: Hughes Net

Description

I have called these people multiple times regarding this issue. When I or the company that I have concierge service, runs a speed test on my connection, the conclusion is completely unacceptable because the readings are no where near the national average.

[Ticket: # 1517333 - Charter spectrum](#)

Date: 3/21/2017 5:37:06 PM

City/State/Zip: Corona, California 92879

Company Complaining About: Charter

Description

They are charging me about \$100 a month for 200mbs per second. I am averaging about 80mbs on most downloads. They are doing this to about every customer in the United States of America. During peak hours speeds can be about 5mb to 20mb. Instead of penalizing them your administration should make them upgrade their infrastructure to accommodate for the speeds to which they advertise. The speeds are clearly is not up to par

Ticket: # 1517531 - fraudulent speed

Date: 3/21/2017 7:23:22 PM

City/State/Zip: Littleton, Colorado 80124

Company Complaining About: Centurylink

Description

It's an easy one. I pay for 7mps and receive less than 2 in my home. I am being grossly overcharged for what I receive and century link is making false statements about the speed provided.

Ticket: # 1517611 - Lack of service

Date: 3/21/2017 8:23:45 PM

City/State/Zip: Wapwallopen, Pennsylvania 18660

Company Complaining About: Frontier Communications

Description

Have contacted Frontier communications multiple times about dropped service which happens repeatedly every day. They have sent technicians multiple times and even their techs advises that out area is too congested with customers but they refuse to upgrade our area.

Ticket: # 1517662 - Slow Speeds Every Night

Date: 3/21/2017 8:46:42 PM

City/State/Zip: Aiken, South Carolina 29803

Company Complaining About: Atlantic Broadband

Description

Every night between 5pm and 10pm I get speeds of less than 10 mbps. I am paying for 120 mbps. I have tried to contact Atlantic BB with no response.

[Ticket: # 1517712 - Mediastream cable internet not working properly](#)

Date: 3/21/2017 9:33:11 PM

City/State/Zip: Davenport, Iowa 52803

Company Complaining About: Mediacom

Description

We have been experience very poor signal the last 3 days. We pay for 50 Mbps and are currently receiving 6 Mbps. Upload is worthless at .32 Mbps

Ticket: # 1517728 - Not receiving promised service.

Date: 3/21/2017 9:45:04 PM

City/State/Zip: Arden, North Carolina 28704

Company Complaining About: Morris Broadband

Description

As a customer of Morris Broadband's 25 Mib service in Arden NC, we have only been receiving 1-2 Mib max download speeds even after upgrading our cable modem, router, and our service from 10 Mib to 25.

Ticket: # 1517882 - Cox Throttling Streamers

Date: 3/22/2017 3:38:05 AM

City/State/Zip: Phoenix, Arizona 85031

Company Complaining About: Cox

Description

I have Cox Internet, I live in Phoenix Az. My internet upload speeds drop as soon as I try and stream. I get .5kbps - 4 if I am lucky. As soon as I try. I run my test speeds, I do not even reach my speeds that I should. I had a lower tier, upgraded to the next tier for more money, and the same thing, the same issue. This is happening to a lot of Phoenix area Twitch streamers, this is unfair, and not right. Had 3 other streamers in one night on Twitter all having the same issues, others I found online, and on Facebook, all streamers, all having the exact same experience.

[Ticket: # 1517900 - Cincinnati Bell Slow internet internet usage.](#)

Date: 3/22/2017 7:35:25 AM

City/State/Zip: Oxford, Ohio 45056

Company Complaining About: Cincinnati Bell

Description

Pretty much everyday of the week or every other day we are having to reboot the CB provided modem of which we just got a new one last month. No improvement. Same issues. Drops wireless connections. Slow service, blah, blah. it will work for a little while and then the same issues over and over. You call them and they say they are working on upgrading and nothing for our area. That's it.

Ticket: # 1517968 - Service issues , Overbilling

Date: 3/22/2017 8:32:28 AM

City/State/Zip: Grand Rapids, Michigan 49548

Company Complaining About: Comcast

Description

Comcast has continually misled my company by promising speeds that do not exist for them and then bill us as if we were getting 150 mbps download speeds. It's very slow, video is choppy and running the Ookla Speed test shows speeds of about 20 mbps. Also after my previous complaint , things got worse. Jasper Delaranzo sent a tech out, who claimed that the lines were bad and had been trouble for many months. He changed out our router, but it didn't get better. Then I also signed a document that disconnected the phone service , yet they never shut it off and continued billing me. The customer service is terrible. When I was contacted by Jasper from Comcast, he was only concerned with when we were going to pay the bill and not much else. Nothing was resolved. I will gladly pay the bill, but not 300.00 per month for phone service that was supposed to be off 2 months ago and internet that is slow and unreliable. They are so arrogant and don't take care of their customers at all. They are a monopoly in our area and having little competition has made them this way. I also have asked for the business TV for months and they do not respond. Their chat doesn't ever work and the customer service people are very hard to understand, because they don't speak English well. I need relief from this corporate giant bully.

Ticket: # 1518222 - Verizon Wireless 4G LTE-Sub-Par Internet Speed

Date: 3/22/2017 10:48:31 AM

City/State/Zip: Fairport, New York 14450

Company Complaining About: Verizon Wireless

Description

The VZW 4G LTE internet speed has been equivalent to that of dial up. I have performed numerous speed-tests at different times of the day and in different locations. Please see the following results:

<http://www.speedtest.net/my-result/a/2723654484>

<http://www.speedtest.net/my-result/a/2724120542>

Ticket: # 1518243 - My Internet is Being Throttled, and my ISP is Trying to Deny it.

Date: 3/22/2017 10:57:53 AM

City/State/Zip: Elgin, Illinois 60123

Company Complaining About: Wow! - Wide Open West

Description

In the last few months I've noticed my upload speed has been significantly less than what I'm paying for. It seems that after uploading large amounts of data WOW! starts to throttle my upload without warning, and without the right to do so in my terms of service agreement with them. They originally were obfuscating the throttling by allowing a full speed connection to certain sites like speedtest.net, but other sites, such as Google's speed testing site, Comcast's testing site, and a handful of other third party sites all showed the same result; I had a 4Mbps upload connection when I was paying for 40. This was also consistent with several of my online services that are upload dependant, and with uploading files to the servers at my Work. I had confirmation my speeds had been reduced, and WOW! was trying to cover it up with a small whitelist of testing sites. When the issue first appeared I contacted WOW! The residential support line had no knowledge of any residential throttling. Frustrated, I called their business support, and started filing inquiries about switching, and throttled connections for the business line . At first none of the business support representatives knew of any intentional throttling either. I remained persistent and finally one of the technical support representatives from WOW! started consulting with one of their network infrastructure engineers. The engineer admitted to the customer service engineer that residential connections are throttled for heavy usage, and that I could switch to a business plan, at twice the price to not be throttled. This throttling is NOT in my terms of service agreement. After wasting two thirds of my day on the phone with the business and residential support, my speeds spontaneously returned to normal for the first time in weeks. This remain consistent for a few weeks only. I've since switched to a plan that has a 50 Mbps upload speed. Ever since I've been given a hard cap at all sites I'm only able to upload at about 30 Mbps consistently, with rare spikes in speed for a fraction of a second that go into the upper 30's. I'm running enterprise grade hardware at my house. All of my equipment is rated at speeds faster than I'm paying for; I know it is not a hardware bottleneck. Up until I started getting throttled. I had no trouble getting the speeds I am paying for, but every month when I run my off site backups to cloud provider WOW! starts throttling me again.

Ticket: # 1518452 - McDonald County Internet.

Date: 3/22/2017 11:53:25 AM

City/State/Zip: Pineville, Missouri 64856

Company Complaining About: Mcdonald County Internet

Description

I have been with this company for about two years and have constantly battled connectivity issues all the while continuing having to pay the outrageous prices. I am paying for 25mbps and only receiving 3.0-4.0 mbps. When I call them they don't care about the issue nor do they offer any kind of solution and tell me there is nothing they can do about it. I need help.

Ticket: # 1519176 - speeds not as promised

Date: 3/22/2017 3:04:25 PM

City/State/Zip: Tempe, Arizona 85283

Company Complaining About: Cox

Description

I pay for 60Mbps internet. So far today, speeds have peaked at 2.2Mbps, and have consistently dipped as low as 90Kbps. <http://i.imgur.com/XAoluDO.png> <http://i.imgur.com/Qqtb4Tu.png>

[Ticket: # 1519193 - Internet speed always less than what is advertised](#)

Date: 3/22/2017 3:08:05 PM

City/State/Zip: Arp, Texas 75750

Company Complaining About: Centurylink

Description

I currently pay for 6Mb download however 5.2Mb is average. For the last several days my speed has been reduced to 1.1Mb download. See attached speedtest.

Ticket: # 1519199 - pay for high speed getting dialup speed

Date: 3/22/2017 3:08:59 PM

City/State/Zip: Tucson, Arizona 85736-1505

Company Complaining About: Wi-power

Description

I'm currently a wipower customer, I have called to complain about the internet speed, and all I get is "to bad your under contract". most of the time the speeds are so slow that it won't load you tube videos, or have to let it buffer for ten minutes to watch a three minute video. I tried complaining to the company and they tell me that I could always up the speed and pay 100 dollars for more speed. I now pay 65 dollars for 5meg guarantee 1 meg. the speed I get is almost never 1 meg and upload is so slow its almost dial up that.05 or even slower during the day or office hours. I'm not getting what I was promised and when I called to complain and see about disconnect I was informed it would be 280 dollars to disconnect there service. I don't fell I should pay that since wi-power doesn't keep their end of the contract

Ticket: # 1519282 - TDS Telecom crooks

Date: 3/22/2017 3:29:45 PM

City/State/Zip: Collinsville, Alabama 35961

Company Complaining About: Tds

Description

This is the 2nd time I've sent in a complaint on TDS. The first time TDS was supposed to contact me for the solution (like I haven't been calling TDS about their problems for 20 years) E-mailed some guy about it at FCC and was informed it was a service in England (nice, not only didn't hire American, but embarrassed the US in front of the world with our problems). I will try again as I have no other recourse and you guys are supposed to protect us from these things. I have had the only internet provider in our area (TDS) for 20 odd years and they over sold our area to the tune of 100 to one. during the day I have .17 to .56 Mbps download speed (yes thats 17Kbps, and dial up was 56k). If it rains, my neighbors and I have none. Our service man knows where the open box that gets wet is, and isn't allowed the part to fix it. He also knows it is way over sold and they can't possibly deliver what we have always been charged for. Years ago after I complained to them, I was forced to buy a phone line as well, that only had emergency use (read useless). When I complained to you last time, they went up on our internet to 75\$ a month and was forced to also buy Direct TV as the price was 72\$ a month including internet. The TV also goes out when it rains a drop. (was told the installer would have to fix it and he charges allot per hour, no warranty even after only 2 weeks). So i have raised my kids driving 9-15 miles away to a hamburger joint or the fire hall every night so they could do their homework in the car. I noticed TDS is now hawking internet TV somewhere, it can't be here because we have never been able to download a movie or netflix or anything a normal person can do in this day and age. We have 2 new providers close by who promised to bring service to us, I even offered one of them free land to put a tower on. They came back and told me TDS had threatened to sue their pants off if they invaded their turf , and would not be able to bring us service. This company is crooked you can find any number of rural communities around the nation that they bought out small local phone companies (some even co-op that the people built) and put internet on 75 year old busted lines. They have the same problems as we do. We have no other choice but to use them. If I want to do an internet business, watch a movie, or anything normal that city people pay allot less for, we can just forget about it. I am sure they will send out a service man again after this complaint to harass me when they know good and well it is their problem. (one time he unhooked all my phone lines and tried to blame it on that and told me nobody needs more than one phone line, i'm disabled now and can't crawl back under there to fix it). If I complain to them until I get a supervisor, they bluntly tell me If I can't live with the lousy service then I can disconnect it. No I can't, I have children, and family, and I have no other choice. My cell phone service, I have to go outside to use it so that's not an option to tether to cell. I don't know if you guys really help the people or if you are there to help TDS really, I have my doubts of government in general. It always seems to work in reverse to me, but I thought I'd give it one last shot. If I was in charge, I'd fine their butt huge every month until they upgraded to the point they could deliver what they charge for and make them refund the 20 years worth of lies and con-jobs they have put on my area and other rural areas in this country. In closing, ask yourself this, if KFC was the only way to get food, and you bought a 20 piece bucket every night for your family, and every night there was only 3 legs in the bucket, and if you asked them about it they said "take it or starve" , how would you like that? sounds allot like old soviet Russia doesn't it? Thanks for your time.

Ticket: # 1519439 - my 500th complaint

Date: 3/22/2017 4:05:30 PM

City/State/Zip: Lagrange, Kentucky 40031

Company Complaining About: AT&T

Description

What does someone have to do to get you lazy overpaid bureaucrats off you dead ass and do something about AT&T? They control the market and are chocking DSL to push everyone to fiber optics, but will not put fiber optics in our area because it is not cost effective. They have now slowed DSL to the point where it is not usable, although they promised to provide no slower speed than 3mbps in order to provide to Kentucky. Our speed is around one. I really dislike the federal government and think is a huge waste of money in most cases, but this is one thing the federal government is suppose to do; protect the little guy from being used by unethical companies like AT&T. Honestly if you don't want the job, go get a cup of coffee in your overused break room and let someone who gives a crap do your job for you.

PS The office of the president, at AT&T only exist to, delay, defer and deny any complaint.

Ticket: # 1519841 - High Speed Internet Failure**Date:** 3/22/2017 6:13:52 PM**City/State/Zip:** Arp, Texas 75750**Company Complaining About:** Centurylink

Description

I called CenturyLink several times and they finally came out about a year ago and dropped my speed from 8 mps to 3 mps download. That was bad enough, but then for almost 2 months the speed has been below 1 mps. The three attachments are representative 0.51 to 0.28. Others in our neighborhood have been experiencing the same problem with multiple reports. Also, I think your new download standard is 25 mps and at CenturLinks best it's 8 mps.

Please help get CenturyLink to restore the service and hopefully get it up to the 24 mbs.

[Ticket: # 1520001 - Slow Internet Connection](#)

Date: 3/22/2017 7:41:44 PM

City/State/Zip: Houston, Texas 77098

Company Complaining About: Comcast

Description

Advertised speed is up to 25Mbps for basic service and up to 75Mbps for the "Performance Pro" service which I pay for, but I routinely speed test around 3Mbps. This is unacceptable service given the prices charged.

[Ticket: # 1520049 - Poor internet](#)

Date: 3/22/2017 8:07:16 PM

City/State/Zip: Saugatuck, Michigan 49453

Company Complaining About: Frontier Communications

Description

Very slow internet. Not happy with the speed!

Ticket: # 1520097 - Slow or non existent service with Centurylink

Date: 3/22/2017 8:38:15 PM

City/State/Zip: Arp, Texas 75750

Company Complaining About: Centurylink

Description

For months we have had slow or non existent internet service. Centurylink techs in a call center were less than truthful and said it was our modem when in fact it is a known issue in our area. They sent out a new box and we installed with the same issues as the old one. Our entire area is affected and has filed complaints with the FCC as well as Centurylink. They are billing us for full service when we are not receiving it as billed. Their customer service is less than helpful and use dishonest business tactics by charging for services we are not receiving.

[Ticket: # 1520193 - High speed internet](#)

Date: 3/22/2017 10:11:22 PM

City/State/Zip: Jacksonville, Florida 32246

Company Complaining About: Comcast

Description

I have called several times due to low speed. When running a speed test I get 1 to 14 download speed when I'm supposed to get up to 90 . Called Comcast with no resolution . They worked on my router and broke it.

[Ticket: # 1520326 - Chronic slow internet service](#)

Date: 3/23/2017 7:30:24 AM

City/State/Zip: Arp, Texas 75750

Company Complaining About: Centurylink

Description

For years internet service in our subdivision has been very slow based on U.S. and world standards. Lately we have no service at all for entire days. Everybody in our subdivision knows and has complained for years so the company knows and acknowledges the problem. They just do not fix it.

[Ticket: # 1520481 - Fairpoint won't upgrade my internet](#)

Date: 3/23/2017 9:58:45 AM

City/State/Zip: Washington, Maine 04574

Company Complaining About: Fairpoint

Description

I live 1.9 miles from the nearest dsl switch. The best download speed I can get is 7Mbps. Many people in our town can get 15 Mbps. from the same carrier. I've offered to pay for the bonded card for their switch or for re-routing of the cable to make the distance shorter, so no cost to them and I get no response. I've gotten better speeds in third world countries.

Ticket: # 1520743 - AT&T False Advertising

Date: 3/23/2017 11:23:14 AM

City/State/Zip: Indianapolis, Indiana 46237

Company Complaining About: AT&T

Description

I am paying for 45mbps internet download speed, as advertised by AT&T. Since installation, I am lucky to get HALF of that speed. Even when connected directly to the router.

After several calls and complaints, I am still either being throttled, or being lied to. AT&T absolutely DOES NOT provide the speeds they advertise and that I am expecting. I have had employees of DirectTV warn me about this, and they were right! AT&T is SCAMMING people. Please look into this!

[Ticket: # 1520759 - internet speed](#)

Date: 3/23/2017 11:26:24 AM

City/State/Zip: Wattsburg, Pennsylvania 16442

Company Complaining About: Verizon

Description

Attached is a copy of all my speedtest.net speeds. These speeds are from the same computer which is directly connected with cat6 wiring. I am supposed to get between 3-7mbs but continuously falls short.

Ticket: # 1521259 - Internet Company is not providing the service I am paying for.

Date: 3/23/2017 1:36:08 PM

City/State/Zip: Whitehall, Pennsylvania 18052

Company Complaining About: Service Electric

Description

I have had multiple problems with my internet provider not providing me with the service that I am paying for. While, they gave me a credit in the past, currently, after paying for an upgrade, I am getting worse service than ever.

Ticket: # 1521993 - Comcast throttling internet

Date: 3/23/2017 4:37:48 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

We are paying for 100 down and 20 up while numerous test are showing speeds of 50down and <10 up. I have not contacted Comcast of this issue that I am having currently but they have not been helpful when contacting them about other issues such as constant drops (in the past) and inconsistent speeds throughout the day

Ticket: # 1522430 - AT&T Fiber 1GB Download

Date: 3/23/2017 7:53:36 PM

City/State/Zip: Mountain House, California 95391

Company Complaining About: AT&T

Description

I have AT&T Fiber 1GB installed few weeks ago. According to AT&T, the download speed is up to 1GB; however, I am only getting 300MB download speed according to AT&T speed test. I have a tech come by the second time and he says that their is nothing they can do. The download speed is only 30% of the 1GB that was advertised.

[Ticket: # 1522449 - Comcast internet speed as slow as molasses in January](#)

Date: 3/23/2017 8:06:27 PM

City/State/Zip: State College, Pennsylvania 16801

Company Complaining About: Comcast

Description

We subscript the internet service from Comcast for 3 years merely because there is no other provider in our area. The internet speed is too slow that we try our best to stay in the university library instead of our home.

[Ticket: # 1522450 - internet speed](#)

Date: 3/23/2017 8:06:29 PM

City/State/Zip: Akron, Ohio 44319

Company Complaining About: AT&T

Description

Ran several speed test & speeds are less than 1.75 mps.

Very slow

Paying for much higher internet tier.

Called at&t, no resolution.

[Ticket: # 1522485 - century link internet service](#)

Date: 3/23/2017 8:32:25 PM

City/State/Zip: Winlock, Washington 98596

Company Complaining About: Centurylink

Description

My internet speed is not what I was told I am paying for.

Ticket: # 1522640 - Complaint for Frontier - Failure to deliver service

Date: 3/23/2017 10:43:34 PM

City/State/Zip: Naples, New York 14512

Company Complaining About: Frontier Communications

Description

We've been battling Frontier for several years and they will not give this address anything higher than 2.4Mbps down and .3Mbps up even though they charge for "broadband".

[Ticket: # 1523114 - Poor internet service](#)

Date: 3/24/2017 11:05:45 AM

City/State/Zip: Devalls Bluff, Arkansas 72041

Company Complaining About: Centurylink

Description

One line in our rural community. It's overloaded. Service is pretty much nonexistent. Yesterday's speed test: .2 desktop, 1.1 iPad. Tech guy that checked it used his service and his registered: 50 - using his service in my home. Repeated calls and centurylink technicians say, "line is maxed out". They do not say, "we will do something to relieve this situation". And they don't.

Ticket: # 1523174 - Comcast Business not meeting their end of the Contract

Date: 3/24/2017 11:20:48 AM

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

I recently changed my internet service plan with Comcast Business on the 2nd of March, 2017 from the 75Mbps plan to the 1Gbps plan.

During the installation, after testing the speeds on multiple reputable speedtest websites, i tabled my concerns to the installation technician, that the speedtests ranged from 300Mbps - 480Mbps down instead of download speeds close to the 1Gbps that i had requested. Comcast Installation technician said his raspberry pi device was showing download speeds in the 900Mbps range, and that the discrepancy i was seeing would resolve itself in a few days.

After a few days, and the issue still persisted, i decided to call Comcast Business, and the agent said the call would be escalated and i would receive a call back.

After a week of no call back from Comcast, i called Comcast Business again, and i was told yet again that the issue would be escalated and i would get a call back.

Two weeks passed and still no call back from Comcast Business. Not once during both calls was i even transferred to their technical department.

Now i called Comcast today again (March 24, 2017) and was given the run around (Transfers to multiple departments). I have call recordings of the entire exchange on March 24, 2017. Recordings, since i had to call multiple times. They where completely unwilling to resolve my issue, and revert back to my previous Comcast business service agreement i had before March 2nd, 2017.

I would simply like to return to my previous data plan (75Mbps), and my previous service agreement in its entirety including the original contract end date. I am so frustrated with Comcast Business at this moment.

[Ticket: # 1523180 - terrible internet](#)

Date: 3/24/2017 11:24:56 AM

City/State/Zip: Coweta, Oklahoma 74429

Company Complaining About: Windstream Communications

Description

We have had windstream for 6 1/2 years. It has progressively gotten worse. I work from home, and constantly get kicked off the internet and it freezes up. Winstream has basically told us we are at the end of the line and can not get a faster speed. What I don't agree with is that we pay for a VERY faster speed and get less than what is advertised. we should not have to pay the same amount as the people who get the actual speed signed up for.

Ticket: # 1523200 - Terrible Internet Service

Date: 3/24/2017 11:31:31 AM

City/State/Zip: Coweta, Oklahoma 74429

Company Complaining About: Windstream Communications

Description

We have been with Windstream for 10+ years. The internet has gotten worse and worse to the point that we are constantly on the phone with them, having them come out, and fix our issues. We pay for a very faster speed than what we are receiving.

[Ticket: # 1524063 - Inconsistent](#)

Date: 3/24/2017 3:06:09 PM

City/State/Zip: Foley, Alabama 36535

Company Complaining About: Centurylink

Description

Speed is inconsistent and generally slower than advertised. I pay for 10mb/s and my usual SpeedTest, and FAST.com speeds are around 3.5mb/s. Complaints are explained away and blamed on 'non-wired' connections to modem and multiple devices connected. Technician was offered at a rate of 85\$ per visit.

Ticket: # 1524192 - Service and fees

Date: 3/24/2017 3:36:44 PM

City/State/Zip: Chandler, Arizona 85226

Company Complaining About: Centurylink

Description

Dear FCC,

I am writing in regards to my internet and prism service with Century Link. I've had the service with the provider for over a year now. During this time period the service has been and still is less than stellar. Streaming with Netflix is a nightmare. We constantly get interference with buffering. When recording movie or TV series, item selected is not what was requested. Constant repeats eventhough the "first run only option is seleted." The internet is a nightmare. We are constantly changing rooms to keep the signal going for the internet to engage and stay. As for the fees, I feel as though we are receiving the bait and switch service. For example in December 2016, I called and requested the internet speed be increased to 40 mega bytes instead of 20 with the belief this would help with the internet problems, as advised by the century link home service technican. The representative I spoke with assured me the change would become effefive with-in, 24-48 hours. No mention of a service charge or representative coming to my home to make the conversion. In the meantime we were under the impression that we were operating at 40 mg, but we didn't see a change in how the service performed. The service continued to operate in the slow inconsistent manner as before. Most recently, on 03/21/2017, I called to inquire about the billing & the internet still working at a slow capacity. During the conversation the representative advised me that I did not have 40 mg of internet speed, but instead 20 mg of speed. However, in order for me to receive 40 mg a technician would need to come out and there would be a 29.95 service charge. This is just one example of a service and/or billing discrepancy we have had and attempted to resolve on our own with Century Link via phone. Our monthly bill is never that same no matter how many times I call for promotional discounts/specials to decrease the cost of services. Over the last year I've placed at least five (5) calls requesting to adjust the service to get the bill be two hundred (\$200) dollars. Each time during the phone call I'm given a quote and figure below two hundred (\$200) dollars. However, upon receipt of my bill the price has increased to \$220-\$240. This correspondence is to make the FCC aware of Century Links' inconsistent, business, service, and billing/pricing, practice. In addition,we are requesting the FCC to please investigate this matter and help us resolve it to our satisfaction. Most importantly, to get the bill in a price range with-in our budget and for the services to perform consistently and ongoing.

Ticket: # 1524201 - Comcast Internet Speed. Paying for something I'm not receiving.

Date: 3/24/2017 3:39:15 PM

City/State/Zip: Mahtomedi, Minnesota 55115

Company Complaining About: Comcast

Description

I have been paying for a package that is supposedly supposed to give me 105mbps. The speed in actuality has been around 20mbps for months and maybe years. I've been paying for something I have not received. I avoid calling Comcast because of their extremely poor customer service system. It's an incredible pain to call this company. Today when I called to investigate my internet speed and try to gain support as to why I'm not receiving the speed I have paid for, the agent moved me to a different plan, locking me into a year contract. However, I was then disconnected after I was told they would work to resolve the issue and my original problem of engaging my correct internet speed was not resolved. Comcast managed to lock me into another 1 year contract promising a lower rate and better internet speed, but then did not resolve the issue. I still have low internet speed. Not what I'm paying for. I expect a refund of pro rate of some sort according the internet speed I have not been receiving but have paid for.

Ticket: # 1524287 - AT&T

Date: 3/24/2017 4:06:02 PM

City/State/Zip: Montgomery, Illinois 60538

Company Complaining About: AT&T

Description

I have AT&T internet service. When I originally signed up for this service I signed up for their fiberoptic package which is 24mbps. When the installer came he informed my fiancée that he would be hooking up a 12mbps service and if we still wanted the faster package we signed up for we would need to make an appointment for someone else to come back out. We made another appointment for someone to switch us over to the faster service (which we are already being charged for because it is the package we signed up for). The appointment was for Thursday March 23rd between 8am-5pm. Because of the appointment window my fiancée had to take off work. On Wednesday, March 24th my husband got an email in the afternoon stating that our appointment had been changed to March 28th. No one called, the email didn't even give 24 hours notice of the change and has now lost out on an entire day's pay because of this. When the issue was addressed with AT&T they did nothing to resolve it and saw no problem with their actions. Furthermore, they see no problem with continuing to charge us for faster service even though they have only hooked up a slower service. I attempted to private message their Facebook team with no response until I publicly posted about the experience on their Facebook site. Even then the only response I received was another confirmation that they had in fact changed my appointment to the 28th.

Ticket: # 1524360 - (1) COMCAST REFUSES TO FIX MY SERVICE (2) TECHNICIAN ABUSIVE (3) REFUSES TO LET ME SPEAK TO COMPLAINT DEPARTMENT

Date: 3/24/2017 4:22:56 PM

City/State/Zip: Albuquerque, New Mexico 87104

Company Complaining About: Comcast

Description

(1) I have had problems with my internet service ever since I got it a few months ago. Sometimes it works. Very often it does NOT work, especially in the evening and on the weekends. Recently, it has been very bad. I have tried to call COUNTLESS times and have had trouble getting through to a human being. The computer forces me to "fix" the modem automatically, through the computer system. It never works, and I have to keep calling back, over and over again, to get a person to talk to me.

On Wednesday, a technician came out and supposedly "fixed" the service, but later that night it wasn't working again, so I had to go through everything AGAIN.

I requested that they escalate the matter, but they refused. Instead, they insisted that a technician come out AGAIN. They scheduled me for Friday (today.)

The girl who showed up was rude and condescending. She kept asking me the same technical question that I did not understand. I told her I didn't understand what she was talking about and asked her to please just fix the connection. She refused. She claimed I had to be educated so I could understand what she was talking about. I can't even tell you the question, except it had something to do with NUMBERS. Did you speed test THIS number or THAT number? I didn't speed test any number. I speed tested my computer.

She just harassed me, over and over again, insisting I answer her question. I finally had to insist that she leave. She was so rude and condescending! I feel abused.

When I called Comcast, I asked to speak to someone in the Executive escalation department. In fact, I called that number...but that number shuttled me over to the BILLING DEPARTMENT. The girl in the billing department offered to give me free SHOWTIME service. I don't want Showtime service, I told her. I want my internet to work. I wanted to speak to the complaint department. She claimed they didn't HAVE a complaint department. She would take my complaint and forward it on. "Who will you forward it to?" I asked her. She said "to the complaint department." I replied, "so you DO have a complaint department!" She told me, "you can't talk to them." So I inquired, "what will happen after you "forward" my complaint? She said that "someone might call you." I asked, "who determines whether or not someone will call me?" It just went on and on and on. I asked to speak to her supervisor, George. She wouldn't let me do that either. Finally, she told me that if I wanted to file a complaint, I had to do it online...on the service that wasn't working!

This series of events, with computers refusing to let you speak to people and then people refusing to let you speak to the complaint department is calculated to keep you from getting the services that you pay for.

I am terribly upset at all this. I feel abused. I just want my internet to work reliably! It is not an unreasonable request.

This is not the first time they have sent a technician with a horrible attitude. They act like I work for them instead of the other way around.

Ticket: # 1525035 - Dsl bandwidth exhaust

Date: 3/25/2017 12:42:06 AM

City/State/Zip: Longville, Louisiana 70652

Company Complaining About: Centurylink

Description

I'm having a problem with my local internet provider CenturyLink, they have our local area in a permanent bandwidth exhaust because they have oversold the dsl which is only offered in a 1.5 megabit speed which is too slow for this day and age, the local device that all customers are connected to is completely full and the exhaust has been going on since 2012. We usually get only 300-500kb during peak hours. They installed fiber optic lines back in September but I cannot get a straight answer from anyone at the company on when we can be connected to the fiber. They say they can now offer dsl bonded lines by bonding 2 dsl lines together to increase speed but if the local device is completely full with no lines to spare which is what I've been told by several people I've spoken to at CenturyLink, there would be no extra lines to bond to, but they sure will charge for the service, they love to overcharge and price gouge us because they are the only landline service provider in my area of Longville, LA. Every time I call them to get a status update I get a different story. They want to charge my bill for an upgrade to a faster speed and they make an appointment then no one ever shows up and I call back and they just say the local device is still not ready, but they sent out a letter in January to all local customers saying that there was a faster speed available. If they are referring to a dsl bonded line, we have no extra lines. So someone dropped the ball on our local service upgrade. What can be done to get them to give us a straight answer about this ongoing problem and a timeline on when the fiber will be available? Even if they could bond 2 lines together they would also still be in a bandwidth exhaust.

Ticket: # 1525193 - Frontier DSL service

Date: 3/25/2017 10:34:27 AM

City/State/Zip: Needles, California 92363

Company Complaining About: Frontier Communications

Description

Frontier Communications charges for 4-5 megs and only delivers .75 to 1.3!

The DSL service is intermittent due to over selling the service without upgrading their system ie No Capital improvements. The service to Needles Ca comes from Kingman Az on old technology, therefore improving system in needles would still be limited by infrastructure to Needles. Basically we are paying for DSL and getting Dial up speed. Availability and Reliability is poor.

[Ticket: # 1525460 - Frontier](#)

Date: 3/25/2017 3:31:43 PM

City/State/Zip: St. Johnsville, New York 13452

Company Complaining About: Frontier Communications

Description

Frontier communications is an awful company. I run a business in Oppenheim and have poor internet and home phone service. Internet is slow if not working, and phone line is down at least once a week or has constantly static.

Ticket: # 1525522 - Poor internet service

Date: 3/25/2017 5:04:15 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

I have had technicians come to my house on service calls only to tell me they can't do anything because the hub equipment for my area needs upgraded and parts have been ordered. This has been going on since July of 2012. The last tech gave me the local general managers number. I called him August of 2016 (David Rogers) who told me the parts are here and will be installed within the month. I called back in December 2016 and found out his number was no longer good. I have no way of contacting anyone local. Frontier advertises 6Mbps for high speed. I am lucky if I get 5Mbps on rare occasions. Most of the time it's between 2Mbps and 3Mbps. I pay 62.00 a month for this substandard speed and service. I have been a loyal customer since 1996. A friend of my ex-wife works for Frontier and lives and works here in Spring Creek. He tells me he gets 10Mbps most of the time. What is wrong with this picture?

Ticket: # 1525729 - Slow internet and no phone service

Date: 3/25/2017 10:52:25 PM

City/State/Zip: Edinboro, Pennsylvania 16412

Company Complaining About: Verizon

Description

According to Verizon I am paying for 3 Mbps but when Verizon ran the tests on my line the internet speed .98 Mbps download speed and .67 upload speed. I have made several attempts to correct this with Verizon. Each time Verizon states that they are going to fix it. In a few days I will received a recorded call stating that it is fix. The internet speed is still slow and they are still charging me for 3Mbps. While they we troubling shooting the problem the phone went dead.

Ticket: # 1525813 - fio speed

Date: 3/26/2017 8:53:02 AM

City/State/Zip: Holbrook, New York 11741

Company Complaining About: Verizon

Description

i pay extra for my FIO service , to get a 75bp speed. only get around 48. cotacted Verizon so many time but not resolve

please help

(b)

Ticket: # 1525910 - Less than advertised speeds; Issue not resolved after multiple complaints

Date: 3/26/2017 1:50:25 PM

City/State/Zip: Belleville, New Jersey 07109

Company Complaining About: Comcast

Description

Receiving on average less than 25% of advertised speeds for past two billing cycles while paying for full service.

Multiple complaint have been made as well aa dozens of attempts at contacting the company to resolve. Multiple technicians have been sent and situation has not improved, even after escalating the matter to higher management.

[Ticket: # 1525919 - Slow internet](#)

Date: 3/26/2017 2:00:48 PM

City/State/Zip: Dunmore, Pennsylvania 18512

Company Complaining About: Verizon

Description

So frustrated with Verizon and slow internet service. This is not the first time but this time it's worse than ever. We cannot watch an on demand movie on directv because the internet keeps buffering. Additionally multiple people with devices can't be on at the same time in our house.

Ticket: # 1526064 - Time Warner Cable/Spectrum

Date: 3/26/2017 5:29:53 PM

City/State/Zip: Elmira, New York 14905

Company Complaining About: Time Warner

Description

I called 3/25/17 to add TV service. When you add TV your services are changed to spectrum and are no longer grandfathered. I was receiving the top speeds at the time. But the time I added TV they slowed my speeds, would not explain why and then would not take care of it and said it was a "work order" No speed change was needed to be made to my account. Just TV added. I also called to change my modem out and they couldn't even figure that out. I have spent the last 3 hours on the phone trying to get this figured out.

[Ticket: # 1526079 - Frontier Telecommunications](#)

Date: 3/26/2017 5:57:09 PM

City/State/Zip: Mondovi, Wisconsin 54755

Company Complaining About: Frontier Communications

Description

We have continued loss and slow internet service and every time we call we tend to get a run around on getting it fixed. It also seems to take several days to get a repair person out to fix it and Frontier Telecommunications doesn't seem to care about or loss of service.

Ticket: # 1526131 - Failure to provide service as advertised

Date: 3/26/2017 7:26:32 PM

City/State/Zip: Garden Prairie, Illinois 61038

Company Complaining About: Rise Broadband

Description

Our service speeds suddenly dropped off dramatically. Two calls with service ended up with the conclusion that the problem was on Risebroadbands side. No explanations, no timeline for repair. Just a promise to call the next day and explain what was going on. No call ever happened. Repeated service contacts revealed little. We were told the issue was still in progress. We are currently receiving 10% AT BEST of our promised speeds. Last test showed a ping of 510! Upload speed of .25! It's obvious that we are being pushed off as we have an older, less expensive contract for fast service. They know we have little to no options as far as competition goes. It's time for the FCC to step in and ensure that all is being done to provide the service they promise.

[Ticket: # 1526206 - Cable One data caps](#)

Date: 3/26/2017 8:40:33 PM

City/State/Zip: Kirksville, Missouri 63501

Company Complaining About: Cable One

Description

Cable One internet provider is the only high speed internet provider in many rural areas. They offer high speeds at high costs, but have data limits. "Up to 100mb/s" is the package I have, and I have never had speeds above 50mb/s. They falsely advertise and rip their customers off.

[Ticket: # 1526317 - Comcast Throttling Twitch.tv Upload rate.](#)

Date: 3/27/2017 12:38:13 AM

City/State/Zip: Pleasanton, California 94566

Company Complaining About: Comcast

Description

A member of the household is a Twitch.tv streamer.

Prior to starting Twitch to do his stream, we have a 200Mbps Download, and 12Mbps upload speed.

During the course of streaming (less than an hour and a half) it will lower to less than 1Mbps.

Upon stopping the stream, every 30 minutes, the speed will slowly grow back towards the normal 12Mbps.

Due to Comcast being unable to find any "issues" with our modem or lines, we feel we are being throttled, despite paying for a stable service.

Thank you for your assistance!

Ticket: # 1526438 - ISP Bandwith Misrepresentation

Date: 3/27/2017 8:31:31 AM

City/State/Zip: Woodland, Georgia 31836

Company Complaining About: Windstream Communications

Description

We were quoted and pay for 5MPS speed. This issue has been ongoing several years.

Ticket: # 1526488 - Paying for an advertised speed that we are not getting. TDS refusing to admit that is the issue until we confronted them with it.

Date: 3/27/2017 9:21:06 AM

City/State/Zip: Alvada, Ohio 44802

Company Complaining About: Tds

Description

We currently have TDS as our internet provider. In May of last year we purchased a ROKU stick to use for streaming of additional services on our TV. The service was terrible and every time we tried to watch something it constantly paused and said "reloading please wait." This happens every minute or two until it finally says "we are unable to play this video at this time."

I called TDS to complain and they said the speed of Mbps we were paying for was not enough and we needed to upgrade to their 15 Mbps option, at an additional cost, and that would resolve the issue. We did that and still continue to have the identical problem. This went on for several months with multiple contacts with TDS and ROKU. Both companies spent time with me troubleshooting potential problems and could not come up with anything. ROKU even offered to replace our stick with a new one in an attempt to resolve the issue. Both companies suggested several things to try (disconnecting all other electronic devices, moving the modem, restarting ROKU and the modem, etc) and we tried them all. We do not have iPads, we use minimal data on our one Smartphone and are not social media people and rarely use our PC. We wasted hours on the phone and trying all of the suggestions with no improvement.

One of the recommendations made (after several months) was to run a speed test (www.speedtest.net) on the download and upload speeds we were receiving. We do this at multiple times during the day and evening for several weeks in a row. These results were consistent; during the day the speeds were averaging 9 to 12 (never 15 as advertised by TDS) but from about 4 pm until we quit testing around 10 pm EVERY DAY they drop down to an average of 1 to 2. I called TDS (as obviously it was a speed problem and had nothing to do with ROKU as TDS had implied to us all along) and discussed it with them. We were told it had to be something "inside our house" as there were no issues on their end. I even agreed to a technician coming out and was told we may be charged for the service call. I spoke with some neighbors and found out several other TDS customers in our area were having the exact same problem. When I called TDS again and shared this information with them they finally admitted the problem was too many customers using their service in the evenings and it overloaded their outdated equipment. I asked if we would be getting a credit on our bills as we'd been paying for 15 Mbps of service and never receiving it. I was told we would not as the service is advertised as "up to 15 Mbps." She then went on to ask for my patience as they were well aware of the problem and had plans to upgrade equipment within the next 12-18 months as they'd recently had funding approved for that specific on-going issue.

I believe I am owed a credit for paying for almost a year for service I was not getting due to TDS overselling what their equipment could handle, knowing it and continually misleading me as to what the cause of the problem was. I refuse to pay any longer for an advertised service that I am not getting. "Up to 15 Mbps of service" should not be allowed to consistently mean 1 or 2. TDS should not purposely mislead their customers about what the cause of a problem is. I wasted months paying for their service while they suggested it was either a ROKU issue or my fault for either having too many devices on, or the misplacement of the modem, etc, etc. They only were honest with me when I provided them with the information that I'd spoken to multiple TDS customers having the exact same

problem as me and the proof of days of saved speed tests. The only TDS employee to come clean was a guy in technical support who finally told me their equipment is outdated, needs replaced and they are well aware of the problem. When I asked if they continue to sell the higher priced Internet package to customers knowing about the problem and the fact it won't be resolved for 12-18 months he said he was sure they are. I currently pay \$62.46 a month and believe I am owed a credit of \$20 a month from last May when TDS led me to believe paying that amount for faster service would resolve the issue. I am currently in the process of trying to get Spectrum service and as soon as I do I will cancel TDS.

Ticket: # 1527123 - CenturyLink providing less than advertised / charged for internet

Date: 3/27/2017 12:35:46 PM

City/State/Zip: Arp, Texas 75750

Company Complaining About: Centurylink

Description

CenturyLink has consistently not delivered the agreed upon, charged, and paid for internet speeds in my home and community.

Ticket: # 1527193 - Windstream Broadband not delivering speeds or reliable connection

Date: 3/27/2017 12:55:53 PM

City/State/Zip: Whitney, Texas 76692

Company Complaining About: Windstream Communications

Description

We have Internet provided through Windstream Broadband, and they over charge for very mediocre internet, the highest speeds they offer being 8mbps down/3mbps up. We pay for this because it is the only option available, and we have two people who work from home part time, and one college student. Rarely if ever do we receive that service, and internet speeds drop to crawl of under 1mbps down and up regularly. Latency jumps up over 1000ms and many time our connection is routed to a server hub in Denver, CO, instead of Dallas, which is the closest hub we are located to. We have called customer service and somehow usually immediately or soon after we call internet speeds jump back up, which is highly suspect of purposeful throttling, but it does not change the fact that very often we can barely browse webpages. We have also been told we would receive a new modem because the auto-populate channel switch on our does not work, and have not received it. We have to contact Windstream at least three to four times a week to try to figure these issues out, usually to no avail. I have included snapshots of speed tests over several days during times when we are having immediate issues with internet speed. The file ending in 4347 is the most recent, which is on 3/27 at 11:40 am CDT.

Ticket: # 1527250 - Unresolved issues

Date: 3/27/2017 1:14:33 PM

City/State/Zip: Frederick, Maryland 21703

Company Complaining About: Comcast

Description

My account is set up for 200 Mbps, and I have not been getting more than 35 yet with multiple fix attempts. I have had two techs come out, the first one did nothing, the second one worked for like an hour and we couldn't figure it out. At first he blamed my router, so then we put on a Comcast router to see if it changed anything and nothing.

Back end I am coded for 200, and it shows I am getting my speeds, front end I have the equipment for it. He even removed and replaced filters to test it - always caps out at 35. He left saying that he was going to set up a maintenance crew to look at the line, this was Thursday of last week. So it being a few days later (I assume they came, I was given no confirmation), my speed is still the same.

Ticket: # 1527324 - Comcast internet speed not acceptable

Date: 3/27/2017 1:31:53 PM

City/State/Zip: Pompano Beach, Florida 33069

Company Complaining About: Comcast

Description

Since November 2016 Comcast Internet service is not acceptable. The speed I am having is 3.2 MBPS I cannot send an email.

I have a numerals technicians come to my unit no resolution. Comcast is not responding to my inquiry.

It is most horrible experience with Comcast in Pompano Beach.

I have previously filed compliant with FCC. Comcast did not respond to FCC inquiry.

I am requesting to fix the service and be compensated for all the time.

Ticket: # 1527347 - Internet connection problems and slower speed than I am paying for

Date: 3/27/2017 1:37:32 PM

City/State/Zip: Pittsboro, North Carolina 27312

Company Complaining About: Centurylink

Description

The phone and internet come and go at random times. We pay for a speed of 20 mpbs but have never gotten above 17.5.

Here is a summary of problems for 90 days. It has been like this for over two years.

12/22/16 phone and internet down, back the next day

12/26/16 out 1/2 of the day

12/31/16 phone out, internet speed 14 mpbs

1/2/17 10am phone out part of the day, internet 10 mpbs, later up to 17

1/2/17 12:10pm phone noisy, internet 10 mpbs

1/2/17 3:30pm internet 12 mpbs

1/3/17 4:30pm phone out

1/4/17 5:00pm phone back

2/4/17 11:00am phone out, back about 6:00pm

2/5/17 11:00am phone out, internet slow 14 mpbs

2/7/17 internet slow, 14 mpbs

3/13/17 phone out but internet working but slow

3/17/17 phone back on about 5:00 pm

3/21/17 9:00am phone static,internet down to 5 mpbs and unusable, back after 4:00pm

Ticket: # 1527895 - Poor Service

Date: 3/27/2017 3:44:59 PM

City/State/Zip: Kennedy, Alabama 35574

Company Complaining About: Frontier Communications

Description

- > Frontier's internet service is extremely poor and has been for years.
- > In September you could not even read emails. Frontier would not issue credit because complaint tickets were not made. They had stopped making them because they were tired of it.
- > An employee said that he could see that their internet had dropped 500 times in that month. He scheduled a technician.
- > The technician called and said the problem was in the office and that it was repaired. An hour later the service was down.
- > When he called today he was told that the area is oversold and there was nothing he or they could do. The agent said that their service was interrupted 30 times today alone. The phone is also not working.
- > They continue to advertise high speed internet and charge full price.

Desired resolution: They want the service improved.

Her son John Land may discuss this.

CTR375-phone

Ticket: # 1528830 - Terrible internet

Date: 3/27/2017 8:15:30 PM

City/State/Zip: Nicholson, Pennsylvania 18446

Company Complaining About: Frontier Communications

Description

Slow speed costing too much. I have countless interruptions in service. If I have two things online at the same time it is a sad thing that this doesn't work. I know you can boost the signal but you won't. I don't want to here it's because I am at the end of the line because I know you can make things better. Hi speed that I pay Florida , you should be sued or investigated

[Ticket: # 1528935 - Internet speed](#)

Date: 3/27/2017 9:04:39 PM

City/State/Zip: Sinclairville, New York 14782

Company Complaining About: Windstream Communications

Description

Not getting internet speed I'm paying for. Have contacted windstream several times about this issue.

[Ticket: # 1529010 - Internet speeds cut](#)

Date: 3/27/2017 10:01:13 PM

City/State/Zip: Miami, Florida 33156

Company Complaining About: AT&T

Description

I regularly have download speeds of around 3 megabytes/ sec, however, my speeds have been slowed to around 200-300 kilobytes/ sec recently. This has been happened for at least a week now and is definitely less than the advertised speeds of 45 Megabits/ sec or around 5 megabytes/ sec. After multiple speedtests with different hosts, the results are more or less the same: around 1 megabit/sec. This is less than sufficient for my needs and my guess is that they're screwing me over. Thanks

Ticket: # 1529118 - internet service not working properly ever in the 7 years ive been with them

Date: 3/27/2017 11:18:44 PM

City/State/Zip: Mayer, Arizona 86333

Company Complaining About: Speedconnect

Description

my provider keeps upgrading their system each time swearing it will be better. in october they transferred us all to a new system and again raised our prices (4th time). my plan (the platinum) is supposed to get up to a 15mbps download speed it rarely gets to 2mbps. my service crashes a minimum of 10x per day and i have to restart. sometimes I restart and it crashes before it even gets going. I have called many times (nearly daily) and have never had any different result. on December 20th and 21st of 2016 it was completely down. after complaining my internet would go down between 1pm and 10pm every hour on the hour for four or five minutes. after complaining again this stopped but then it would crash and i would have to restart again 10x + per day. I have tried for years to get them to resolve these issues and have never succeeded. each time they swear that the new system coming will resolve all these issues. they advertise a 96% customer satisfaction rating yet everyone in my area hates their service. my neighbor just switched to dsl his download speed is 11mbps or better at all times and he gets a phone for the same price I pay. over the years ive given this company close to \$6,000 and have never received the service that i pay for. the name of the company is Speed connect (obviously an oxymoron)

Ticket: # 1529225 - Deceptive business practices

Date: 3/28/2017 1:42:45 AM

City/State/Zip: Kansas City, Missouri 64117

Company Complaining About: Time Warner

Description

Since deciding on time Warner as my home internet provider I have been schmoozed, bullied, forced, ignored, told I was crazy, cussed at, hung up on, rudely ended chat sessions, refused to be given employee identifying info, screamed at, and been agreed with , all of this from mostly telephone reps but also by internet chat techs and even in person with on site techs ! One tech I threw out of my house for being disrespectful and rude when I refused to allow him access personally to my laptop or any other of my own personal equipment. One tech admitted to me that time Warner throttled the service speeds during peak hours of the day only he called it "Peak hour data monitoring and observation for information and usage surge peaks while automatically optimizing the overall utilization of network access in certain areas so as to impose lesser limitations to other locations." ALL THAT MUMBO JUMBO MEANT THEY WERE TRYING TO FANCIFULLY SAY THEY WERE DOING SOMETHING OTHER THAN THE ACT OF THROTTLING! This is in direct conflict with their advertised position of "No Data Caps and No Throttling" . In the last 8 months I have recorded and logged 31 separate phone calls to complain of bad service and not provided as promised speeds which I have been charged for. I have transcripts of 19 internet chat sessions saying the same things. I have 9 separate visits by field techs that have die everything from run new lines from the street to my house change out hardware and some that just scratch their heads and blame the office. I have had techs on the phone as well as In chat and also live in person admit that there is throttling but they have no idea how to stop it. THEY ADMIT TO SELLING ME 200 SPEED SERVICE AND THEN INTENTIONALLY TAKING AWAY WHAT I OWN AND PAY FOR WGENEVER THEY WANT AND THEY MAY OR MAY NOT GIVE IT BACK IF AND WHEN THEY ARE READY. How is this anything other than Grand Theft? If u as a citizen were to sell something like a car to my neighbor and wait to sign the title until after he hands me the cash and then decide to not sign or give him the keys but I stead tell him to piss off and go back into my home with his money then I would be prosecuted for grand theft a criminal offense punishable by fines and jail time as well as a documented record of my actions In the public record for everyone to see. But is this how time Warner is treated no. They get to steal from the public at large and walk away laughing into the sunset all the while the victims get to wonder why the people put in charge of making sure this kind of thing doesn't go on jyst turn a blind d eye to what's morally wrong as well as criminally prosecutable.

Ticket: # 1529242 - Comcast is not delivering service as advertised

Date: 3/28/2017 2:27:17 AM

City/State/Zip: Danville, California 94105

Company Complaining About: Comcast

Description

I currently pay for a 200 megabyte per second connection speed per month, which is one of the most expensive connection speeds offered by comcast via xfinity. Since receiving service 3 months ago, I have called Xfinity/Comcast at least 5 times (3 times alone in the last week this month) regarding the apparently deceiving service they are providing, due to speed test confirmed lower than advertised internet speeds. More specifically, my speed should hover around 200 mbps, and instead when checking it, is at under 20 mbps. Upon calling Comcast and spending on average 20 minutes per call, agents are able to misteriously fix my speed without any action on my part (no restarting of devices or anything of the sort). Specifically, 2 days ago I had my speed "fixed" and again today, through speed test Ookla, I confirmed the speed is at an all time low of 15 mbps. This has not been addressed as a long term fix as I requested it to be and I demand this service be fixed and the bill be adjusted to reflect the on average speed for the month that I am actually receiving...

[Ticket: # 1529255 - Complain from sprint Co.](#)

Date: 3/28/2017 2:48:46 AM

City/State/Zip: Turlock, California 95382

Company Complaining About: Sprint

Description

Sprint coverage maps for 4G/LTE is a big lie in many areas. I live in turlock. I report sprint problem but they like only money. There is speed like a dial up in most of area in turlock. Sprint is not user friendly and has a complex system to answer costumer. Sprint get lot of money for create/move/accept/release/cellphone&.... In the USA most of people don't time for complain of a company and companies have psychiatrest that get extera law money of people.

[Ticket: # 1529671 - Bait and switch internet speed](#)

Date: 3/28/2017 9:55:34 AM

City/State/Zip: Elcorn, Wisconsin 53121

Company Complaining About: Tds

Description

Our internet plan is for 1mbps download speed and all of our neighbors are paying the premium price for it but we are in a restricted speed area and we average .05mbps download speed.

[Ticket: # 1529679 - Att](#)

Date: 3/28/2017 9:56:18 AM

City/State/Zip: Austin, Texas 78747

Company Complaining About: AT&T

Description

Att never delivered internet service at the speed they advertised and for which I paid. I paid for 1g and rarely received speeds higher than 100. Often it was well below that. They sent techs and they said, it will never get the full 1g, but we couldn't even get half of what was promised or paid for. I cancelled my service

Ticket: # 1529870 - Internet Speed

Date: 3/28/2017 10:42:00 AM

City/State/Zip: Portage, Indiana 46368

Company Complaining About: Frontier Communications

Description

We have had numerous issues with Frontier internet speed. In the last incident which was this last week. A technician came out to check out the issue outside of the house. My son was home and talked with the Frontier technician. The Frontier technician admitted that we were not the only customers with this issue. Many other customers were having the same issues. The Frontier technician admitted to my son that they have no idea what the problem is. The technician did come into the house and replaced the DSL modem. Which slightly improved the speed. Although 3 hours later the same problem came back. This has been off and on for over 6 months now.

Ticket: # 1529928 - Internet speed

Date: 3/28/2017 10:54:46 AM

City/State/Zip: Pasadena, Texas 77502

Company Complaining About: Directv

Description

Direct tv lied about their speed in our area and about bundle up service. They promised 75% speed and we only have 45% or even less! We are so overwhelmed...tried contacting them but they just don't care and say there is no such speed in our area. Why lie? We tried disconnecting but they say we need to pay more than \$400 to do so! We don't want anything to do with them and want to discontinue service at no cost.

[Ticket: # 1530411 - I've been paying for 300mbps for months but only receiving 130mbps and can't get a refund](#)

Date: 3/28/2017 12:25:40 PM

City/State/Zip: Yorba Linda, California 92886

Company Complaining About: Time Warner

Description

I signed up for Internet with Time Warner for 300mbps at \$65 per month. I got those speeds for about three months. Then my speeds dropped to 130mbps. I called to complain and my speeds would go back up to 300mbps. But then I noticed that these speeds would only last a day until they went back down to 130mbps. They kept on promising to fix the problem but never did. I've tried to get a refund for the poor service but I was only able to get credit for one month out of at least six where I have received poor service. These problems have occurred since Time Warner became Spectrum. I think what happened was that everyone on a 300 plan was moved down to the 100 plan service but continued to pay for the 300 plan. Please help, I'm sure there are many who haven't noticed that they are over-paying for service.

Ticket: # 1530928 - Multiple outages, carrier unresponsive

Date: 3/28/2017 1:55:30 PM

City/State/Zip: Richmond, California 94801-1825

Company Complaining About: Comcast

Description

I've been a loyal Comcast user for over 10 years, the outages in my area have become too common and long lasting to be ignored. They refuse to address the issue or compensate customers.

[Ticket: # 1531229 - AT&T Internet - Fail to deliver service as advertised](#)

Date: 3/28/2017 2:54:37 PM

City/State/Zip: Houston, Texas 77042

Company Complaining About: AT&T

Description

AT&T has failed on multiple occasions to deliver the services as advertised. The internet package currently purchased is for 60mbps and after running various ISP tests, we are only receiving 20-25mbps. They continue to charge for the 60mbps and deliver terrible internet service.

Ticket: # 1531661 - Defective Internet Service**Date:** 3/28/2017 4:22:09 PM**City/State/Zip:** San Dimas, California 91773**Company Complaining About:** Telepacific Communications

Description

Hello, We have been trying for more than a year to try and fix the issue with this Internet provider but they wouldn't give is the internet service we are paying for. The internet keeps falling down and they keep telling us we are "maxing our bandwidth". When we wanted to switch a provider they came up with an "attractive offer" of paying a little less "with the same service", however the speed is not the same, they issued this 3 years contract with a very heavy penalty fee in order to avoid us getting out of it. Now they want to offer us a ridiculous upgrade that is far from par with their competition. We are actually on a 1MB speed contract for almost 500 dollars (this includes 4 telephone lines) when their competition offers 50/50 Mbs (including the phone lines) for less than half of the price.

Thep robe is that this "issue" is really affecting our business. We need to communicate by email and we do not really consume much internet. Our needs didn't even increase in the last 3-5-10 years but the internet speed service we get from this provider have changed. We do need help with this problem, W even contacted the Public Utilities Commission and after all the ordeal of explaining our problem, after weeks they told us they do not have jurisdiction over internet, something we didn't know of course.

We already wasted so much time, we are already receiving orders and we are afraid we will need again to go home and start our work there because the internet service in our office just doesn't work after a couple of hours (because that's when the "maxing" problem starts to happen). Note: For the "Internet Method" question in this form I just chose "DSL" but i think it should be T1 instead.

Ticket: # 1531861 - Internet advertised speed/interruption of services

Date: 3/28/2017 5:07:53 PM

City/State/Zip: Spotsylvania, Virginia 22553

Company Complaining About: Comcast

Description

I purchased Blast internet from Comcast at the advertised speeds of 200MBPS and I only receive between 15-60 on a good day. I've contacted Comcast on numerous occasions trying to resolve this issue. They seem to push the problem aside and give me the run around each time. I have Copy of Chats as well as recordings of what Comcast's Customer Service reps have said.

I would like to receive the advertised speed of 200mpbs 24 hours a day 7 days a week as long as I am paying my bill ON TIME and stay current. This isn't to much to ask as Comcast as a multi-billion dollar company and I assume they want there customers to be happy.

Ticket: # 1532284 - Frontier Communications Internet Issue - Ongoing**Date:** 3/28/2017 7:32:55 PM**City/State/Zip:** Girard, Illinois 62640**Company Complaining About:** Frontier Communications

Description

My most recent issue with Frontier involves my transfer of service that has been a nightmare that is still ongoing. Before I had decided to buy my current home I spoke with several different representatives from Frontier to ensure that 1. That their service was available and 2. That I could still get the internet download speeds that I had previously. Every single agent and even a local installer told me that there was no issue and that service was indeed available and I could keep my current download speeds. After doing my due diligence with this company I was assured there would be no service interruption so with this information my wife and I decided to proceed with the purchase of our current residence. To explain I am currently self employed and work from home as well as a current software engineering student so the internet is used for more than streaming television or playing games it is the way I feed my family therefore a necessity to have working internet with the best speeds available to us rural Americans. To begin the customer service representative was not very knowledgeable on how to complete my transfer of service request. Eventually the transfer of service order was placed and my install date and time was set for March 1 of this year. That day came and went with no install or contact from the company. The next day I contacted customer service and was told that the internet download speeds the order showed couldn't be installed that it was not available and that a rep had called me, their notes showed. This was not true at no time did I receive any calls or was any voicemail left to inform me of what was going on. Instead they suspended my order with no customer contact and left me without service. They had already disconnected my internet service at my previous address which was not supposed to happen until I moved out a week later which I had set up with the transfer of service rep. At this point I spoke to a supervisor named Misa who was cold and callus towards me and my situation. She refused to expedite my install order and instead set me up with the next available install date which was 3-7-17. Also this supervisor refused to credit my account for time without service or even offer an apology let alone attempt to resolve my issue. During this time I was forced to use my cellular data for work and classes which led my cellular carrier to charge me over \$50 in overages. Which again Frontier expressed to me that it was not their problem. Finally my install date was here and the installer Mike got me set up but with more issues. Instead of being able to get me even the base internet speed of 12 mbps download speed I was given 7 mbps download speed on a good day but usually slower than that. Mike had told me there was an issue with the order for the second line which was needed to get my speeds back up where I was initially told they would be and that it would be a couple of days before he could get back out here to complete. That day I spoke to Connor at their Jacksonville office and was assured within two days Mike would be back out to complete my installation. Now several weeks later and not only has my installation still not been completed but I have had no contact from anybody at Frontier. I have called customer service with no results they transfer me to technical support which has no access, they claim, to the customer service system where my order shows completed. At this time I have very slow internet, have had zero contact from anybody local with an update on what is going on and they raised my bill and refuse to lower at all. Another frustrating aspect of this situation is that Frontiers fiber line runs right through my property so the ability to get me set up is there and then they could provide better speeds to my entire subdivision.

The only resolution that is acceptable is for Frontier to provide me the internet speeds that their representatives had promised which directly led me to purchasing my current property. According to their own local technicians they can provide the service therefore they should.

Ticket: # 1532373 - Poor Service Quality / No Capacity

Date: 3/28/2017 8:39:08 PM

City/State/Zip: Jasper, Georgia 30143

Company Complaining About: Tds

Description

I have been a customer since 2013 subscribing to Internet Turbo Service. The service has consistently under performed for the advertised bandwidth for which we are paying. I have made several trouble calls not being able to access web sites, experiencing slow throughput and as a part time telecommuter, not able to use business applications such as Skype to communicate or share my PC monito screen to make presentations e.g. PowerPoint and/or excel. I came from a "developed AT&T monopoly LEC" and never had this issue paying for half the bandwidth at less than half this cost! I could use the same Skype services and present Excel & PPT decks when I telecommuted without freezing screens and loss of voice. I have called in trouble tickets on numerous occasions and escalated to 1st & 2nd level management who has shared there is a "known capacity issue' and we are on a "7 year improvement plan". I and other members in our local community operating off the same [DSLAM] are seeing throughput issues <1mb today and I understand we are in [year 1] of this improvement plan. This is unacceptable and unconscionable to charge customers for a product we are not realizing.

[Ticket: # 1532393 - My upload speed makes my internet horrible.](#)

Date: 3/28/2017 8:53:16 PM

City/State/Zip: Daphne, Alabama 36526

Company Complaining About: Mediacom

Description

My internet upload speed is so horrible that I cannot even use it. I work from home as a photographer and I have to upload galleries for my clients and over the past few weeks I have not been able to do this from home despite paying extra monthly for premium service. After contacting mediacom they have been unhelpful to say the least. Please help I have no other recourse. It's hurting my business.

[Ticket: # 1532579 - Internet Throttling](#)

Date: 3/28/2017 11:01:01 PM

City/State/Zip: Passaic, New Jersey 07055

Company Complaining About: Optimum (altice Usa)

Description

Speeds are being heavily throttled to abysmal speeds by internet provider even though I am subscribed to their highest speed tier for residential service.

[Ticket: # 1532674 - Poor Quality](#)

Date: 3/29/2017 1:09:22 AM

City/State/Zip: Tonopah, Nevada 89049

Company Complaining About: Atomsplash, Llc

Description

AtomSplash has been charging an arm and a leg for service, however as I am one of their original founding customers, I don't get the speeds or service I pay each month. However, the kid down the street gets a newer antenna and blazing faster speeds. I call and never receive a call back. Need help, I don't think its fair that this internet provider is capitalizing on rural customers and not providing them the service and speed they are paying for.

Ticket: # 1532697 - my comcast services

Date: 3/29/2017 1:46:23 AM

City/State/Zip: Philadelphia, Pennsylvania 19147

Company Complaining About: Comcast

Description

Do not understand why my comcast services have become slower as my fees rise. I have called comcast many times et they send refresh signals which do not work tell me get new modem which does not work..they have purposely slowed down my service so that i will pay higher fees to get services, this is not right. why are services so slow? it takes at least 18 minutes to load a page if i use someone elses computer it loads quickly. my internet services were never this slow in the time i was with comcast, this seems suspicious like a ploy to get me to increase my rate. please help please intervene so that i am treated fairly like all consumers should be. I was able to zip through my computer rapidly now it is increasingly slower. It takes so long for pages to display if at all.. please fix this.. this is not good. I have heard that other customers are dealing with this too.. please intervene

Ticket: # 1533102 - Internet service

Date: 3/29/2017 10:22:18 AM

City/State/Zip: Burlington, New Jersey 08016

Company Complaining About: Verizon

Description

Not receiving the internet speeds I am paying for. Also requested credits for losing internet net service. Sent letter to Verizon no response or credit given.

Ticket: # 1533601 - Billing Issue

Date: 3/29/2017 12:08:08 PM

City/State/Zip: Wichita, Kansas 67226

Company Complaining About: AT&T

Description

- * AT&T promised a specific download speed
- * The service failed to deliver download speed
- * I worked with AT&T to correct the issue
- * AT&T was unable to correct the issue
- * I cancelled the service
- * AT&T charged me an early termination fee
- * I contacted AT&T to have the early termination fee removed
- * AT&T repeatedly agreed to remove the early termination fee
- * However, AT&T continues to indicate I owe the early termination fee
- * When I call AT&T, we start the whole process over again
 - * I call customer service, they say they will remove, I get a bill, I call AT&T...repeat
- * AT&T actually owed me money, which they have failed to return...as a result of cancelling the service (service was paid in advance)
- * My latest phone call with AT&T customer supervisor resulted in AT&T stating that "they were not responsible for meeting the advertised speed, the only responsibility was mine, and that was cancelling within 30 days if I was unsatisfied"

Ticket: # 1533649 - Frontier Internet speed

Date: 3/29/2017 12:20:07 PM

City/State/Zip: Fairport, New York 14450

Company Complaining About: Frontier Communications

Description

(b) (6)

[Ticket: # 1533737 - slow internet](#)

Date: 3/29/2017 12:38:36 PM

City/State/Zip: Eveleth, Minnesota 55734

Company Complaining About: Centurylink

Description

I'm paying for 12-16 mb of speed and I tested using an independent speed test site because Century link has their speed test block off so I can't use it. My speed test of a few minutes ago with 1 computer on, no tv's on, was download-5.46, upload was .23mb. They blame it on to many mobile devices on at the same time, it's because it's wireless. Also, they want everybody to pay for an upgrade in speed which you get free for 2 years, but then your bill sky rocket after that. That came from a service man at century link.

Ticket: # 1534358 - Frontier Communications

Date: 3/29/2017 2:40:26 PM

City/State/Zip: Columbus, Michigan 48063

Company Complaining About: Frontier Communications

Description

Before going into a long rant, I'd like to thank you to taking the time to review this issue. It is very much appreciated. Frontier Communications has a long list of complaints as I've come to find out over the past few days, trying to finally get some results. We have been Frontier Communications customers for 3 years now since moving to our new home. We are in a rural area and have two options for internet, Frontier or satellite. They are charging us for speeds up to 6MBPS, however we have never received more than 1-2 Mbps. Over the past year our service has been so slow it is almost unusable. The connection constantly goes out and customer service is a nightmare. My main issue is how we have no other options. I have had to turn down 3 job opportunities due to not meeting internet requirements from slow speeds. Our bill has been going up every month while our service declines. I've had customer service reps tell me a connection issue is fixed or a billing issue is fixed, hang up then find they billed me anyways and have to call back. We have issues on a WEEKLY basis and unfortunately that's not an exaggeration. It is becoming common to not have internet some days due to the issues and calling in is completely unhelpful. I did a speed test last night and the download speed was .30 while upload was .70. This is normal with this company and yet we have no other options and millions of their customers experiencing the same issues. I just want to get what I am paying for and even have the same options for internet that other do. So many job opportunities would open up if high speeds were available to everyone even in rural areas. But I'd settle for just receiving what I'm paying for.

Ticket: # 1534406 - Comcast/Infinity internet service

Date: 3/29/2017 2:51:19 PM

City/State/Zip: Miami, Florida 33125

Company Complaining About: Comcast

Description

For the past 6 months I have been in communication with Comcast/Infinity about my internet speeds, i am currently paying for a 70mbps plan with them and i have not had higher than 5mbps download speed since i first had this plan. they have sent over 3 different techs to fix the problem and i have spoken with over 5 different reps over an internet chat to try and resolve the problem and nothing has changed. Ive had holes drilled into my house and wiring changed, even wiring changed from the power line to my house and again no change to my internet speeds. I have run out of options the FCC is my last one.

[Ticket: # 1534817 - Exede Satellite Internet's failure to provide advertised services](#)

Date: 3/29/2017 4:11:27 PM

City/State/Zip: Esperance, New York 12066

Company Complaining About: Exede

Description

Exede advertises a new offering. 150 gigbytes of bandwidth with a boosted speed of upwards of 25 Mbps. I opted for this new service and as of now, I'm receiving slower service than I had under their old plan.

Ticket: # 1535460 - Low Internet Speeds

Date: 3/29/2017 7:25:11 PM

City/State/Zip: Chicago, Illinois 60613

Company Complaining About: Comcast

Description

I am currently a Comcast customer who is paying for internet only, with guaranteed speeds of 75mbps. With a wireless connection, my speeds tops out at less than 1mbps. With a wired connection, it tops out at 6mbps. I have contacted Comcast via online support, phone support, and visited Comcast stores to resolve the problem. No attempts are made by Comcast to solve the problem, I am passed around from department to department with no help. If my problem is not solved soon, I will be taking my business elsewhere.

[Ticket: # 1535874 - Internet speed not as advertised.](#)

Date: 3/30/2017 1:34:11 AM

City/State/Zip: Boise, Idaho 83705

Company Complaining About: Cable One

Description

We have been purchasing a 200 mb/s internet package through Cable-One. However when we tested it through Google's internet speed test, we are receiving less than 20mb/s.

Ticket: # 1536258 - Frontier communications

Date: 3/30/2017 10:35:24 AM

City/State/Zip: Hanoverton, Ohio 44423

Company Complaining About: Frontier Communications

Description

My internet is either slow or completely out the majority of the time. At first it was just out whenever it rained, then a couple months ago the technician call and said he found a short. Then he said he turned my speed down . Now instead of only going out when it rains, it is either super slow to no service at all. Instead of updating the equipment so they can provide the customers they already have with better service. I keep seeing adds for new customers. The comments on the adds on Facebook are I would guess about 95 % complaints about poor service our no service.

Ticket: # 1536273 - Internet

Date: 3/30/2017 10:38:53 AM

City/State/Zip: Lakeland, Florida 33801

Company Complaining About: Frontier Communications

Description

- 1.) The internet service provided to me continues to loose connection and does not run at any speed over 1.5 mbts and often does not even reach 1mbts.
- 2.) I have been charged for months of service running at far less than advertised speed & less than I was told it would run at by Rick Self and Phil Reed.
- 3.) Rick Self's refuses to solve the litany of problems that I have had with Frontier. Rick told me that I could keep opening cases and that he would keep closing them.
- 4.) Phil Reed was also not interested in resolving these continuing issues. He told me that my problems were the reason Frontier has a legal team.
- 5.) I have endured an arsenal of costs and losses due to the inadequate product, incompetent service and insufficient compensation that I have received.

Ticket: # 1536543 - Billing me for Internet speeds I DO NOT GET!!!

Date: 3/30/2017 11:47:25 AM

City/State/Zip: Norwalk, Connecticut 06851

Company Complaining About: Cablevision / Optimum Online

Description

Our Optimum package includes up to 60Mbps but we the best we get is 25Mbps. And we only get that if we are only running ONE device. I already dealt with their service department. They failed to fix the problem and refused to compensate me for the data I paid for, but STILL do not get.

[Ticket: # 1536895 - poor internet service; extremely slow DSL](#)

Date: 3/30/2017 1:07:11 PM

City/State/Zip: New Martinsville, West Virginia 26155

Company Complaining About: Frontier Communications

Description

We have bundled land-line phone and internet provided by Frontier Communication. In this central Wetzel County, WV, area there is no other choice. Thus, Frontier is essentially a monopoly and, more important, still acts like one. They continue to market and advertise "High Speed DSL", which is also what we pay for. However, due to their poor or non-existent maintenance on their old poles and wires and junction boxes, the phone lines are undependable and the internet very slow and intermittent. In an attempt to address these on-going issues, on March 28 2017, I again spent about 2 hours on the phone with some Frontier employees. Customer service told me to contact tech support and tech said to speak with customer service and then they both said to call Frontier Corporate, but they could neither tell me how to or do it for me. Due to my very slow internet connection, there has been a large file "stuck" for over three days, and it cannot be downloaded from the Yahoo server. Frontier forces me to use Yahoo as their web-mail warehouse, and Yahoo does not seem to allow me to identify any individual file by size. Thus, I have not been able to identify and delete the large offending file blocking my normal e-mail downloads. Monopolies have never put a high priority on (good) customer service. Even our WV PSC tells me that Frontier will never maintain a problem pole and wire issue until the phone line is completely broken.

Ticket: # 1537102 - internet ripoff scheme

Date: 3/30/2017 1:53:58 PM

City/State/Zip: Anderson, Indiana 46016

Company Complaining About: Comcast

Description

<http://results.speedtest.xfinity.com/result/1510196744.png>

paying for 75/10 mbps getting 1.5-10 test results manipulated and after 3pm internet is unusable this has been the case for more than 90 days the bill (115\$ a month) is paid EVERY MONTH ON TIME yet multiple communications have yielded NO results other than being charged for customer service and advised they will send a tech at my expense, this is the second time ive had to make a complaint against them in order to hopefully get a response and hopefully a positive result this company has monopolized the service in my area and no other suitable provider is available, we were also notified that our speed was increased as courtesy but strangely so was the cost. a little research yields that thousands across the nation are having the same problems the equipment has been replaced multiple times and ALL hardware as well as the drop were replaced and seem to be in good order test results show no line trouble and no equipment trouble but only 1- 2 hours 0600-0800 usually the service is usable, our income is net based so is comcasts payment system so if they dont provide us the service we paid for they dont get paid , i will be requesting at minimum restoration of proper service and refund of not less than 30 days of payment, i would further advise that since comcast has been previously contacted by the FCC and has since then returned to their "throttling" practices and lack of interest in customer support and contractual obligation they be FINED by FCC this is no less than Fraud by wire. we should not have to have these people in our house every 6 months this is beyond unacceptable and obviously is their way of making more money. at the same time interfering with our livelihood and preventing us use and enjoyment of a service they are contracted to provide, we have several hundred dollars of internet based services that are absolutely useless because comcast refuses to maintain the connections , constant router restarts, and outright blackouts , while pingrates are within range this is obviously a comcast dns issue as it was last time. strangely cable service is unaffected other than the poor quality of local channels we have to pay to maintain

Ticket: # 1537462 - Unreliable Internet with ATT saying that there is nothing else they can do

Date: 3/30/2017 3:05:26 PM

City/State/Zip: Middleburg, Florida 32068

Company Complaining About: AT&T

Description

I have had speed issues since my service was installed almost a month ago, 3/1/2017. ATT customer service has told me that I should be getting no less than 600 Mbps download speeds with speeds up to 940 Mbps. I rarely get over 400Mbps, and normally get less than 150Mbps, with sometimes only getting less than 1 Mbps. ATT keeps on telling me that they have resolved the issue when I get speeds back above 200 Mbps. I had a second tech out almost 2 weeks ago from today, 3/30/2017, who completely reinstalled the service, to include running a brand new fiber line from the street into the house, a new modem/router, a new ONT, and new Ethernet cables. He literally completely reinstalled the service from scratch. The tech was dumbfounded as to why we were still having problems with the service. He said that the issue has to be up stream from our house somewhere, but that he had no access to that equipment nor any way to diagnose an issue with the up stream equipment. The tech left his card and said that he would talk to his manager about opening a ticket to have the up stream equipment fixed. I contacted him on 3/28/2017 and asked him if they were going to open the ticket to fix the problem, but his manager said that the speeds that we had when the tech left my house, less than 400Mbps, was within the ATT company standards of service and would not open a ticket up to look into that section of the feed. His manager also said that he does not have any access into that side of the service. I called ATT support again today, and they got the service back above 300Mbps and said that is all they can do on top of sending out another technician. I have only seen speeds around the stated minimum speed for the service a handful of times, and those instances are for very brief periods, less than a few hours. I don't know what else to do, as they have already sent out a tech, and are sending another today, and nothing ATT has done thus far has fixed the service, nor do they appear to even be willing to actually investigate the problem, beyond send out another tech. As soon as the service stops working again, I will add that screenshot as well.

[Ticket: # 1537739 - Internet speed](#)

Date: 3/30/2017 4:15:20 PM

City/State/Zip: Levittown, Pennsylvania 19055

Company Complaining About: Comcast

Description

Comcast states that I will receive 200 mps speed, after several speed test I only get 40 mps avg. I have contacted Comcast twice and after being transferred twice to the advanced team I was told both times that it will get faster after 15 minuets. Well it don't.

[Ticket: # 1537823 - Internet speed and raising rates](#)

Date: 3/30/2017 4:35:37 PM

City/State/Zip: Wake Forest, North Carolina 27587

Company Complaining About: Time Warner

Description

Ever since spectrum took over time warner cable our internet speed has been way down. They have also raised our bill 20 dollars a month but I am not getting what I pay for.

**Ticket: # 1538145 - Service cancellation with pre-termination penalty fee on an
UTTERLY POOR SERVICE**

Date: 3/30/2017 6:24:14 PM

City/State/Zip: Corning, California 96021

Company Complaining About: Hughes Net

Description

I have subscribed to Hughesnet satellite internet service and have been paying \$85.99 a month since November 2016 for supposedly 9-15Mbps service. My home based work, relying solely on internet connection has been gravely affected for having grossly slow and intermittent connection. I want to cancel my subscription because I am only getting average 3.73Mbps recorded Download speed but they don't want me off their hook by threatening me to pay \$350 penalty! I believe Hughesnet has breached the contract first because I have been faithfully paying \$85.99 for a mediocre service! Please help! I want to get out of this abusive contract! Thank you very much!

[Ticket: # 1538307 - Internet speed never as advertised](#)

Date: 3/30/2017 7:29:21 PM

City/State/Zip: Collierville, Tennessee 38017

Company Complaining About: Comcast

Description

I am paying for the highest tier internet package with Comcast and receiving bottom tier service.

[Ticket: # 1538403 - Verizon Misrepresentation](#)

Date: 3/30/2017 8:10:21 PM

City/State/Zip: New Castle, Pennsylvania 16101

Company Complaining About: Verizon

Description

We were sold a 5MB speed and have discovered we are to faraway to receive it.

[Ticket: # 1538481 - Windstream Slow Speed - DiBella](#)

Date: 3/30/2017 8:59:09 PM

City/State/Zip: Syracuse, New York 13215

Company Complaining About: Windstream Communications

Description

See attached document

[Ticket: # 1538494 - poor Internet Service](#)

Date: 3/30/2017 9:11:08 PM

City/State/Zip: Jackson, Kentucky 41339

Company Complaining About: Tds

Description

For the past two years I have been paying for 5 megabit internet, but during the evenings and some afternoons speed consistently drops to about 5 to 10% of this, often even lower. Cannot even get Facebook to load most evenings now. This is countywide, company is frequently contacted, but they don't seem to care. This is the only option i have as well as many people in our county.

Ticket: # 1538530 - Internet Speed

Date: 3/30/2017 9:57:46 PM

City/State/Zip: Jackson, Kentucky 41339

Company Complaining About: Tds

Description

I have my internet service through TDS Telecom. I currently pay \$80 a month for their turbo internet package, which is supposed to be 15 mb down and 3mb up. I've never one time came close to achieving those speeds. I've contacted tech support and customer service several times but all they've told me that they can't offer me those speeds right now but if they downgrade me they will have to have to give me 1mb up and down.

Ticket: # 1538641 - HughesNet Internet

Date: 3/30/2017 11:36:18 PM

City/State/Zip: Palm Desert, California 92211

Company Complaining About: Hughes Net

Description

Getting charged \$83/mo and the internet rarely works for basics like internet searches/email/social media. We DON'T use it for movies or games. We just need internet access to work from home and for personal use. HughesNet promises download speeds that it cannot deliver. The service was down and our service plan requires next day repair. They did not do that and then tried to charge \$125 for the repair when our repair plan says we have a \$29.95 co-pay.

Ticket: # 1538684 - T-Mobile Is Taking Too Long To Fix A Congested Tower**Date:** 3/31/2017 1:25:05 AM**City/State/Zip:** Detroit, Michigan 48205**Company Complaining About:** T Mobile

Description

For more than one year, my family has been contacting T-Mobile to inform them about slow internet speeds in our neighborhood. We are four blocks east and four blocks south of the nearest cell tower; therefore reception in our home is not the issue. It is the congestion, which is the amount of users on the towers that serve our address. I have been getting the run around with resolution dates for the past year. I feel as if T-Mobile can do more to alleviate the congestion, but I'm not sure why they have not. For the last six months, T-Mobile's very own coverage map on their website showed the average download speed at my address to be 0.29 megabits per second. This data on the website updates every 90 days. It is now showing the average speed at 4mbps, which I believe to be the result of a booster they sent me; this uses MY wifi. T-Mobile claims the congestion has been resolved, but myself and my neighbors are still experiencing issues. It's so bad that we can use our data for hours at a time. I even had to increase my wifi package to accommodate T-Mobile's booster. In situations where our wifi is down, we truly depend on T-Mobile as their map shows excellent coverage. I'm not understanding why their towers aren't broadcasting more power and why they cannot handle the influx of customers, but it's unfair to be blamed for their mistake. T-Mobile customer service agents have been helpful and optimistic, and that's the reason I keep trying to work with them. I really love what T-Mobile is doing in the wireless industry, but I'm starting to see how bad congestion is becoming in other areas as well. This is not acceptable. Their terms and conditions state I should expect a minimum of 2MBPS download even during peak times. I am not receiving this speed and I am paying for unlimited high speed data in which I cannot utilize 95 percent of the time. I believe the issue is fixable, I just want T-Mobile to fix it. We've been patient long enough.

[Ticket: # 1538695 - Charging for 200mpbs getting 11 mbps](#)

Date: 3/31/2017 3:08:13 AM

City/State/Zip: Oakland, California 94610

Company Complaining About: Comcast

Description

<http://speedtestbeta.xfinity.com/results/J0XGOERBK9LE370>

[Ticket: # 1538698 - Att bait and switch from fios to internet 18](#)

Date: 3/31/2017 3:27:29 AM

City/State/Zip: Oakland, California 94610

Company Complaining About: AT&T

Description

On March 7/8 I called att in response to a billboard saying fios was now in oakland. They verified that fios was at my address and I signed up. The install man put in something looking like dsl and I tried to verify that it was fiber optic internet. First he said it was then said it was not fios but really fast internet at 18mbps. I said that was not what I ordered. I called smiled chatted me texted and have never heard back. I never would have ordered nothing from att if I had known they did not really offer fios in my area.

Ticket: # 1538781 - RE: [FCC Complaints] Re: ViaSat/Excede Internet Service

Date: 3/31/2017 8:44:08 AM

City/State/Zip: Holcomb, Mississippi 38940

Company Complaining About: Viasat/excede?wild Blue

Description

This is a follow-up to your previous request #1420043 "ViaSat/Excede Internet Service"

Dear FCC,

Viasat/Excede did in fact reply to my complaint. However, this has not resolved the issue. I currently cannot use their service after 6pm in this area as download speed is <1Mbps and upload speeds are <0.1Mbps. We are all being billed for service we cannot use . I request that you please look into this matter. It would not be a problem if the company informed customers that service would only be available during morning hours. I hope you can help resolve this issue as it is misleading

Ticket: # 1538872 - TDS Telecom Internet

Date: 3/31/2017 9:50:46 AM

City/State/Zip: Jackson, Kentucky 41339

Company Complaining About: Tds

Description

I have internet through TDS Telecom service, that is supposed to be "high speed," but in reality it is extremely slow. It is hard to even view common things such as Netflix, Hulu and Yotube. Our cellphones are even expentionally slow accessing the internet and so believe this problem needs to be addressed. If we are paying for high speed then we need to have something faster than dial up.

[Ticket: # 1538901 - Verizon](#)

Date: 3/31/2017 10:08:42 AM

City/State/Zip: Fairfax, Virginia 22033

Company Complaining About: Verizon

Description

I am paying for 75 Mbps upload and download but instead I am receiving 5 Mbps download and 15 upload. This has been an on going problem with Verizon but when I call they keep saying we will be fixing the problem but instead they just cheat customers and not providing a service that they advertise for. I am sure that most people are having this issue but they are not aware of the problem.

Ticket: # 1539139 - Frontier Communicatons Customer Service**Date:** 3/31/2017 11:27:09 AM**City/State/Zip:** Keller, Texas 76248**Company Complaining About:** Frontier Communications

Description

I have been paying for Verizon Hi Speed Internet service for over a year. Last summer Verizon sent a technician out to my house and said everything was as good as could be for Internet service in my home. The same slow service was the norm after they left. Since then Verizon turned over their Internet service to Frontier Communications. One week ago I went online to see if other homes had the same problem. There were several hundred listed with the same problem. I have my WiFi router installed upstairs and the WiFi signal is very weak downstairs. I called Frontier Communications last week and reiterated my problem to get the problem taken care of. I was put on hold for ten minutes the first time I called their Customer Service and then they hung up on me. I called them back and talked to a Customer Service person who put me on hold for twenty minutes to speak to a supervisor about my problem. I was on hold for twenty minutes and then they told me a supervisor was not available, took my phone number and said they would call me back later that day. That was over a week ago. I waited three days and decided to try to tackle the problem myself. I ordered two WiFi repeaters from Amazon for \$40. I got the repeaters yesterday. plugged them in downstairs and logged on to the repeaters and voila, I have super fast internet downstairs. I have heard about numerous complaints from local customers about Frontier Communications, now I am a believer. They need to help their paying customers.

Ticket: # 1539239 - Cable speed

Date: 3/31/2017 11:48:39 AM

City/State/Zip: Bernville, Pennsylvania 19506

Company Complaining About: Comcast

Description

I am paying for 25mbps download and 6 upload. I am consistently not receiving those speeds. I have contacted Comcast numerous times. I have exchanged my rented router with them, as they suggested and the problem continues to occur, especially every weekend. I have a feeling they are moving data speeds from my rural area into a more populated area during peak time. I feel they owe me reimbursements for the slow speeds, aka not getting what I'm paying for consistently.

Ticket: # 1540251 - bad Service and Billing

Date: 3/31/2017 4:14:00 PM

City/State/Zip: Houston, Texas 77048

Company Complaining About: AT&T

Description

I've had AT&T Internet services for a very long time and every year there has been issues with U-Verse Internet. I pay for 45 Mbps but I may get 5 - 10 Mbps during a certain period of time. I may get 24 Mbps between 11:00 pm - 2:00 am. I live alone and disabled with Wireless Security Service and the internet speed decrease and the my security alarm drops. If anything happens requiring emergency assistance, I cannot push the medical button. If someone attempts to break in, system is off and the siren does not alert anyone I'm in danger. I've been working with Kevin Smith (Office of President and he changed my modem. It was tolerable but the issue starting again so Kevin Smith finally said "There nothing else he could do. The past 6 weeks the internet would not work or drops 4 times a week. Finally, I was fed-up with AT&T services so I called to cancel and was offered 25.00 off my bill so they wanted me to try them again. After being with them so long, I gave them benefit of doubt. from 03/09/2017 - 03/28/17 my internet wasn't working very so it dropped my security cameras (4), Direct TV has wireless clients (stopped working). It takes over 2 -3 hours to connect everything. Finally, I became very frustrated and angry then decided to switch to another Internet provider. I tried calling 03/29/2017 and they transferred me to so many different department and the others disconnected the call. My last call to them was to cancel my Internet Service. They had the new internet provider installed 03/29/2017. I started getting emails regarding the final bill of \$121.60. They did not credit my account with amount for the issues with the Internet Service.

[Ticket: # 1540730 - Frontier internet](#)

Date: 3/31/2017 7:41:23 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Called to voice my concerns about our internet, ran a speed test and was told we are in a high demand area and speeds aren't where they need to be! I often work from home and can't due to the internet being slow.

[Ticket: # 1540738 - Internet speed](#)

Date: 3/31/2017 7:46:45 PM

City/State/Zip: Columbia, North Carolina 27925

Company Complaining About: Centurylink

Description

I don't understand why I cannot get the same internet speed as people around me.

Ticket: # 1540817 - Irregular service--not getting what I'm paying for and their Customer Service assures me I am

Date: 3/31/2017 8:26:58 PM

City/State/Zip: Escondido, California 92027

Company Complaining About: Cox

Description

I've been a loyal customer to Cox Communications for 10+ years now. I'm currently paying for their internet package which is for 150mbps/10mbps up. Never really had any type of issues until around a year or so. I very frequently experience dreadfully slow speeds, both download and upload. What I found quite curious though is that its always been a consistently bad speed.

I pay for 150 down/10 up, and very regularly experience speeds at around 5mbps/less than 1mbps up. It gets worse towards the end of the month I've noticed. I realize this may not seem like such a big issue to most, but I stream on Twitch, so part of my livelihood depends on consistent, good quality ISP service. ESPECIALLY on my upload speeds.

I've had numerous techs come out to investigate the problem and have been assured that there's nothing wrong every single time.

My hardware is current and up to date.

I ask every tech and every over the phone customer service associate if Cox throttles their customers and they always assure me they don't. The inconsistencies I see between what they promise I'm getting for the money I'm providing, and what I'm ACTUALLY getting, are far too regular though.

I've provided screenshots that hopefully display my issues better than my words can.

I just want the speeds I'm paying for. Nothing more, nothing less.

Thank you for your time.

Ticket: # 1540927 - Internet Service

Date: 3/31/2017 10:23:24 PM

City/State/Zip: Zebulon, North Carolina 27597

Company Complaining About: Spectrum

Description

Ever since spectrum purchased time warner, our internet service has not been nearly as reliable and is significantly slower than the speeds we are paying for and experienced before the purchase.

Ticket: # 1540969 - False advertising and service upgrade claim

Date: 4/1/2017 12:46:52 AM

City/State/Zip: New Carlisle, Ohio 45344

Company Complaining About: Spectrum

Description

On 3-16-17 I contacted Spectrum regarding my current bill. The customer service person told me he could switch me from my current Time Warner internet package to the new Spectrum package and for the same price I was paying I would now be on Spectrum's 100MB plan. I've been checking my download speeds periodically since and have not seen much more than 60MB download speeds. I contacted Spectrum today and they told me that their 100MB plan is not offered in my area. However right on Spectrum's website <https://www.spectrum.com/internet.html> it states that their minimum speed is 100MB. How can they state that on their website that 100MB is their minimum speed when they can only offer me 60MB. Doesn't this classify as false advertising?

[Ticket: # 1540999 - slow internet](#)

Date: 4/1/2017 6:02:26 AM

City/State/Zip: Rome, Ohio 44085

Company Complaining About: Windstream Communications

Description

Windstream should provide me with 3mbps and they fail to give me this speed. I have called them and they tell me they are working on the problem, but it's never fixed.

Ticket: # 1541006 - Internet service**Date:** 4/1/2017 6:48:50 AM**City/State/Zip:** Pompano Beach, Florida 33069**Company Complaining About:** Comcast

Description

Dear FCC: Thank you for reading our frustration comments with COMCAST.

First and foremost, Comcast did not take appropriate actions to correct issues dealing with the Internet speed. I am professor and I rely on the Internet as a public platform for free speech, equal opportunity, economic growth and innovation.

For the last 5 months my Xfinity internet upload speed has been ranging from 8 mbps to less than 75 kbps during various times during the day. I have had my home and equipment diagnosed and all is good. One tech told me that there is a leak and that the cable needs to be replaced. I have not had the cable replaced. I have explained Xfinity about the upload speed is the only one that is affecting my internet and that it does not happens all of the time. The upload speed decrease happens any hour of the day and it last for a few hours at a time. Xfinity tech support cannot help me at all. Last technician replaced cable connectors and have only one coax cable connection from the wall to the modem. I don't have any other connections. I only have internet service from Xfinity. The internet service speed drop during the day that I am not able to make video calls, voice calls, upload photos or send emails with attachments.

Here are the summary of issues:

1. Comcast do not disclose on the bill what Internet speed provide.
2. Comcast continue to tell me that my speed has increased but it seems as though I am having more speed issues now.
3. I am paying for 75 Mbps download and am not receiving the speed for which I am paying. My internet speed drops to 19 Mbps.
4. I'm not demanding higher speeds, just the ability to use the internet service at the speeds that I pay for without being upcharged.
5. Comcast has an exclusive contract with Palm Aire County Club for Television, residents in my community paying one price of \$29.99. I am paying double for the service that is very poor, and the price keep going up without explanation on the bill.
6. After filing complain with FCC my bill doubled.
7. The internet is so slow that I cannot file complain with FCC

My next-door neighbor in unit 504 is experiencing the same issue and he is served from another drop as apartments in the 1, 2 and 3 stack are served by one drop and apartments in the 4, 5 and 6 stack are served by another drop.

Comcast has laid new cable from the street and to each of the 4 buildings in our association. This was done well over a month ago, but have not been connected. Cable is strewn across the back of our buildings and have multiple splices which I have photographed. This contradicts their obsession

of running a cable to my unit, 503 and my neighbor's unit 504 without the one split that exists currently. They insist it be a straight run.

Please help us as Comcast always puts the blame on anyone but themselves.

Ticket: # 1541333 - Internet

Date: 4/1/2017 2:18:25 PM

City/State/Zip: Orlando, Florida 32837

Company Complaining About: AT&T

Description

AT&T is charging me ridiculous pricing on internet that keeps fall below 50%. I cal it gets fixed and when I forget about and do the speed test I am always amazed at the 1.5,3 and 6 MBA I see. I take snapshots for proof. I am sick of calling being unsold and them realizing it is back to a crawl speed. False product and they stealing from me! I want 1. Compensation for last 6 months and it fixed once and for all!

[Ticket: # 1541359 - Non-fuctioning service](#)

Date: 4/1/2017 3:08:58 PM

City/State/Zip: Hedgesville, West Virginia 25427

Company Complaining About: Frontier Communications

Description

Serfice provided by Frontier Communications does not meet the speeds paid for and is intermittent at best. Been trying for the last 6-7 months to get service without any relief. They have failed to show up numerous times for scheduled repairs.

Ticket: # 1541522 - Internet service.

Date: 4/1/2017 6:38:03 PM

City/State/Zip: Cooper, Texas 75432-2813

Company Complaining About: Centurylink

Description

suddenlink doing business as embarq services my area for internet and phone service. There service has been almost unusable for days and nothing like they promise their customers. When asked about the service they say it will be two weeks before we get the service back. Its unfair that a company can charge you monthly for a certain service then not provide that service as usual for the month. You are paying for something that your not getting.

Ticket: # 1541551 - Incredibly slow connection speeds compared to promised speed

Date: 4/1/2017 7:23:21 PM

City/State/Zip: Atlanta, Georgia 30341

Company Complaining About: Comcast

Description

I have a 25mbps plan, but I constantly have around a 0.5mbps download connection speed. Comcast claims to not know what's going on, and will not send a free technician out to visit. They say if it's a problem with my apartment complex then I have to pay \$50-70 for the visit.

[Ticket: # 1541645 - Slower than dial up](#)

Date: 4/1/2017 11:43:49 PM

City/State/Zip: Christiansburg, Virginia 24073

Company Complaining About: Shentel

Description

Every night around 11:23 PM my internet speed goes below 1 Mbps for at least a couple of hours. I am paying for 10 Mbps.

Ticket: # 1541875 - Internet issues

Date: 4/2/2017 12:30:29 PM

City/State/Zip: Dupont, Washington 98327

Company Complaining About: Comcast

Description

I pay about \$60.00 plus dollars a month for internet and it suppose to be an upgraded version but it doesn't work that well. I am the only one using the internet and I sometimes cannot open emails or even scroll through Facebook because of the connection.

[Ticket: # 1541984 - Internet provider fraud](#)

Date: 4/2/2017 3:02:01 PM

City/State/Zip: Buffalo, New York 14206

Company Complaining About: Time Warner

Description

Spectrum bought out Time warner cable. Spectrum advertises internet only for \$44.99 with speeds min. of 60mbps. I am an existing TWC customer I am paying \$59.99 for 15 mbps. That is 4x's slower for more money. For current TWC customers to get the 60mbps speed they must pay \$64.99. Thats \$20 more for existing customers.

[Ticket: # 1542106 - Internet speed has never been what they advertise](#)

Date: 4/2/2017 6:10:31 PM

City/State/Zip: Carmichaels, Pennsylvania 15320

Company Complaining About: Windstream Communications

Description

My internet is so slow I can't stream Netflix without it buffering every 2 mins everytime I call windstream they tell me nothing is wrong and they want to charge me \$150 for someone to come look at my house

[Ticket: # 1542211 - Consistent slow speeds at peak times](#)

Date: 4/2/2017 9:15:13 PM

City/State/Zip: Sterling, Virginia 20165

Company Complaining About: Verizon

Description

I am experiencing very slow speeds consistently during peak hours at night between 5PM to Midnight. I have subscribed to 100/100 internet plan but only get 10-30 Mbps download speed.

[Ticket: # 1542245 - CenturyLink Throttling My Internet](#)

Date: 4/2/2017 11:02:41 PM

City/State/Zip: Portland, Oregon 97215

Company Complaining About: Centurylink

Description

Hello,

We pay for unlimited internet through Century Link. When we call a month ago, and they say that we don't have a data cap and that we have unlimited data. Today, 4/2/2017 at 6pm, the internet refuses to play any videos content including sites like Vimeo, YouTube, or a private education website. The internet speed test says we have a 5.7 download and 3.5 upload. We pay for 10+ download and 5 upload.

Ticket: # 1542281 - Speeds not as advertised

Date: 4/3/2017 12:05:20 AM

City/State/Zip: Billings, Montana 59105

Company Complaining About: Charter

Description

I've been working with Charter for about 6 months now on inconsistent speeds for my internet. On anything internal (ie: hosted by charter) I get speeds well over 60Mbps download and 3-5Mbps upload. I frequently run into issues with my internet dropping to below 5 Mbps download (going as low as less than 2Mbps), while maintaining an upload speed of over 5Mbps. I believe it's a server config issue, but they will not look into it and have just been throwing technicians at my house to see if it will fix the issue.

I've attached a word document showing screenshots with a bit more explanation of how this is an issue on their end.

Ticket: # 1542528 - Frontier Over subscription of DSL

Date: 4/3/2017 10:08:12 AM

City/State/Zip: Owensville, Indiana 47665

Company Complaining About: Frontier Communications

Description

I've been dealing with over subscription issues on my local Frontier DSL switch in my town of Owensville, IN. I'm supposed to have 6Mb/s down and 1.5Mb/s up DSL. I typically can't even get 2Mb/s down and upstream is almost nothing. I can't do online backups anymore due to the upstream limitations.

I've registered complaints with the Frontier Office of the President and have been told they have no plans to upgrade the bandwidth coming into Owensville or the old 2001 switch hardware connecting us. Basically our internet becomes unusable during peak hours and I've had issues even doing simple things like paying my bills with online banking. I wish we had cable or other options for internet but we are one of the unfortunate rural communities that are not getting true broadband speeds and have little to no other options but DSL.

[Ticket: # 1543341 - Cancellation issues](#)

Date: 4/3/2017 2:09:12 PM

City/State/Zip: Lake Villa, Illinois 60046

Company Complaining About: Comcast

Description

I want to terminate my service as the internet speed was less the advertised and caused the pos system to fail and the phone cut out and i lost on customers I should not be forced to pay the early termination fee becuase comcast failed to live up to their own terms and conditions as the internet speed is too low and not what i am paying for

[Ticket: # 1544426 - Horrible company very rude customer service](#)

Date: 4/3/2017 8:45:04 PM

City/State/Zip: Wake Forest, North Carolina 27587

Company Complaining About: Time Warner

Description

The internet keeps getting slower I'm paying for 100mbps and getting 5-10mbps and the customer service people are so rude and horrible to try and work with yet they keep going up on prices and slower internet speeds

[Ticket: # 1544520 - cant stream from my account](#)

Date: 4/3/2017 10:08:25 PM

City/State/Zip: Laguna Niguel, California 92677

Company Complaining About: Cox

Description

My data seems to be capped on the upload. Suppose to be getting 150down and 10up. On all tessting im getting 2.1 on stream test.

Ticket: # 1544561 - failure to provide services paid for

Date: 4/3/2017 11:06:13 PM

City/State/Zip: Pasadena, California 91101

Company Complaining About: AT&T

Description

For months we have been paying AT&T for premium connections (top speeds for the internet) but have never gotten anything close to top speed. In fact, we often cannot get online at all, nor do our televisions work using the U-verse connection. We have contacted AT&T on numerous occasions to request repair of faulty internet services. Their response is to send a new "gateway" box. This has now happened three times, without fixing the problem! Most recently, we have confirmed appointments with AT&T repair persons who never show up. On Saturday, April 1 we waited from 1 p.m. until 8 p.m. --no show. After complaining (an exercise in futility which in itself took almost two hours on the phone to AT&T representatives in Central Europe, one of whom lied, claiming that the repairman was at our apartment building at that very moment!), we rescheduled the appointment for Monday, April 3, between 4 and 8 p.m. Once again, no repairman showed up. We have now spent dozens of hours on the phone and nearly as many hours waiting for the "guaranteed" repair person to come to the premises.

Ticket: # 1544647 - Internet

Date: 4/4/2017 1:53:01 AM

City/State/Zip: Pine Mountain Club, California 93222

Company Complaining About: Calneva Broadband

Description

I pay \$70 a month for my internet and were supposed to get 10 Mbps Download speed and 1 Mbps upload speed with 150 GB of data per month. As of right now we get on average 1 Mbps download speed and 1 Mbps upload speed along with frequent outages that are daily. This has been going on for months now and to be honest probably more than a year. Every time a call they say they're working on it and it will be fixed soon. The first time I asked was 4 months ago... It has only gotten worse and we still pay \$70 a month and sometimes they take \$10-\$15 off the bill. That is not a fix nor is it a fair amount off the bill for what they have been providing.

[Ticket: # 1544908 - Slow Internet Speed](#)

Date: 4/4/2017 9:48:55 AM

City/State/Zip: Diamond Bar, California 91765

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1545385 - AT&T bait and switch](#)

Date: 4/4/2017 11:40:52 AM

City/State/Zip: Irvine, California 92618

Company Complaining About: AT&T

Description

ATT is Advertising 1000Mbps up/down speeds and I am consistently getting 9% of those speeds. So consistently, that it must be either throttling or a network bottleneck. My home network has been tested to work at 1 Gbps. ATT has been contacted over 6 times in a span of 2 weeks. Manager has not called me as indicated and a service tech blew off my appointment. Nothing is being done to correct the issue

[Ticket: # 1545485 - Internet speed and choice of providers](#)

Date: 4/4/2017 12:02:13 PM

City/State/Zip: Adel, Iowa 50003

Company Complaining About: Centurylink

Description

Download speed in my area is 3 Mbps, Century Link is the only provider in my area! The area I live in is growing very fast, which has caused even slower speed. Streaming movies is next to impossible and just using computer for a simple search takes forever! I've contacted Century Link and they tell me NO new infrastructure in my area is planned, even though the county I live in is #3 fastest growing in the country! If I had another choice I'd use it, but this company has the "monopoly", so we're forgotten! We need to have updated, 21st century, internet service, this is the same speed we had in 1990!

Ticket: # 1545820 - SuddenLink monopoly in College Station, Texas

Date: 4/4/2017 1:36:22 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Sudden Link

Description

SuddenLink is the only ISP in College Station and this allows them to get away with a lot of things. All we do is throw money at them, and they still don't fix anything. It's despicable, and they're incompetent. They always give me excuses and find different ways to charge me, and no matter how much money I throw at them, they can't fix any issues. I had a technician come, and all he did was give a hypothesis on what the problem is, and he just left without fixing anything and told me he has to get permission from a higher up to continue and didn't contact me again.

[Ticket: # 1545900 - DSL speed](#)

Date: 4/4/2017 1:57:37 PM

City/State/Zip: Springboro, Pennsylvania 16435

Company Complaining About: Windstream Communications

Description

My DSL speeds are not what I am paying for. The tech who has been here multiple times stated the lines need updated and engineering has to come up. No one from engineering will come out here to determine the issue specifically very poor upload speeds. The tech stated the lines have to be upgraded as they can not fix this in the condition it is. In the mean time I am paying for a service I am not getting. High speed service \$42.99 + \$10.00 for enhanced speed

Ticket: # 1545926 - Not receiving speed advertised

Date: 4/4/2017 2:04:16 PM

City/State/Zip: Stayton, Oregon 97383

Company Complaining About: Wave Broadband

Description

Purchased/Paying for 100MBPS download speed from Wave Broadband and on numerous documented occasions we are only receiving on average 35 MBPS. Wave has sent 2 technicians to our home on two different occasions and they tell us that they are not able to provide us with the speed we are paying for. Yet they continue to bill at full rate.

(b) (6) Stayton Oregon

Ticket: # 1546393 - Internet Speeds

Date: 4/4/2017 4:01:10 PM

City/State/Zip: Berwick, Pennsylvania 18603

Company Complaining About: Verizon

Description

She is paying for enhanced speeds of 7.0 mbps but is getting less than 1.0 according to speed tests. She called Verizon on 3/31/17 and was told that they would resolve the issue within an hour (confirmation # PA11293337229) but as of today the problem persists.

Please address. ***CTR375-phone***

Ticket: # 1546645 - Frontier Internet company

Date: 4/4/2017 5:00:37 PM

City/State/Zip: Oaktown, Indiana 47561

Company Complaining About: Frontier Communications

Description

Frontier communications is an Internet provider that should be investigated for their false advertising. I haven't had Internet in 2 days and when I do its .01Mbps and the last one actually said .00 download I have screenshots of the speed tests. Please do something about this company they should be held accountable for their actions or lack thereof. Just look at their Facebook page it's nothing but people complaining.

Ticket: # 1546826 - Horrible Internet Service With Overpriced Bill**Date:** 4/4/2017 6:01:13 PM**City/State/Zip:** Brooksville, Florida 34601**Company Complaining About:** Moonbeam Communications

Description

I live in an apartment community that will not allow me to switch or use any TV/Internet service. The service is called Moonbeam Communications. The internet, which is basically going back to 56K, is much slower than my 4G on my phone. They did "upgrades" to our community and yet, is STILL slow and the cable goes in and out during storms and they surge, taking at LEAST 1-3 hours, maybe 5 times a month. I'm extremely dissatisfied and I'm paying so much for this internet service, that back home in NJ I was paying \$50 for internet that was at the speed of 70 MBS. The apartment complex should allow us to use their wiring to use another internet/cable provider. Not to mention, the cable has maybe 4 channels with HD pictures, but even those channels are sub-par.

Ticket: # 1546900 - Unreliable Service, Over aggressive billing**Date:** 4/4/2017 6:40:40 PM**City/State/Zip:** Takoma Park, Maryland 20912**Company Complaining About:** AT&T

Description

Until May 2015, I had AT&T bundled communications services including: Internet, Uverse TV, wireless, AT&T wireless micro cell, and landline (voip). However there was a flaw with this bundle, as the Internet frequently went down, there was direct impact to the dependent services: Internet, Uverse TV, wireless micro cell, voip landline, wireless data, and wireless voice. We had a couple scary moments when we were not able to contact emergency services and could not call 911. We could not report issues and suffered complete data blackouts due to reliance of communications services on AT&T Internet, and the continued issue of spotty AT&T wireless coverage at our home requiring a micro cell (also dependent upon AT&T Internet). The recurring Internet service outages, reported monthly for 18 months (from 2014 through 5/2015), with all issues recorded by AT&T, had no resolution. I was being billed twice by AT&T to use the Internet, first the Uverse Internet charge (always down), then charges for the expensive wireless data (which would click on when AT&T Internet went down, yet still not completely connect because of bad wireless coverage). The lack of attention by AT&T to resolve my issue seems like a slamming scam to charge expensive wireless data at home, very costly, thus double charging for internet. I suffered significant over billing by AT&T, by over \$150 monthly for 18 months, totaling \$2700 overcharge. In fact, my AT&T wireless data usage spiked during periods that corroborate when Uverse Internet service outages occurred at home. I spoke to both AT&T wireless, and AT&T Uverse, the former provided some credits for over billing data and the latter offered service credits for service performance below well below their service level agreement, but never applied them to my account. These were credits for AT&T failing to deliver services in line with their service level agreement. I kept paying my bill even when expecting service credits to net out what was being billed, however, AT&T Uverse just let the reported service issues and credits slide into each next month. When my condominium association switched cable & Internet providers in May 2015, I had to cancel my AT&T services and switch to the provider selected by our condominium association. I closed my AT&T Uverse account in good standing and returned the equipment, and continued my AT&T wireless service. The promised service credits had still not hit my account when I disconnected my Uverse service. Shortly after disconnecting Uverse Internet, a charge of around \$200 hit my closed account. An AT&T representative said the impending credits would wipe out any remaining balance. This proved not to be true as AT&T sent my account to collection (despite being in good standing, all equipment returned, and a log of issues going back 18 months waiting for service credits). AT&T has all the data to resolve this issue, including recorded conversations with their promises and service issues. I would like my AT&T Uverse account cleared up, collections revoked, and my credit reporting by AT&T for all services fixed (restored) to positive. I would like AT&T to stop sharing my personal detail and billing information (i.e. collections agencies, and marketing lists). I would like a refund for sums over billed. Please help.

[Ticket: # 1547670 - Frontier internet does not work](#)

Date: 4/5/2017 10:13:41 AM

City/State/Zip: Atwater, Minnesota 56209

Company Complaining About: Frontier Communications

Description

Our frontier internet does not work and frontier is not will to send out a service tech to service our issues. They are unwilling to help until I contact the FCC.

Ticket: # 1547681 - Spectrum

Date: 4/5/2017 10:17:35 AM

City/State/Zip: Chino Hills, California 91709

Company Complaining About: Time Warner

Description

Time Warner, now Spectrum stated the FCC changed the signal and now we are required to have special boxes with their supplied remote s to watch TV without a DVR type box. These boxes have risen in price per month, even though they could not retail but for a few dollars each. Because of this our cable prices have risen, especially since Spectrum took over, and the service has gotten even worse than when under Time Warner. Considering I have several TV's it seems ridiculous that the cost I have to pay is due to supposed FCC signal changes and that continued payment for a small device is made because Spectrum is unable to modify their services so we the customer can accept a signal. The overall price of Spectrum which has climbed with less quality service.

[Ticket: # 1548013 - Internet speeds are consistantly 10 times slower than what I am paying for](#)

Date: 4/5/2017 11:59:24 AM

City/State/Zip: Murphy, North Carolina 28906

Company Complaining About: Frontier Communications

Description

For the past 5 years my internet speed averages .3 mbs and we experience several disruptions in service weekly. I have spoken to Frontier communications at least 30 times in regards to this matter. I generally get 1 of 2 answers from them.

1) There is to much congestion on the line (Meaning they have oversold the line) or

2) We are experiencing technical difficulties in your area but cannot give an exact time of resolution.

I have been getting a run around for the past 5 years and the same excuses everytime. They say they are upgrading this area yet the local service technicians deny that any upgrade is in the works.

Ticket: # 1548027 - internet

Date: 4/5/2017 12:03:08 PM

City/State/Zip: Caguas, Puerto Rico 00725

Company Complaining About: Claro Puerto Rico

Description

I changed to an offer of 5 mega speed that clear offered me and I am only receiving 3.94 megabites and the claro company indicates that that is the speed that they guarantee me by the offer of 5 megas of speed.

[Ticket: # 1548544 - internet speeds much slower than advertised](#)

Date: 4/5/2017 2:26:47 PM

City/State/Zip: Middletown, Pennsylvania 17057

Company Complaining About: Comcast

Description

Currently pay for 100Mbps download (they don't advertise upload) and consistently get 40Mbps download / 6 Mbps upload. This seems to be false advertising. Comcast has been out previously to inspect and fix coax data lines throughout house.

Ticket: # 1548554 - SERVICE/BILLING/INTERNET

Date: 4/5/2017 2:28:25 PM

City/State/Zip: Euless, Texas 76040

Company Complaining About: Charter

Description

Please be aware this is the third time I am registering a complaint.

Over the past 18-months of internet service, my download and upload speeds have been steadily declining. I have contacted technical support, customer service representatives and field representatives with little or no success in sight.

In the evening and night, my speeds have gone down to the 15-17mbps range. Unfortunately, I am unable to surf or stream movies during these times.

In the past, I asked any employee I spoke with to investigate if my internet lines are defective, other tenants are misusing or hogging all the bandwidth to suit there wants. yet, no employee has effectively been able to reach a resolution.

The result, little or no internet in the evening or night . Unable to stream movies as well.

Nobody is willing to tell me anything about usage or abuses regarding other customer in my apartment complex.

I can send photos(upon request) of my speed test on charter website.

The last speed tests indicated, 15.76Mbps(download) and 3.46Mbps(upload) on April 4, 2017. On April 3, 2017 the speeds indicated 15.96Mbps(download) and 3.44Mbps(upload).

***Please ask Charter/Spectrum to verify and interpret the users on my party line.

Ticket: # 1548908 - poor internet

Date: 4/5/2017 3:51:53 PM

City/State/Zip: Poteau, Oklahoma 74953

Company Complaining About: Windstream Communications

Description

My internet is so poor it usually times out before I can pick up a page or get a speed test unless I am online at 6 am. I cannot run my internet sale because the internet goes out or is too slow to carry it. I recently found out the local Monroe school pays over \$400 per month to shoot in some satellite internet so the kids will have internet in the classroom. I do not have that option as I need a hard line to prevent delays in the bidding process. My actual speed is not even close to what it should be which is slow enough. Windstream's lack of providing good services and product is impeding growth and progress in our area. Although I did get a call back from windstream they are not planning on doing anything in our area as for upgrading. They can sure over sell that area of capacity 150% and reap the profits but we still do not get any service. It is like buying a new car and being forced to drive it only between midnight and 6 am. You feel ripped off and that is exactly what is happening. The speed is less than advertised as well as inconsistent, to not working at all most of the time. Their service is pathetic and windstream is like a thief with legal protection. They can get away with it and nobody can do anything about it.

Ticket: # 1549211 - ISP Speed

Date: 4/5/2017 5:14:10 PM

City/State/Zip: Green Valley, Arizona 85614

Company Complaining About: Centurylink

Description

The ability to access the internet using CenturyLink had deteriorated to the point that it is virtually unusable. I use Google Chrome on my Windows 10 laptop. I have talked to Century link multiple times but they claim that the performane is bad because of the old technology and the lines that were installed years ago. Most of the time the speed is less than 1 MIP and this morning was less than 10% of one MIP. Note that our ISP account is Handled by Dish at PO Box 7203 Pasadena CA 91109-7303.

Ticket: # 1549365 - Comcast consistantly provides a service 100x slower than the contract.

Date: 4/5/2017 6:05:20 PM

City/State/Zip: Stratford, New Jersey 08084

Company Complaining About: Comcast

Description

How is it legal for this company (which blatantly violates antitrust law) to force customers to pay for a service advertized at 100x what they are actually provided. Please investigate the degree to which comcast provides the service they promise and break up that company.

[Ticket: # 1549648 - Much slower than advertised and that I am paying for.](#)

Date: 4/5/2017 8:36:46 PM

City/State/Zip: Prague, Oklahoma 74864

Company Complaining About: Atlink

Description

On Sunday 2 April 17, my internet service went out. I called it in and a repairs were made. Since then my service has been very slow. I have called several times to report the slow service only to be told it is what it is or that I could just choose to pay for a slower service. I pay for 6 mbs service and am currently getting 1.5 mbs to 2.4 mbs. I have taken screen shots of download tests to verify my claim.

[Ticket: # 1549693 - Slower than advertised speeds](#)

Date: 4/5/2017 9:10:34 PM

City/State/Zip: Hessmer, Louisiana 71341

Company Complaining About: Cablesouth Media 3

Description

I pay for 25mbps, but only get 2-8. This has been going on for over three months. I call and report every week, tech comes out sometimes and says it's a problem in the area and that they are trying to figure it out. I've had to upgrade my data plan on my cell phones just so I can have internet access that works. I am at my wits end and don't know what to do.

Ticket: # 1549697 - Centurylink Internet Service

Date: 4/5/2017 9:17:19 PM

City/State/Zip: Tucson, Arizona 85715

Company Complaining About: Centurylink

Description

Continuous slow service. After numerous phone calls and the "promise" yesterday that they would resolve the problem on 4/5/2017, no one arrived. I called again and was told it would be at least 10 days before they could come. I have been phoning and complaining since we moved in November 16, 2016. The internet service is extremely poor and erratic. Right now the service is 1.75 mbps upload and 1.2 mbps download. I have called them and they can't come out until next week.

Ticket: # 1549752 - Internet speeds

Date: 4/5/2017 10:15:26 PM

City/State/Zip: Houston, Texas 77040

Company Complaining About: AT&T

Description

I am with AT&T U-verse at my address which is (b) (6) in Houston Texas 77040. My account number with them is: 103628002.

In my plan I have Cable TV services and Internet. In my plan, the downstream speed should be 45 Mbps. I bought an Android device to download movies and TV independently from U-verse. The device required minimum speeds of 15 Mbps and it was not able to work in my smart TV. I never worked

I did a simple independent test in my computer to find out what kind of download speeds I was getting.

I went to <http://beta.speedtest.net/result/6194110107> by Ookla and my download speed was rated at 3.4 Mbps on the download side and 5.4 Mbps on the upload side.

I want to know if this is legal for them to do that and what are my remedies under the law.

Ticket: # 1549762 - Re: [FCC Complaints] Re: Slow speeds every night

Date: 4/5/2017 10:23:22 PM

City/State/Zip: Lewisville, Minnesota 56060

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request #1393843 "Slow speeds every night"

After 5 months they finally acualy fixed the problem I just tested the line and it is getting the full speed. Unfortunately the company took way to long and has lost my business as I have switch providers but they did finally fix it and you can now close the case. Thank you for your help.

Regards,

(b) (6)

[Ticket: # 1549816 - Internet speed](#)

Date: 4/5/2017 11:32:05 PM

City/State/Zip: Lakeside, Arizona 85929

Company Complaining About: Frontier Communications

Description

My Internet carrier advertised and told me I would be getting 6.9 mg. I get about 2

[Ticket: # 1549818 - Internet speed complaint](#)

Date: 4/5/2017 11:37:00 PM

City/State/Zip: Kalispell, Montana 59901

Company Complaining About: Centurylink

Description

(b) (6) . For the past week I have been complaining to Century Link about the slow speed of my internet (I pay for 20 M & am getting less than 2 M download speed. Century Link tell me they have bandwidth exhaustion in my area & cannot give me a date when it will be fixed. They misuse their monopoly position in rural communities to oversell their capacity without telling anyone.

[Ticket: # 1549855 - Poor internet speeds](#)

Date: 4/6/2017 1:22:06 AM

City/State/Zip: Prescott Valley, Arizona 86314

Company Complaining About: Centurylink

Description

For the last four months we have had very inconsistent internet speed from Centurylink. I subscribe to 40mbps download speed. Every night it drops to single digits and varies during the day. I have contacted there support numerous times, visited by techs three times. Nothing is ever fixed and the service tickets are closed.

[Ticket: # 1549886 - Throttling](#)

Date: 4/6/2017 6:10:06 AM

City/State/Zip: San Tan Valley, Arizona 85143

Company Complaining About: Centurylink

Description

I have evidence that CenturyLink is yet again throttling my connection speed. I am the account holder and do have permission to form this complaint against my ISP, CenturyLink. Heavily used websites are slowed down when visiting from our network, but as soon as we connect to a VPN on the same node that CenturyLink is normally connecting us through, it's no longer slow or throttled and we can browse normally. Data and evidence of the throttling by CenturyLink will be submit upon request. Currently we are throttled to 10 MBit/s when we pay for 80 Mbit/s or more. This is the second request we've made. We will have to contact higher agencies or even news outlets if this issue is not resolved soon.

Ticket: # 1550067 - No internet again

Date: 4/6/2017 10:15:03 AM

City/State/Zip: Findlay, Illinois 62534

Company Complaining About: Frontier Communications

Description

My internet has gone down again. It went down around 5pm yesterday and has remained down for for the last 16 hrs. Calls to technical support from my provider Frontier has been a headache at best. 1 person tells me there is no outages and nothing they can do as we do not have their router. We had their router and it repeatedly crashed. We would have to wait a week for a new one to be mailed and when the new one did not fix it we had to wait a week for a tech to come out. I asked for a supervisor who informed me that they can see the line is down on their end. She told me a tech can not come out till the 12th of this month 6 days from now. I am a 100% Disabled Veteran who relies on the internet for things from paying bills to ordering groceries as I am not very mobile. When I do have the internet only One (1) person can be on it at a time. Frontier claims this is high speed internet and bills is as such. Please help.

[Ticket: # 1550733 - Breach of Contract \(Wyoming.Com\)](#)

Date: 4/6/2017 1:09:56 PM

City/State/Zip: Lander, Wyoming 82520

Company Complaining About: Wyoming.com

Description

After starting this contracted service with this provider on August 2016, they have failed to provide the contracted speeds being billed. The contracted rates were 15/gbps download speed. We never consistently got that speed and dropped connection over four times a day. We followed protocol and always called tech support with no discernable fixes. After having the contract for eight months, we decided to cancel the account due to a breach of contract by the ISP. We notified them that we would be not paying the cancellation fee due to the breach. A certified letter was sent on March 21st, 2017 and signed for by the ISP. We received a bill for cancellation on April 3, 2017. A second certified letter was sent on April 6, 2017, informing the ISP that we are routing this matter to the FCC.

[Ticket: # 1551552 - Consistently low bandwidth](#)

Date: 4/6/2017 4:18:46 PM

City/State/Zip: Bronx, New York 10455

Company Complaining About: Optimum

Description

For months now, my ISP (Optimum Online) has been delivering sub par speeds. My download speeds have never reached anything approaching the 200 Mbps as advertised in my package tier (Optimum 200) and the only time I get anything above 20Mbps is during the dawn hours of the morning. I've called and live chatted with multiple representatives since the beginning of the year to no avail. A new modem was sent to my residence and installed, but did nothing remedy the situation.

Ticket: # 1552157 - RE: [FCC Complaints] Re: Internet service

Date: 4/6/2017 7:59:44 PM

City/State/Zip: Hawley, Pennsylvania 18428

Company Complaining About: Verizon

Description

This is a follow-up to your previous request #1452780 "Internet service"

Understood, I will be forwarding your response to my senator and congressmen.

Regards,

(b)

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(b) (6)

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Ticket: # 1552574 - Complaint about service provider

Date: 4/7/2017 9:24:31 AM

City/State/Zip: Mason, Ohio 45040-1768

Company Complaining About: Time Warner

Description

1) Not delivering the internet speeds of 50 Mbps consistently

I check numerous times throughout the day and i can get 2% - 10% consistently, which is far below the services I pay for

2) Not providing the services for Spectrum at the cost they aligned with me of \$124.00 a month per my attached letter. I decided not to switch because they wouldn't honor the prices. Note their calls are taped so they have the records.

3) Not allowing me to keep my old email

4) Not allowing TWC customers who pay for the premium internet speeds to get the 100 Mbps at current cost. TWC was rolling out the faster speed prior to the merger and had indicated that this would be provided to customers already on the premium internet without an increase in cost.

5) Strange bleed over when taping a DVR segment (in stream the service switched from what was scheduled to a Hispanic wrestling match)

Since the merger service overall has been consistently been worse. I am requesting that you hold Spectrum accountable. They should be required to prove they are consistently providing the speeds customers. They should honor their commitment for services at the cost provided by their customer service representatives. The low internet speeds happen when directly linked to the cable modem or via my wireless router.

Please note the issue covers multiple areas.

Ticket: # 1554141 - Internet service

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

City/State/Zip: Battle Ground, Washington 98604

Company Complaining About: Centurylink

Description

We pay our bill every month and half the time have do not get the speed we paid for or don't have service. This has been a constant issue for years and we have no other internet option. Centry link should be required to fix this is they are going to change their customers.

Ticket: # 1554350 - Internet Service Repair**Date:** 4/7/2017 6:12:53 PM**City/State/Zip:** Hopatcong, New Jersey 07843-1869**Company Complaining About:** Cablevision - Optimum Online

Description

Good afternoon,

January of 2017 I upgraded to the new business class speed tier 300/50. Starting with the installation we were unable to get the performance provided by the service. Ultimately I was told it would take up to 24 hours to "upgrade". Then a series of service techs have visited by business and were unable to find anything wrong. They ended up finding that on my node, other homes and business were having ingress leaks and they would have to one-by-one fix that issue. They came out and worked on the lines in my area and said they fixed the ingress leaks but the tests from the pole show performance issues so it needed to be escalated. I frequently have modem reboots which appear to be caused by a signal issue.

Finally, I was given a field managers name to get resolution to this issue. It has been four months, with no resolution. I have been paying my original amount during this entire ordeal and have many times been promised credits once this entire issue is fixed.

Now I am forced to pay the premium price but I have yet to get the upgraded service. If I don't pay the bill, they will disconnect my service. I can't downgrade because then they won't fix the problem and can't test if it is fixed. Now I am stuck paying for 300MB service but I am only getting my original 100MB service. With no way to accommodate me.

My issue is they have not been able to resolve the issue with no end in sight! I can't get reliable service with the performance I am paying for. These issues are making it difficult to use the VPN on my computers and phones, a requirement to do my job.

I live in a area that has literally no other option for internet service! I need some intervention to help.

Attached is a graph from my FCC Sam Knows box which clearly shows that on (or off) the Cablevision network I am not getting the 300/50 service provided.

I am including my burt speeds from my Sam Knows box/

Ticket: # 1554351 - Internet - intermittent connection

Date: 4/7/2017 6:13:00 PM

City/State/Zip: Brooklyn, Michigan 49230

Company Complaining About: Comcast

Description

Have repeatedly called Comcast because of poor internet connection. For 10 minutes, I waited for "chat" to connect with xfinity, and I had the Network Connection Status open so the variance in connection is visible. I am paying MORE for my internet service than most customers simply because I choose not to use xfinity cable, so I am beyond exasperated that I cannot manage to get a solid connection. My wifi constantly goes out, I can never get a representative on the phone, and I spend no less than 30 minutes EVERY SINGLE TIME I call to resolve an issue. This is unfair (and I feel sure unlawful). I am NOT getting the service I am paying for. *Incidentally, even after waiting 10 minutes, I was never able to "chat" with a representative.

[Ticket: # 1554382 - slow internet](#)

Date: 4/7/2017 6:28:02 PM

City/State/Zip: Buffalo, New York 14214

Company Complaining About: Time Warner

Description

TWC/Spectrum internet connection consistently underperforms 15mbps advertised speed. Just ran a speed test at 6:22pm on 4/7/17 and download speed is 8.11

[Ticket: # 1554693 - Internet Service](#)

Date: 4/7/2017 10:15:45 PM

City/State/Zip: Boise, Idaho 83706

Company Complaining About: Cable One

Description

Not providing the internet speeds that I pay for.

[Ticket: # 1554869 - Shared connection/monopoly](#)

Date: 4/8/2017 9:55:54 AM

City/State/Zip: Buffalo, New York 14214

Company Complaining About: Time Warner

Description

I live in area code 14214 and understand that the TWC, now Spectrum internet service in my area represents a monopoly as there is no other competitor offered. I take issue with the rising prices and poor service provided on account of the 'shared internet connection' that results in significantly slowed connection which is intolerable in an age in which many of our essential communication relies on internet connection speed.

Ticket: # 1554958 - Comcast bait and switch**Date:** 4/8/2017 11:36:44 AM**City/State/Zip:** Washington, District Of Columbia 20009**Company Complaining About:** Comcast

Description

I was receiving internet only service from Comcast for \$45/month for years. Comcast contacted me (I didn't contact them) in 2015 and asked if I wanted to get faster speeds and free HBO for only \$5/month more. I agreed. Then after a year, my price went up to \$75/month and I called to downgrade back to the internet-only plan. I was told that my previous \$45/month internet-only plan was no longer available, and that it was now going to be \$75/month (shockingly the same as I was already paying) for a 25Mb/s plan with HBO and basic cable (which I never use). I asked to be downgraded to the 10Mb/s plan and the representative lied to me and said there was no such plan. When I insisted that I could see the price listing on the Comcast website, he miraculously found it on his computer. But he gave me a laundry list of problems.

I have now downgraded to the 10Mb/s plan for \$49.99/month (which is more money for less than I was getting back in 2015 when Comcast baited me into giving that up). Unfortunately, I have yet to see my speed go above 6Mb/s and, in fact, Netflix's connectivity check is showing 1.02Mb/s. I've never had an internet slowdown at this address before I asked to downgrade my service. Moreover, all video streaming services that experience no problem streaming on less than 6Mb/s in other locales (e.g., SlingTV and Netflix) are now having connectivity issues.

I am a single man. I don't run a server. I am the only person that connects to my wifi and all I do on the internet is occasionally VPN to work, surf the web, or watch Netflix. 10Mb/s is plenty of speed and it is everywhere else.

It feels like Comcast is trying to convince me that I need to upgrade to a \$75/month plan by throttling my service to a rate that isn't even the 10Mb/s that I paid for. The reason I say this, is because the slowdowns I am experiencing are exactly the things that the customer service rep tried to use to convince me to upgrade my service.

[Ticket: # 1555086 - Complaint re: extremely poor internet service.](#)

Date: 4/8/2017 2:09:23 PM

City/State/Zip: Elko, Nevada 89801

Company Complaining About: Frontier Communications

Description

I have had long standing problems with Frontier Communications and their failure to provide internet speeds within 80% of the guaranteed speeds for which I pay. I have made multiple and repeated attempts to resolve the ongoing issue to no avail. I just spent time on the internet trying to resolve the problem with one of their "customer service reps" and the only resolution was yet another visit by a tech (which requires my taking a full day off from work), OR opting AGAIN for another "higher-speed" internet package with a 2-year price guarantee... not the resolution I am seeking.

[Ticket: # 1555336 - Throttling](#)

Date: 4/8/2017 7:36:16 PM

City/State/Zip: El Monte, California 91732

Company Complaining About: Time Warner

Description

Over the course of 6 months my ISP has been slowing down my internet. I now get frequent instabilities and extremely slow upload and download speeds.

Ticket: # 1555397 - Contract dispute

Date: 4/8/2017 8:43:18 PM

City/State/Zip: Crystal Falls, Michigan 49920-9363

Company Complaining About: Dish Network

Description

I was misled at the point of sale about the slow down speed once I hit my data cap. I was told the speed would be 2Mbps but it is actually 128kbps. When I called Dish to complain about the being forced into a contract under false terms, they offered and extra 5GB data or to cancel. I did not know at the time what the data would do or not do and did not want to cancel immediately because the technician had just installed a huge dish through the siding of my house. Now when I have tried to end my contract, I am not allowed without exhorbant early termination fees. I have recently spoken with Eric, ID RQ9 on 04/08/17 who was not helpful and basically said because I took their extra data, I am now under contract. I was not aware that would be the case.

[Ticket: # 1555490 - Culpeper Comcast Internet sucks](#)

Date: 4/9/2017 12:59:01 AM

City/State/Zip: Culpeper, Virginia 22701

Company Complaining About: Comcast

Description

Comcast replaced our modem with a newer model. Redid connections. Service is worse than before. Before I would get 104 to 58 mps studder and lock up for hours. Now I get only 19.5 mps. The problem is Comcast IPS. This proves it. Sometimrs I get a IPV lease year 1881. Comcast Sucks. Paying for up to 100 mps .

Ticket: # 155511 - Suddenlink

Date: 4/9/2017 4:34:58 AM

City/State/Zip: Bastrop, Texas 78602

Company Complaining About: Sudden Link

Description

By having no other ISP to turn to, I'm recently paying for 3-5mb at \$50 a month. All day I have around 300kbs which is barely enough to stream Netflix on one device in the lowest quality! It reaches up to 1.5mb to 2mb around 3am which I hardly get to experience.. They recently raised my bill to \$60 due to a "Wi-Fi" charge. I don't even have the bandwidth to stream on 2 devices. Overall I feel like they are taking advantage of the people in my community and it doesn't feel right. We should at least get half of what we pay for !

[Ticket: # 1555548 - Frontier service](#)

Date: 4/9/2017 9:04:35 AM

City/State/Zip: Conesus, New York 14435

Company Complaining About: Frontier Communications

Description

Our internet has hardly worked at all the whole time we've had them. It has never worked at the full speeds we are paying for, and now its gone down again for no reason and won't come back on, and now I have to wait at least a week for the tech to come out but of course I'm still being charged for that half of the month that I don't even have service!

Ticket: # 155594 - Significantly slow speed

Date: 4/9/2017 11:53:35 AM

City/State/Zip: Aurora, Colorado 80015

Company Complaining About: Centurylink

Description

We have internet service from century link, where our plan is for upto 40 mbps, but every weekend our speed drops to 2-3 mbps. When i call the customer support, they makeup a new reason every time and make me do some changes, which agin do no change and is same story every weekend

[Ticket: # 1555620 - Fraudulent speed claims](#)

Date: 4/9/2017 12:34:25 PM

City/State/Zip: Kingsland, Texas 78639

Company Complaining About: Zeecon

Description

I have been under contract with Zeecon an ISP located in Marble Falls, TX for one year and have never seen the product I was sold. I pay for a business class connection but consistently receive at or below the residential service tier.

[Ticket: # 1555642 - Internet Download Throttling](#)

Date: 4/9/2017 1:05:51 PM

City/State/Zip: Schenectady, New York 12303

Company Complaining About: Time Warner

Description

Gradually over time, TWC continuously slows my download speed to a negligible amount. Paying for 35mb download and getting <2mb until I call them and complain, and then it is back at my paid speed for about a day until throttled again.

Ticket: # 1555660 - Comcast breach of contract

Date: 4/9/2017 1:48:57 PM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: Comcast

Description

Back in January 2016, Comcast made me agree to a contract for 2 years for their blast internet (75Mbps) and free tv bundle for \$54.99 (HBO included for free in the agreement) Up until March (last month) where they started charging me for HBO. My bill went up to \$71.00 and the comcast rep at walmart told me she would remove the HBO as it wasn't part of the agreement to be charged for it. Keep in mind if I had breached this contract, I would have paid \$230.00 so they CANNOT get away with this. The biggest issue is my speed was taken down to 25Mbps whilst I was paying for the 75Mbps. I spent hours and hours on the phone for the past 2 weeks. I was even yelled at by a "manager" in a higher position. These people did not want to match my contractual agreement which is \$5 less than the agreement. Would they pay me \$230 for their breach of contract? These people cannot keep screwing with people and getting away with it.

Ticket: # 1555710 - Bandwidth 1/4 what my plan provides

Date: 4/9/2017 3:16:40 PM

City/State/Zip: Sheridan, Indiana 46069

Company Complaining About: AT&T

Description

I've been an AT&T customer for over 6 years now, and I am tired of paying a high price for less than 1/4 of the speed I'm subscribed to. I am on a 12 Mbps down & 1.5 up plan and I'm paying \$60/month. The minimum I am promised on this plan (per their own site, <https://www.att.net/speedtiers>) is 6.1 down and 0.5 up, yet that represents the highest end of service I've ever recieved. I'm normally in the 4 down/0.2 up range. It doesn't matter what time of day or night or day of the week, my service is always pathetic. They also randomly started charging me monthly a year or so ago for a new modem after their inept support person ruined my old one remotely running commands they would not elaborate on.

We also have random disconnects, several times a day at times. These disconnects can last for a few seconds to a few minutes, but long enough to disrupt my work if I'm working from home. Several weeks ago on a Friday, a service person was out here working in our junction box, and we lost our internet connection. I called about it because the service person left before I could catch him, and was told that they don't have service techs on weekends so I would have to wait until Monday. They showed up on Tuesday, so I was 5 days without service.

I am an IT professional who frequently works from home, I depend on my internet service. I've wasted hour upon hour dealing with their "support" people who are completely unqualified to be answering technical questions, and on several occasions have asked me to change security settings that would open me up to very simple attacks to steal my personal information. As a 15 year IT professional and senior support tech with security background at a fortune 500 company, it is appalling to me that their techs would be suggesting these things to others like me who work from home via a corporate VPN.

What makes me the maddest about this is I have literally no other options for service in my area. My colleagues who live in more urban areas pay less for higher tier internet service because they have options such as Comcast or Brighthouse.

I feel like they are deliberately overcharging us in our area because there is no competition, then failing to deliver on what is promised.

Ticket: # 1555801 - Internet speeds

Date: 4/9/2017 6:35:15 PM

City/State/Zip: Circleville, Kansas 66416

Company Complaining About: Giant Communications

Description

We along with most everyone in our town are getting excuse after excuse as to why the cable company will not fix our speed issue. The last time I spoke with them I was given 3 months credit and a discount on our bill, but was told they don't know when they will be able to fix it because of manpower issues. I pay for a 50 meg connection and average 1-2 megs on speed tests. They have explained on public forums that they never expected the usage they are receiving so their plant is unable to handle the bandwidth requirements. They are our only option for internet and knowing that the company seems to not care about the issues.

[Ticket: # 1555834 - poor inconsistent speed](#)

Date: 4/9/2017 7:32:33 PM

City/State/Zip: Lagrange, Kentucky 40031

Company Complaining About: AT&T

Description

very slow service, much slower than agreed

Ticket: # 1556956 - Exede satellite internet

Date: 4/10/2017 1:53:40 PM

City/State/Zip: Trinidad, Colorado 81082

Company Complaining About: Exede

Description

I live in a rural area in 81082 where satellite is my only option. Data usage is always very restricted. My daughter was going to school on-line. I signed up with Exede with the largest data plan available that offered unlimited data usage between 12-5 am in June 2014. Internet has consistently gone out completely, or slowed down to unusable speeds during unlimited usage hours. I am sure I am not the only one to experience this. Thank you

Ticket: # 1557301 - Unfair billing and usage practices

Date: 4/10/2017 3:11:47 PM

City/State/Zip: Cheshire, Oregon 97419

Company Complaining About: Exede

Description

We have been consumers of Exede (formerly WildBlue) internet for years. We had an internet package we were happy with but were convinced to "upgrade" to a faster package with data limits. Since we have been longtime metered internet users and were very aware of our usage, we assumed we would have no problem with this type of plan.

From the first month, we have consistently exceeded the data limits, forcing us to buy more data. After complaining, Exede provided us an online tool to measure our data but it does not provide specifics like where the data is actually being used or how much data is consumed. As such, we cannot prove that we aren't using that data although according to it's very generalized information, data is even being consumed when nobody is present and devices are off.

I have consistently complained and asked to be provided with specific information. The technical support dodges the questions, disconnects the tech sessions or tries to get me to pay for service calls or add more data. Naturally they will not let us return to our original plan.

Since ISP's are scarce in our area we are forced to go along with this but I believe they are manipulating the data in order to force us to buy more bandwidth and to restrict our bandwidth so they can sell more space.

Also, when they sent the new modem we needed for this service the power supply quit working within a couple weeks. They refused to send a new power supply and told us we would have to pay a \$95 service call to verify the problem!

Ticket: # 1557824 - Internet Service**Date:** 4/10/2017 6:16:01 PM**City/State/Zip:** Finlayson, Minnesota 55735**Company Complaining About:** Frontier Communications

Description

I have suffered with slow internet speeds from Frontier since the first day I was connected. I continue to suffer to this day with speeds usually around .6 to .8 Mbps. I never have a speed above 1.2 Mbps and those days are few and far between. I complain to Frontier on a fairly regular basis although waiting for their phone system prompts is very time consuming and frustrating in itself. Last fall after complaining to customer service, to their supervisor and to HIS supervisor, I was told by Bob Tromley that the Finlayson area, in which I live, was going to be getting upgrades in 2017 and that our area was going to be first. I now was told a couple weeks ago that he doesn't know if Finlayson will be upgraded at all this year! This is totally unacceptable and since I work from home over the internet is causing me problems at work. I have TWO fiber optic cables running on each side of Minnesota Highway 18 not 600 feet from my house that I want to know why another carrier such as Verizon or AT&T cannot provide service to my house and to my neighbors who also suffer from extremely poor service. Apparently the company has resources to give away trips and prizes but cannot afford to upgrade our internet service. HUGE FAIL!

[Ticket: # 1557967 - Internet Speed](#)

Date: 4/10/2017 7:36:54 PM

City/State/Zip: Fort Deposit, Alabama 36032

Company Complaining About: Bright House

Description

Between 6pm and 12pm we have reduced speeds to almost nothing.

[Ticket: # 1558039 - Xfinity Internet speeds being cut back](#)

Date: 4/10/2017 8:21:06 PM

City/State/Zip: Peachtree City, Georgia 30269

Company Complaining About: Comcast

Description

I am an Xfinity customer in 30269 area. I am paying for 150mbps service. I spee test every day. I am only getting 30mbps. I cleared and spend 30 minutes with xfinity. They "optimize" my modem and I get the 150mbps that I pay for, for about 2 days. Then it's slowed down to 30mbps again. I have been having this problem for over a year. I believe this is deliberate . It should be illegal to charge me for service I am not getting.

[Ticket: # 1558108 - Comcast](#)

Date: 4/10/2017 9:08:27 PM

City/State/Zip: Denver, Colorado 80210

Company Complaining About: Comcast

Description

I pay for \$100Mbps and only receive ~10mgbs. Comcast won't fix it.

[Ticket: # 1558163 - AT&T complaint](#)

Date: 4/10/2017 10:09:16 PM

City/State/Zip: Chula Vista, California 91910

Company Complaining About: AT&T

Description

My complaint is that AT&T has been charging me for 18 MB per second speed's for the last year and two months in actuality I have only received one megabyte per second to 9 MB per second. I have called six different times to resolve and no one has been able to fix the issue last month the increase my rates to \$65 I believe AT&T is profiting on a mass schedule I also believe AT&T is taking a vantage of me please help me resolve the issue

[Ticket: # 1558331 - Speed](#)

Date: 4/11/2017 4:12:52 AM

City/State/Zip: Mondovi, Wisconsin 54755

Company Complaining About: Frontier Communications

Description

Very slow connection speeds, less than 3mbps often

Ticket: # 1558337 - Snap caseworke

Date: 4/11/2017 4:52:09 AM

City/State/Zip: Maumelle, Arkansas 72113

Company Complaining About: AT&T

Description

My name is (b) (6), I was approved for snap benefits and I'm suppose to contact my case worker by phone but everytime I call I get a message telling me the mailbox is full & cannot receive anymore messages, its been weeks now & still have yet to talk to my case worker & in the meantime going hungry. I experienced the very same thing when I drew my snap benefits before. I don't have transportation so I can't just take off for the nearest office, I have to rely on my phone. I would really appreciate any help someone could give me, I feel like these past weeks have been long enough to try to contact my case worker.

Thank you for your time,

(b) (6)

Ticket: # 1558482 - SLOWER INTERNET SPEEDS TAHN WHAT I'M PAYING FOR

Date: 4/11/2017 9:06:40 AM

City/State/Zip: Williamsville, New York 14221

Company Complaining About: Time Warner

Description

Time Warner advertised and i signed up for the 20mps internet speed package, and i have been getting not even a quarter of that. My speeds have never been that high, my speeds has been ranging between 2.0-3.6mbps uploading and 944kbps-1mbps downloading. I refused to lease their equipment so i went on their website and purchased their suggested modem and router from a local store. When you call youre on the telephone forever playing their plug in, shut down , restart, remove the plug game....anywhere from 30 minutes to an hour. When the technician installed the service he knew that I wasn't getting the higher speed, and it doesn't matter what time of day it is i never get the speed that I'm paying for and I want to be financially compensated for this. I'm only getting around 12% of the speed that I'm paying for, so i should only be charged 12% of the rate and a credit needs to be issued on my account from the time this service was activated. And provision my location for the speed that I signed up for.

Ticket: # 1558749 - Internet not working/too slow

Date: 4/11/2017 11:00:42 AM

City/State/Zip: Littleton, North Carolina 27850

Company Complaining About: Centurylink

Description

I contacted century link regarding slow/no internet on both lines and delayed receipt of voicemail. They scheduled an appointment and didn't show up. I called to find out what happened and they left me hold for 15 minutes! They couldn't tell me what time the tech would show up, but it would be "sometime" during the day. They expect to be paid on time and at very high prices, but don't update equipment, they don't show up for appointments and they don't provide current technology. How do we get companies like this out of the communication business? They also send the customer service offshore-ugh.

Ticket: # 1559090 - Spectrum false advertising

Date: 4/11/2017 12:31:24 PM

City/State/Zip: Los Angeles, California 90032

Company Complaining About: Time Warner

Description

When I moved to Los Angeles in 2013, Time Warner was the only internet provider available to me (which is a problem). Nevertheless, I signed up and used the service at two separate addresses without much incident until this past year. Suddenly, seemingly in conjunction with the Spectrum merger, our service began to crawl and they raised the price from \$39.99 per month to \$59.99 per month. My wife works from home and she often couldn't participate in video conference calls she was required to be on because the speed was so bad. When we would stream video on our televisions, it would barely function, taking several minutes to load and never getting clear. We called and had technicians out three times to try and resolve the issue. They changed out an ethernet cord and checked our connections but nothing worked. They supposedly bumped my service up from 50mbps to 100 mbps for free, but the majority of the time we were getting less than 10mbps and occasionally less than 1mbps. What were we paying for? I have attached a screen grab of my most recent speed tests. Never once did we come anywhere near the 50mbps we were always paying for and certainly nowhere near 100. Also, the days where we have over 20 are the days the technicians came to our house. As soon as they would leave our service would barely functions. Perhaps they were purposely throttling us down. I finally switched to AT&T, and when I called and requested to speak to a manager about having my last month's charge voided, arguing that I hadn't gotten the service promised for a year, they gave me a physical address to write to and basically told me I had no chance of getting a refund of any kind. This type of business is unacceptable. I know there are myriad class-action lawsuits against Spectrum and Time Warner, but without choice in the market, customers like us are really being hung out to dry.

[Ticket: # 1559373 - badminternet service](#)

Date: 4/11/2017 1:45:21 PM

City/State/Zip: Nashville, Michigan 49073

Company Complaining About: AT&T

Description

ATT has pushed to switch us from a DSL line to their U-verse service and assured me that U-verse would be at least as good as our old service. This has not been the case. U-verse is much slower and far less reliable than the DSL line. I have requested that ATT switch my business back to the DSL line but they claim that is not possible. The problem seems to be old copper wires that are in bad shape in our service area. ATT needs to replace these wires and upgrade/maintain their infrastructure. I need a resolution to this problem soon. Business today is very dependent on reliable internet service.

Ticket: # 1560234 - Comcast threatening to terminate my contract

Date: 4/11/2017 5:19:21 PM

City/State/Zip: Antioch, Tennessee 37013

Company Complaining About: Comcast

Description

3 weeks ago i decided to test my internet speed, i found out that the maximum speed i'm getting over my ethernet port is 500 mbps while my actual plan is 1 gb. I contact the BBB and filled a complaint. i got a response from someone called Benjamin Snarr in the escalation team. He sent 3 technicians up to this point and none of them could actually fix the problem.

last sunday 4/9 Benjamin said that he'll send out the Area Supervisor. I waited from 9am to 2 pm but he never showed. Benjamin sent another technician who also couldn't fix the problem. This morning i talked to Benjamin and he told me straight forward that comcast can't do nothing and if i filed another complaint they will terminate my contract. He kept threatening everytime i say that i'm filing a lawsuit. Finally i decided to file a complaint with the fcc before contacting the DA office here in Nashville Tennessee.

According to Comcast's Policy they can't terminate my contract without a reason, and i talked my lawyer and he said that they're the one to be blamed since i'm paying for both support and the service but instead i'm not getting the service promised.

Benjamin denied that i can ever speak to the area supervisor.

I also contacted one of the local media channels in Nashville and i'm going to explain everything in details and mention all the names and people whom i've been in contact with and those who came to my house and didn't do my job, let alone the threatening from an executive office

Ticket: # 1560254 - Suddenlink Communication

Date: 4/11/2017 5:26:16 PM

City/State/Zip: Porter, Texas 77365

Company Complaining About: Sudden Link

Description

I have had numerous calls out for connection issues replaced all the line on the home to providers service line on telephone pole. Company stated they would inspect the tap and put a new drop from said tap to service line for home. This never happened continuing to have service issues and attempt after attempt no resolution to issue is being offered.

[Ticket: # 1560389 - At&t Anti-Consumer](#)

Date: 4/11/2017 6:47:13 PM

City/State/Zip: Lamar, Arkansas 72846

Company Complaining About: AT&T

Description

I want 128kbps internet even while tethering. I didn't pay \$45 for phone service, I paid for THE INTERNET ONLY! I want that speed as long as I'm not using the phone, and on only one device at a time (which is a single computer in this case).

[Ticket: # 1560422 - AT&T Slow](#)

Date: 4/11/2017 7:06:42 PM

City/State/Zip: Madison, Alabama 35756

Company Complaining About: AT&T

Description

I noticed the last few days that the internet is running slow -- regardless of whether devices around the house are running HD video. My wife had trouble with her work computer (Outlook via VPN) and I also noticed a degradation in speed. I ran an online test and found it to be any where from 1 to 17 Mbps. I am paying for 45 Mbps.

Ticket: # 1560462 - Time spent on the phone to get Comcast to send a technician to fix my wifi.

Date: 4/11/2017 7:30:16 PM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

I started speaking to Comcast about my slow wifi service about 1:30pm this afternoon. It is now 7: 06 pm and it is still not fixed. I went to their customer service location to pick up a modem because they said they would charge me. When I informed them I had a plan that should be no charge I was informed that that changed the last time my price was adjusted.

My wife and I spoke to aprox. 12 comcast employees three which either disconnected our call or sent us to other departments that had no bearing on our problem like the billing department. Then you have to start all over from the lowest tier and spend another 1/2 hour or more before you could speak to the 2nd tier. It got so bad that we knew what their next step would be.

I think it's time that the FCC or whatever responsible federal agency breaks this monopoly up in the same way they did to AT&T. That created competition lowered consumer prices and increased customer service.

Enough is enough!!!

Ticket: # 1560578 - ISP providing 1/10th of advertised speeds

Date: 4/11/2017 8:35:13 PM

City/State/Zip: Brooklyn, Michigan 49230

Company Complaining About: Frontier Communications

Description

I've been doing combat with Frontier Communications for over a decade with absolutely no luck. I'm 21 years old now, but since ive first used the internet when I was diapers I knew that frontier wasnt holding up to anyone's expectations. We were on a plan to receive 15-20MB from frontier, but according to multiple speed tests I've only EVER witnessed a Max of 200kb/s on a good day. Since then we've downgraded to their cheapest plan (1MB) and still only receive 200kb/s. At first I suspected that it's the result of faulty wiring in my old home, until I asked around.. hundreds of people in my area alone that are using Frontier for their internet connection have the EXACT same issue. I've had technicians come out every 6 months or so to give me the same response: "sorry man, Frontier is feeding your whole region with a small garden hose of wifi." Many people are paying for their best plans and don't even know their only getting 1/10th of their cheapest plan. It's criminal.

[Ticket: # 1560686 - Actual Connection Speed is far under advertised](#)

Date: 4/11/2017 9:57:55 PM

City/State/Zip: Blue Ridge, Georgia 30513

Company Complaining About: Tds

Description

Actual connection speed often dips far below 1mbps while TDS is selling speeds 12mbps+. Several of my neighbors report the same experience so I know it is not limited to my equipment or wiring. TDS is overselling their capacity and should be required to improve their system or pay customers back for the lack of speed compared to advertisement.

Ticket: # 1560716 - Cox UPLOAD Issue

Date: 4/11/2017 10:48:06 PM

City/State/Zip: Chula Vista, California 91910

Company Complaining About: Cox

Description

I am a content creator on Twitch.tv. I only require 2mb of upload while LIVE on the website. My internet package is for 5mb upload. I've not even had 2mb on most nights after 7pm and it stays like that all through the morning. Sometimes, on my broadcast software, OBS Studio, I can see my upload shoot up to 5000kb/s(5mb) which it shouldn't because I have it specifically set to 2000kb/s(2mb). I am almost positive that my connection is being throttled.

For six months now I've been back and forth with Cox and they send someone out, say the problem is fixed, but then it's not. I've had about 6+ techs come out to no avail. I've had almost 7 different modems and everyone bites the dust. My career on Twitch pays for the bills and I can't entertain my audience if I have no upload to go live!

I have a friend in Arizona who uses Cox as well and he told me a Tier 3 tech told him 'legally, no' we don't throttle connections, which in fact, means yes they do.

[Ticket: # 1560856 - Comcast internet price and service](#)

Date: 4/12/2017 7:05:08 AM

City/State/Zip: Mechanicsville, Virginia 23116

Company Complaining About: Comcast

Description

Comcast is price gouging me for Internet only service. They are charging me \$89 a month and the internet provided is subpar, it runs slow and many times is buffering when we try to watch netflix or any shows.

I've spoken with other people who pay no more than \$39 for much better internet service. I also don't understand why Verizon FIOS doesn't move into my area. I only have one choice for internet and that is Comcast.

[Ticket: # 1560898 - Frontier internet service provider](#)

Date: 4/12/2017 8:44:28 AM

City/State/Zip: Noxen, Pennsylvania 18636

Company Complaining About: Frontier Communications

Description

Provider turned off internet service without contacting client. Email from same provider has not worked since February. Stopped service, but still cashed my check. Internet service is spotty and never provides speed advertised.

[Ticket: # 1560937 - Internet](#)

Date: 4/12/2017 9:07:52 AM

City/State/Zip: Brooklyn, Michigan 49230

Company Complaining About: Frontier Communications

Description

Terrible internet speed. Less than dial up speed.

Ticket: # 1560962 - Frontier internet

Date: 4/12/2017 9:24:42 AM

City/State/Zip: Tipton, Michigan 49287

Company Complaining About: Frontier Communications

Description

Pay good money for high speed internet and it is slower than we had dial up 20 years ago! Granted we live in the country but if u pay for high speed that is what you should get.

[Ticket: # 1561022 - internet is so slow I cannot make a call...](#)

Date: 4/12/2017 9:50:22 AM

City/State/Zip: Rising Sun, Indiana 47040

Company Complaining About: Centurylink

Description

my internet provider has consistently throttled my internet. The download ability has ceased to exist. Even one file cannot be downloaded.

I have made numerous complaints, it gets better, then worse again. We have an internet phone and at this time I dont have the speed to make a call.

When is this going to be corrected permanently?

And why do I not get credits to my bill for these issues?

Their prices are outrageous but they provide terrible service.

Ticket: # 1561143 - Verizon Wireless new "unlimited data plan"

Date: 4/12/2017 10:31:24 AM

City/State/Zip: Manlius, New York 13104

Company Complaining About: Verizon Wireless

Description

I signed up for the new Verizon wireless "unlimited data plan." I have 3 devices serviced by Verizon, 2 smartphones and one MiFi router. Before signing up in February, I asked on a Verizon Chat about 4G speed data caps. I was told that the total cap of the plan for all devices would be 22 GB before slowing to 3G speeds. I asked about tethering caps, and was told that the smartphones would be capped at 10 GB of tethering, but that the MiFi router would not have a 10 GB 4G cap. Once my plan started, Verizon is now stating that my MiFi is indeed limited to 10 GB of 4G speed and that after 10 GB of data, the speed automatically reduces to 3G speed. This is a bait and switch. I have contacted Verizon and they will not budge.

Ticket: # 1561186 - False advertisement for internet

Date: 4/12/2017 10:42:24 AM

City/State/Zip: Laverne, Tennessee 37086

Company Complaining About: Comcast

Description

I moved into a house and purchased the 300mb internet package from Comcast only to pull about 150mb wired and anywhere from 0-35mb wireless with internet dropping off a lot downstairs. When I called they said I could buy a better modem/router at my own expense of course. Now remember, they installed their top of the line modem/router upon install so why do they sell 300mb internet if their equipment can't provide that. My house is only 2000sq ft and the modem / router is centrally located. This is unacceptable. I simply want to get what I'm paying for or credited accordingly.

Ticket: # 1561239 - Internet Speed not matching plan

Date: 4/12/2017 10:58:51 AM

City/State/Zip: Jonesville, Virginia 24263

Company Complaining About: Comcast

Description

Back in 2015 I had joined Comcast under their Double Play plan. It advertised speeds up to 75mbs. I only received 30mpbs at ALL times. I reached out to them dozens of times, they sent out a tech twice and it was never corrected. I reached out to the FCC and corporate for Comcast called me. They told me that by the end of 2016 that my area would be upgraded to the 75mbs and it did NOT support the speeds that are advertised. I was not given compensation. I upgraded to their Triple Play package on 04/03/2017. It was supposed to include the Blast! tier with 75mbs. I am not only still not receiving above 30mps but on their website under Manage Plan, Service Plans I am showing "Economy Plus Internet Download speeds up to 25 Mbps".

Ticket: # 1561938 - AT&T Uverse Gigabit fiber speeds

Date: 4/12/2017 2:02:01 PM

City/State/Zip: Richmond, Texas 77407

Company Complaining About: AT&T

Description

I have been a LONG time AT&T Uverse customer and the very first house in my subdivision to get Gigapower 1Gbit fiber internet service. The first 8-9 months was great... over 900Mbit Up & Down. Now I barely get half of that. After numerous complaints to AT&T and them send out tech after tech after tech - things are still not resolved. I've told them it is probably hardware at the CO or some other back-end distribution point but they won't listen. They think all of their customers are just dumb end users. I'm tired of it and I am tired of paying for a service I am not getting. I have had over 10 tickets open with them on this issue and they keep doing is send out fresh off the college bus line techs. Please help me get the Gigabit service I am paying for.

Thank you in advance!

(b) (6)



The signature area is redacted with three black bars. The first bar is short and contains the text "(b) (6)". The second bar is longer and covers the name. The third bar is short and covers the contact information.

[Ticket: # 1562197 - Services](#)

Date: 4/12/2017 3:00:40 PM

City/State/Zip: Bronx, New York 10458

Company Complaining About: Verizon

Description

I am a customer of Verizon and my internet services is very slow every month. I pay for "High Speed Internet," and I am getting the lowest speed from this company. I have contacted Verizon and the representative say it is as good as it get. I am requesting a representative to call and explained what in the world is going on with my services!

Ticket: # 1562561 - False or misinformation about my service with my internet company

Date: 4/12/2017 4:30:46 PM

City/State/Zip: New York City, New York 10031

Company Complaining About: Verizon

Description

I recently called about my service to Verizon about trying to upgrade service in the future and the conversation went on about how I was offered the best possible service with the company available in the building and I confronted or tried to question the representative about the service they provided and I was countered with the response of (Verizon only offered 3mb per sec in that building) when the representative told me this ,stared to go into why are they only offering me that small amount and the representative just keep on going about that my service that way is because that's what applies to my building I then proceed to ask to speak to a manager or supervisor about the issue of why I wasn't getting more than 3mb per sec and the representative gave the response of (im not able to give you anyone because I'm the only one here no is here to help you out) just listened and kepted pushing to speak with someone about my service and I didn't get a different response i then told her thank you for the service that was given and I'm going to call again to see if i would get a different response i closed the phone and called 311 where i found the FCC number and gave them a call where they sent me an email to file a complaint on behalf of the service and misinformation

[Ticket: # 1562693 - Internet speeds](#)

Date: 4/12/2017 5:05:06 PM

City/State/Zip: Britton, Michigan 49229

Company Complaining About: Frontier Communications

Description

Frontier has failed on multiple occasions to give us the internet we are paying for. Even their cheapest plan claims to offer 8x what we are receiving.

[Ticket: # 1563186 - speed is much lower than expected](#)

Date: 4/12/2017 9:19:15 PM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

i'm a basic user paying top dollar for high speed (100megabits), but speed is rarely that high, it is closer to 40, but inconsistent, we regularly need to call comcast to reset the signal because we have streaming issues from very slow speed. we have been clocking many slow speeds since Jan-2016.

[Ticket: # 1563195 - Comcast Xfinity speeds slower than advertised](#)

Date: 4/12/2017 9:27:53 PM

City/State/Zip: Portland, Oregon 97211

Company Complaining About: Comcast

Description

I'm getting less then 50MBPS even though for the past year I've been billed for 75-100MBPS. this has been going on for years and now I want the FCC to look into the issue.

[Ticket: # 1563237 - Internet speed](#)

Date: 4/12/2017 9:54:52 PM

City/State/Zip: Syracuse, New York 13215

Company Complaining About: Time Warner

Description

My internet speeds are not what I am paying for. I have extreme internet which is supposed to be 200mbps. I have complained several times and changed the modem because it quit. The modem is my WIFI and phone.

[Ticket: # 1563245 - Internet Speeds](#)

Date: 4/12/2017 10:14:46 PM

City/State/Zip: Fort Belvoir, Utah 22060

Company Complaining About: Comcast

Description

Very slow speeds

Reference Ticket

CR696083434

[Ticket: # 1563279 - Frontier Internet Service](#)

Date: 4/12/2017 10:37:54 PM

City/State/Zip: Brooklyn, Michigan 49230

Company Complaining About: Comcast

Description

Frontier provides the slowest internet, they're service is garbage. Something needs to be done about this monopoly because consumers have no choice. It's garbage internet or garbage internet. There's no where else to turn.

[Ticket: # 1563315 - TDS Telecom internet issues](#)

Date: 4/12/2017 11:17:00 PM

City/State/Zip: Elkhorn, Wisconsin 53121

Company Complaining About: Tds

Description

Here in Elkhorn, WI, we have access to only one internet service provider, TDS Telecom. We pay for 15 mbps service, but their network is so oversaturated that most of the time it's barely over 3 mbps. They charge high prices for this severely crippled, not as-advertised service. Their customer service has told us they already know there is a capacity issue in our area.

[Ticket: # 1564014 - slow internet speed](#)

Date: 4/13/2017 11:53:39 AM

City/State/Zip: Rochester, New York 14622

Company Complaining About: Time Warner

Description

I'm paying for 30Mbps download service and the average download service is 7.7 Mbps. Time Warner already came in and replaced all the cables and splitters no change.

[Ticket: # 1564194 - internet speed](#)

Date: 4/13/2017 12:44:16 PM

City/State/Zip: Doral, Florida 33178

Company Complaining About: Comcast

Description

Internet provider (comcast) does not provide speed that has been pay for, provider blames router for low speed because it's owned by client and insist to lease o buy one from provider. Router from owner is up to date and is approved for use by provider.